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DEFINITIONS OF TERMS

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARCATION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a customer's premises. The demarcation point is located on the customer's side of the Company's protector or equivalent.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECTORY

A book which is published by the Company and typically lists each telephone customer alphabetically, with his/her service location and telephone number.

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DIRECTORY LISTING

The publication of the Company's directory records of information relative to a customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party. (C)

DISCONNECT NOTICE

The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS

7.1.1 Provision of Directory Listings

A These rates and regulations for directory listings apply only to the information records and the alphabetical Section of the directory containing the regular alphabetical list of names of customers.

B Listings are regularly provided in connection with all classes of exchange service, except Public Telephone Service. For public telephone service the listing will be provided if in the judgment of the Company such listing will facilitate the operations of the Company.

C Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.

D A listing must conform to the Company's specifications with respect to its directories.

E The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

F The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

G Non-published service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, but is included in the information records. (C)

H Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when in the judgment of the Company names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room or suite numbers of buildings or apartment houses, or other such designations is not permitted.

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8.10.1 General

MISCELLANEOUS SERVICE ARRANGEMENTS

8.3.2 Rates and Charges

		Per Line Monthly Rate
Call Forwarding,	Business	$ 3.00
Residence		2.00
Call Waiting,	Business	5.00
Residence		3.00
Do Not Disturb	Business	4.00
Residence		3.00
Speed Calling, 8	Business	3.00
Residence		2.00
Speed Calling, 30	Business	4.00
Residence		3.00
Three-Way Calling	Business	4.00
Residence		3.00
Wake-Up Service	Business	3.00
Residence		2.00

The following packaging discounts are available:
- Call Forwarding, Call Waiting, Three-Way Calling, Speed Calling 8
  Business.....12.00
  Residence.....8.00

- Call Forwarding, Call Waiting, Three-Way Calling, Speed Calling 30
  Business.....13.00
  Residence.....9.00

Non-recurring charges for connection of these services are those stated in Section 5 of this tariff.

8.4 RESERVED FOR FUTURE USE (T)

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.5 OUTGOING CALL MANAGEMENT

8.5.1 General

A. Outgoing Call Management is an optional service that prevents the origination of unauthorized toll calls from a customer's line, by means of blocking at the Company's central office. The subscriber may override Outgoing Call Management with a Personal Identification Number (PIN).

B. This arrangement denies all outgoing calls starting with the digit "1" or "0".

C. All local calls will be permitted from the customer's line.

D. (D)

E. This service will not block all toll calls a customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., ***976***, if available).

F. The customer accepts full responsibility for denial of access to the toll network.

G. The customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".

H. The customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".

I. This service is available only where facilities permit.

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8.6 RESERVED FOR FUTURE USE (T)

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.11 THREE-DIGIT DIALING SERVICE (N11)

8.11.1 General

A. Three-Digit Dialing Service hereinafter (N11 Service) is a three-digit local dialing arrangement with Pineland Telephone Cooperative, Inc., for delivery of general information via voice grade facilities. N11 Service provided under this Section 8.11 is limited to Customers who have received an allocation of an N11 code from the Georgia Public Service Commission in accordance with the procedures under Section 8.11.2.A of this Tariff. Specific uses of N11 codes as described in Section 8.11.1.C are not N11 Services provided under this Tariff Section 8.11.

B. The Local Calling Area(s) of the N11 Service subscriber will be the Basic Local Calling Area(s) defined in Section 2 of this Tariff, as facilities permit.

C. N11 Service will be assigned for commercial use in each Local Calling Area, only in those instances where the code has not been requested by an entity as defined by the Federal Communications Commission in CC Docket 92-105 for specific uses. The specific uses are as follows:

211 – access to community information and referral services
311 – access to non-emergency police and other governmental agencies

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511 – access to travel information services
611 – access to service repair and business office uses of all providers of telephone exchange service
711 – access code to Telephone Relay Services (TRS)
811 – access to one call center
911 – access to emergency services

With these assignments, non-commercial use of 211, 511 and 711 will be provided as specified in, respectively, Section 8.12, Section 8.13 and Section 8.14 of this Tariff. In addition, guidelines for reassignment of N11 codes are defined in Section 8.11.2.A. following.

D. Only one N11 number will be assigned to an N11 subscriber or its affiliates, per Local Calling Area.

E. N11 Service is available in Pineland Telephone Cooperative, Inc.'s Local Calling Areas only. To provide access to an N11 number to end users in the local calling area of another local exchange carrier or to a competitive local exchange carrier's (CLEC's) end user within the local calling area, the N11 subscriber must make appropriate arrangements with the other local exchange carrier or CLEC serving that territory.

F. N11 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) or via a 10-digit toll free number.

G. Calls to an N11 number delivered by the Company to a 7 or 10-digit local number designated for the N11 Service shall not be forwarded to a number that is not within the Local Calling Area of the exchange for which the N11 Code has been assigned by the Company.

PUBLIC PAY TELEPHONE ACCESS SERVICE

9.1 GENERAL (Cont'd)

Public Pay Telephone Access Service for coin or coinless CPE is furnished only from central offices which have been arranged to provide this service and is provided subject to the availability of facilities.

Directory listings may be provided under the regulations which provide for the furnishing of listings for business service.

Service connection charges for business access line service shall be applicable for Public Pay Access Lines.

The Company will not assure privacy of communications from the pay telephone station to the connection to the network.

The Company need not initiate a maintenance service call or take any other action in response to a trouble report on a pay telephone until such time as requested by the pay telephone owner or its agent. The pay telephone owner must keep the Company advised of the identity of the payphone owner or agent authorized to request a maintenance service call.

9.2 RESPONSIBILITY OF THE CUSTOMER

9.2.1 General

The customer shall be responsible for the installation, operation and maintenance of any customer-provided telephones used in connection with this service.

The customer shall be responsible for payment of Maintenance of Service Charges as covered in Section 5 of this Tariff for each visit by the Company to the premises of the customer, where the service difficulty or trouble reports result from the use of equipment of facilities provided by the customer.

The customer to this service shall be responsible for any and all charges billed in connection with the Public Pay Telephone Access Service.

The customer is responsible for meeting all federal, state and local statutes with respect to provisions of customer provided telephones in accordance with all hearing impaired and handicapped person requirements.

9.2.2 Operational Characteristics

The customer-provided payphone must be registered in compliance with Part 68 of the FCC Rules and Regulations and have the following operational characteristics:

A. Must be able to access the "Operator" at no charge to the calling party. (C)

B. Must be able to access 911 Emergency Service, where available, at no charge.

C. The appropriate emergency number (Operator or 911) must be clearly posted at each location of a customer-provided telephone.

PUBLIC PAY TELEPHONE ACCESS SERVICE

9.4 OPTIONAL SERVICE FEATURES (WHERE AVAILABLE) (Cont'd)

9.4.3 Coin Supervision Additive Service

The Company will provide Coin Supervision Additive Service where facilities permit, at the customer's option, at the rates shown in 9.5 following. This option is available to customers who order Public Pay Access Service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchange service lines requires central office coin supervision capability.

Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the customer's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay telephone user. Coin Supervision Additive Service also permits a suitably equipped operator service provider to automatically ring back the originating exchange service line upon completion of a call.

9.5 RATES AND CHARGES APPLIED BY THE COMPANY

9.5.1 Flat Rate Service

Public Telephone Access Service is provided on a Flat Rate basis. In addition, a monthly Multi-Line Business Subscriber Line Charge, as ordered by the FCC, is also assessed to each Public Telephone Access Service line. A Service connection charge for business access line service shall apply to each pay telephone access line ordered.

Flat Rate Service	**Monthly rate**	
Public Pay Telephone Access Line, each	$34.25	(D) (D)

Switched Access Charges for usage, as provided in the Company's Intrastate Access Service Tariff, apply.

Intrastate IntraLATA long distance charges apply on a per message basis based on toll rates. (C)

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Service Charges, as specified elsewhere in this Tariff, for business individual line service are applicable. Changes in service from an existing exchange service to Public Telephone Access Service will be considered as new service.

Listings in connection with Public Pay Telephone Access Service are furnished under the same rates as other business service.

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