

EXCHANGE AND NETWORK SERVICES TARIFF

Telephone rate schedules
setting forth
rates, charges and
conditions of service

of

CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.
d/b/a
FRONTIER COMMUNICATIONS OF THE WHITE MOUNTAINS
A SUBSIDIARY OF VERIZON COMMUNICATIONS INC.

(N)

As filed with the
ARIZONA CORPORATION COMMISSION

DATE ISSUED: March 9, 2026

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FILED BY: Leslie Zink

TITLE: Manager, Regulatory Reporting

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 81489

DOCKET NO.: T-03214A-24-0252

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PRELIMINARY STATEMENT (continued)

SYMBOLS

The following symbols are applicable to all tariff schedules and rules of the utility.

- (C) To signify changed listing, rule or condition which may affect rates or charges
- (D) To signify discontinued material, including listing, rate, rule or condition
- (I) To signify increase
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition
- (N) To signify new material, including listing, rate, rule or condition
- (R) To signify reduction
- (T) To signify change in wording of text, but no change in rate, rule or condition

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PRELIMINARY STATEMENT (continued)

TERRITORY SERVED - SERVICE RENDERED - RATES - RULES AND REGULATIONS

Citizens Telecommunications Company of the White Mountains, Inc., hereinafter referred to as the "utility", furnishes exchange telephone service, toll telephone service, private line services and channels, and classified telephone directory advertising service throughout the territory served by it as shown in its schedules, which includes a description of the service furnished, and maps filed herewith.

Connection for toll telephone service is maintained with the lines of connecting companies, whereby the toll service of such companies is made available to customers and patrons of the utility at the regular published rates of the toll companies.

The rates and rules contained in these schedules have been regularly filed with the Arizona Corporation Commission, and are the effective rates and rules of the utility.

No officer, solicitor, agent or employee of the utility has any authority to waive, alter or amend in any respect these rates and rules or any part thereof or to make any agreements inconsistent therewith.

The rates and rules herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the Arizona Corporation Commission and changes in the rates and rules herein set forth must first be approved or accepted by the Arizona Corporation Commission before they become effective.

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EXCHANGE AREA MAPS

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ALPINE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 7, T-7-N, R-29-E, Apache County, Arizona;

Thence: East to the southwest corner, section 5, T-7-N, R-30-E;

Thence: North to the northwest corner, section 5, T-7-N, R-30-E;

Thence: East to a point on the Apache-Catron county line and Arizona-New Mexico state line being the northeast corner, section 2, T-7-N, R-31-E;

Thence: Following the Arizona-New Mexico state line south crossing the Apache-Greenlee county line, to a point on the state line being 1 mile south of the division between T-3-N and T-2-N, R-32-E;

Thence: West to a point located 8.35 miles west and 1 mile south of the southwest corner of section 31, T-3-N, R-31-E;

Thence: North to the point of beginning being the northwest corner, section 7, T-7-N, R-29-E, Apache County, Arizona.

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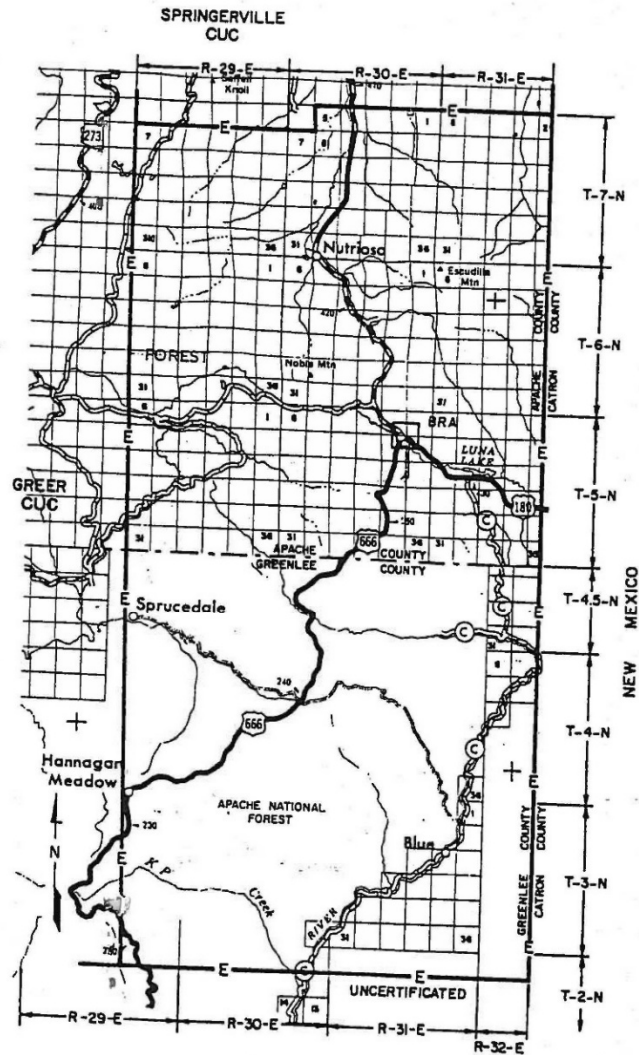
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ALPINE, ARIZONA - EXCHANGE MAP



ALPINE EXCHANGE
APACHE, GREENLEE COUNTY
SCALE 1" = 4 MILES

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GREER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northeast corner, section 1, T-8-N, R-27-E, Apache county, Arizona;

Thence: South to the northeast corner, section 24, T-8-N, R-27-E;

Thence: East to the northeast corner, section 24, T-8-N, R-28-E;

Thence: South 37.85 miles, crossing the Apache-Greenlee county line and continuing south to a point which is located in T-2-N, R-28-E, said point located 10.55 miles south and 0.75 of a mile east of the southeast corner, section 36, T-4-N, R-28-E;

Thence: West to a point on the Greenlee-Graham county line, said point being 7.9 miles south of the intersection of the Greenlee-Graham county line and the center of the Black River;

Thence: Following the Greenlee-Graham county line in a northerly direction 7.9 miles to a point at the intersection of the Greenlee-Graham county line and the corner of the Black River;

Thence: Following the center of the Black River and the Apache-Graham county line in a southwesterly direction to a point which is 10.1 miles due west of the north-south Greenlee-Graham county line;

Thence: North to a point which is 7.2 miles west and 0.5 mile north of the southwest corner, section 31, T-7-N, R-27-E;

Thence: East to a point which is 5.2 miles west and 0.5 mile north of the southwest corner, section 31, T-7-N, R-27-E;

Thence: North to a point which is 4.2 miles due west of the northwest corner, section 36, T-8-N, R-26-E;

Thence: West to a point which is 6.2 miles due west of the northwest corner, section 36, T-8-N, R-26-E;

Thence: North to a point 1 mile west of the northwest corner, section 6, T-8-N, R-26-E;

Thence: East to the point of beginning being the northeast corner, section 1, T-8-N, R-27-E, apache county, Arizona.

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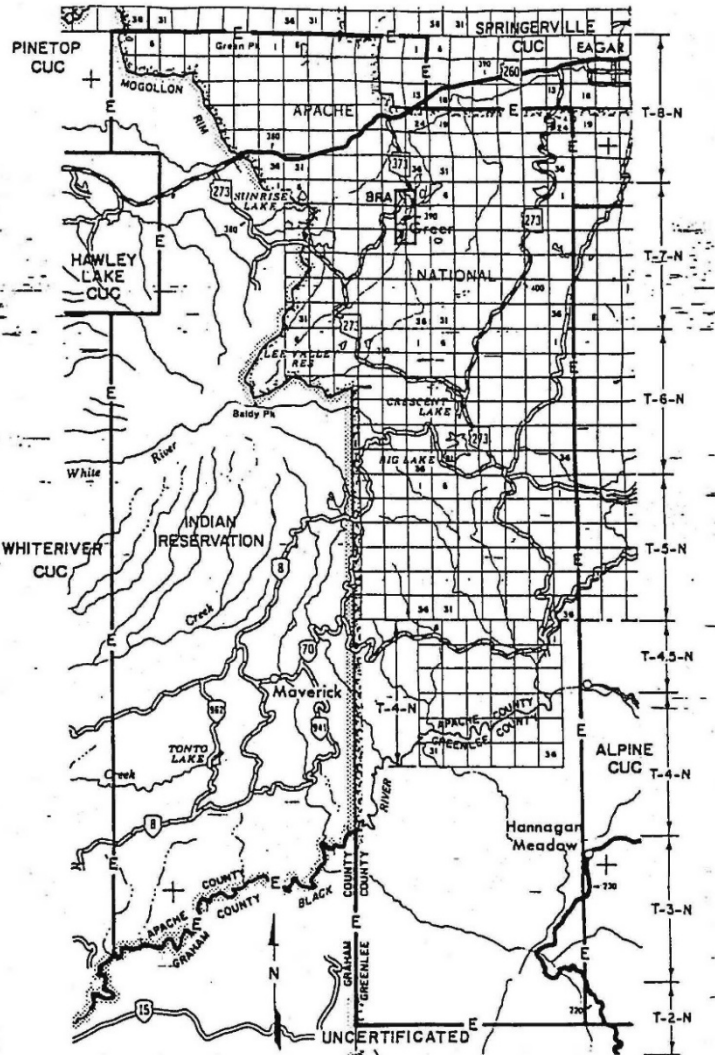
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GREER, ARIZONA - EXCHANGE MAP



GREER EXCHANGE
APACHE, GREENLEE COUNTIES

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HAWLEY LAKE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the Navajo-Apache county line being 6.45 miles northwest of McKays Peak;
Thence: East 13.3 miles to a point 9.7 miles east and 5.3 miles north of McKays Peak;
Thence: South 6.5 miles to a point 9.7 miles east and 1.2 miles south of McKays Peak;
Thence: West 13.3 miles to a point on the Navajo-apache county line 3.7 miles southwest of McKays Peak;
Thence: Following the Navajo-Apache county line north to the point of beginning being 6.45 miles northwest of McKays Peak.

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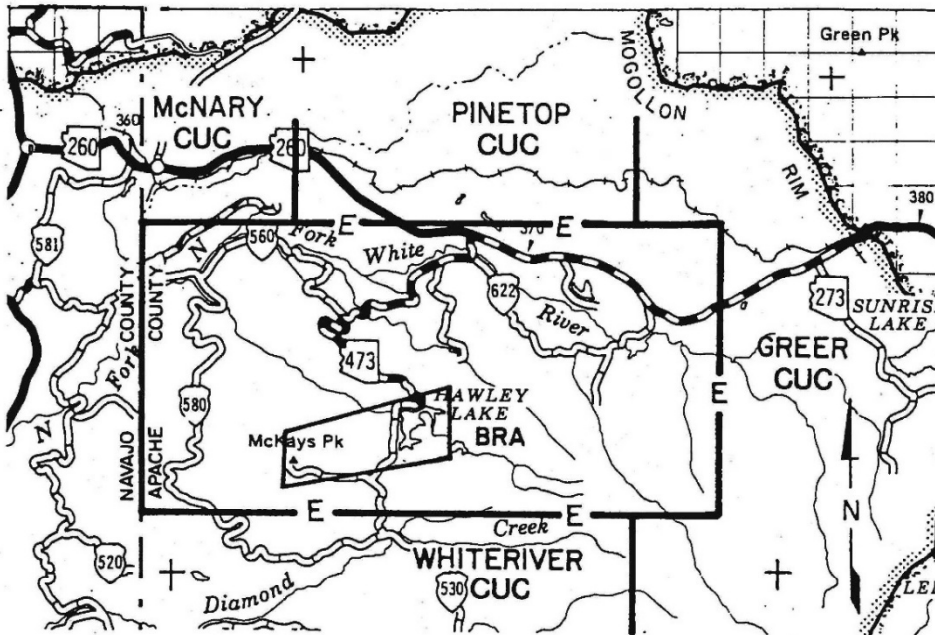
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HAWLEY LAKE, ARIZONA - EXCHANGE MAP



HAWLEY LAKE EXCHANGE
APACHE COUNTY
SCALE 1" = 4 MILES

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HEBER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the Navajo-Coconino county line being the northwest corner, section 3, T-16-N, R-15-E, Navajo County, Arizona;

Thence: East to the northeast corner, Section 1, T-16-N, R-18-E;

Thence: South to the southeast corner, Section 36, T-13-N, R-18-E;

Thence: East to the northeast corner, Section 1, T-12-N, R-18-E;

Thence: South to the southeast corner, Section 1, T-11-N, R-18-E;

Thence: West to the southwest corner, Section 1, T-11-N, R-18, E;

Thence: South to the southeast corner, Section 14, T-11-N, R-18-E;

Thence: West to the northwest corner, Section 22, T-11-N, R-18-E;

Thence: South to a point where the Mogollon Rim intersects the west section line, Section 34, T-11-N, R-18-E;

Thence: Following the Mogollon Rim in a northwesterly to westerly direction to a point of intersection with the Navajo-Coconino county line, Section 9, T-10-N, R-15.5-E;

Thence: Following the Navajo-Coconino county line north to a point on the north section line of Section 4, T-12-N, R-15-E;

Thence: West to the southwest corner, Section 31, T-13-N, R-15-E;

Thence: North to the northwest corner, Section 6, T-13-N, R-15-E;

Thence: East to a point on the Navajo-Coconino county line being the northeast corner, Section 4, T-13-N, R-15-E, Coconino County, Arizona.

Thence: North to the point of beginning being the northwest corner, Section 3, T-16-N, R-15-E, Navajo County, Arizona.

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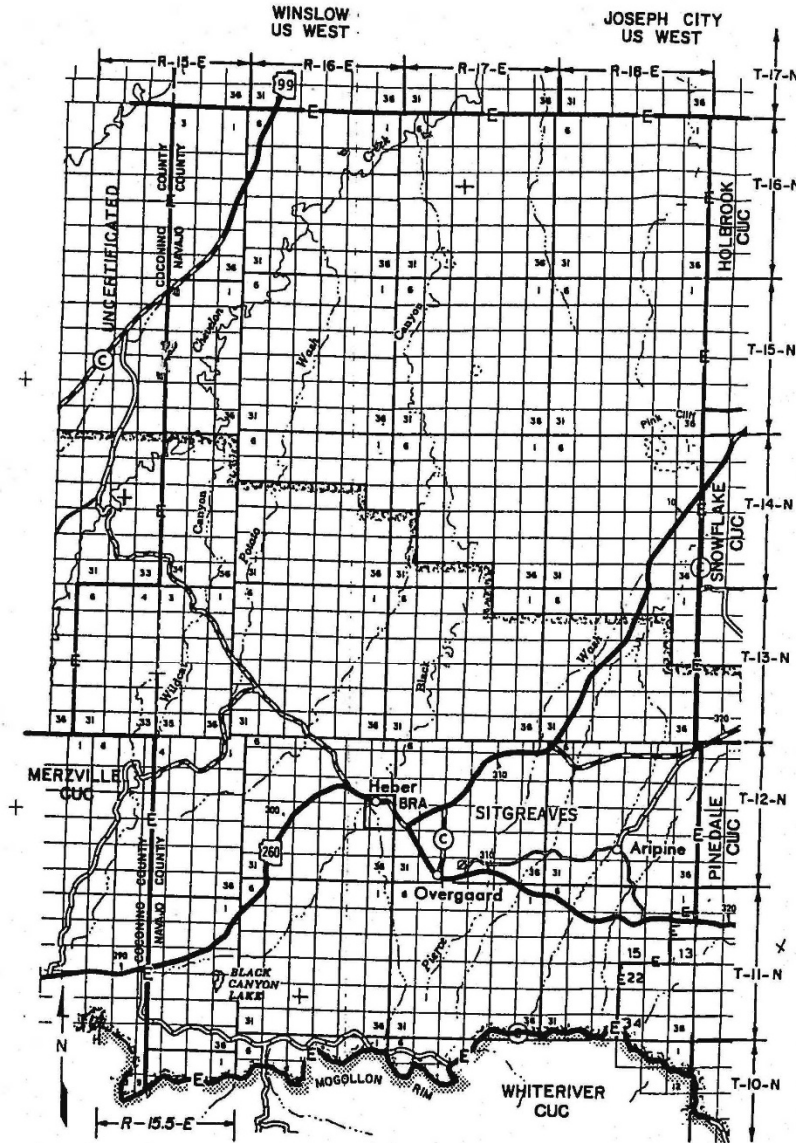
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HEBER, ARIZONA – EXCHANGE MAP



HEBER EXCHANGE
 NAVAJO, COCONINO COUNTIES
 SCALE 1" = 4 MILES

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HOLBROOK, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-20-N, R-20-E, Navajo County, Arizona;

Thence: East crossing the Navajo-Apache County line continuing to the northeast corner, section 1, T-20-N, R-24-E;

Thence: South to the northeast corner, section 1, T-18-N, R-24-E;

Thence: East to a point on the Apache County, Arizona and McKinney County, New Mexico state line located at the northeast corner, section 3, T-18-N, R-31-E;

Thence: Following the Arizona-New Mexico state line south to a point on the Apache-Valencia County line located at the southeast corner, section 33, T-17-N, R-31-E;

Thence: West to the northeast corner, section 1, T-16-N, R-25-E;

Thence: South to the southeast corner, section 13, T-15-N, R-25-E;

Thence: West to a point on the Navajo-Apache County line being the southwest corner, section 18, T-15-N, R-24-E;

Thence: Following the Navajo-Apache County line north to the southwest corner, section 31, T-16-N, R-24-E;

Thence: West to the southeast corner, section 36, T-16-N, R-21-E;

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HOLBROOK, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

Thence: South to the southeast corner, section 25, T-15-N, R-21-E;
Thence: West to the southwest corner, section 30, T-15-N, R-19-E;
Thence: North to the northwest corner, section 6, T-16-N, R-19-E;
Thence: East to the southwest corner, section 31, T-17-N, R-20-E;
Thence: North to the southeast corner, section 13, T-17-N, R-19-E;
Thence: West to the southwest corner, section 15, T-17-N, R-19-E;
Thence: North to the northwest corner, Section 34, T-18-N, R-19-E;
Thence: East to the northeast corner, section 35, T-18-N, R-19-E;
Thence: South to the southeast corner, section 35, T-18-N, R-19-E;
Thence: East to the southwest corner, section 32, T-18-N, R-20-E;
Thence: North to the southeast corner, section 19, T-18-N, R-20-E;
Thence: West to the southwest corner, section 19, T-18-N, R-20-E;
Thence: North to the point of beginning being the northwest corner, section 6, T-20-N, R-20-E, Navajo County, Arizona.

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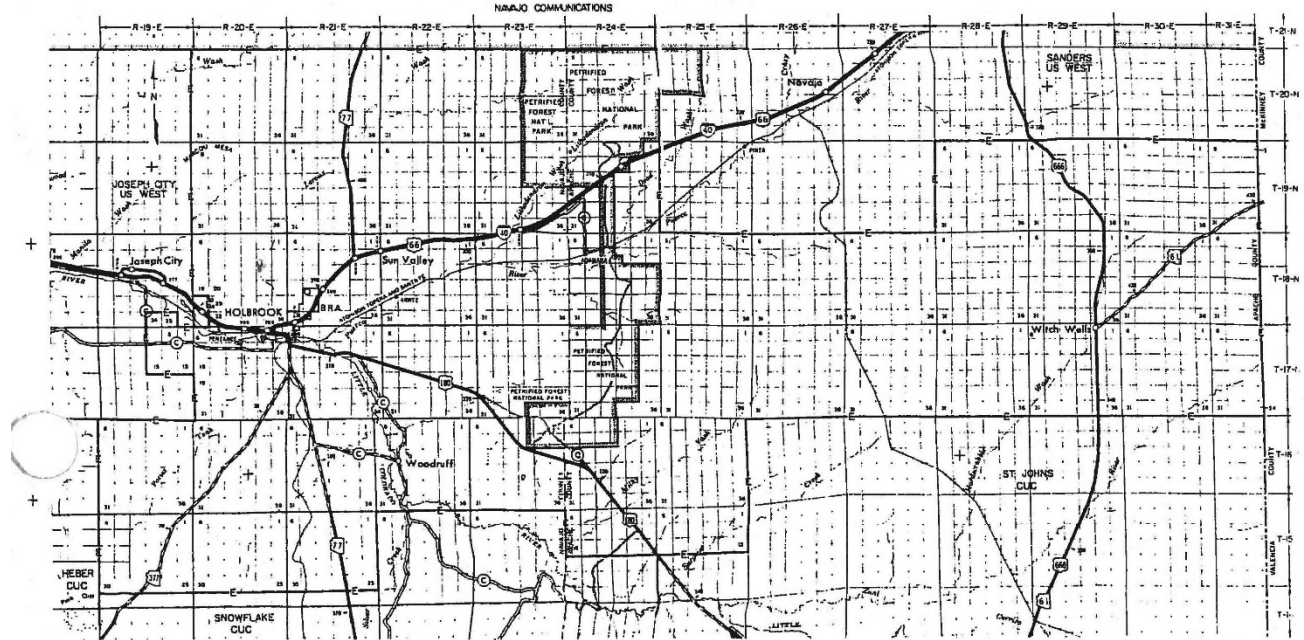
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HOLBROOK, ARIZONA - EXCHANGE MAP



HOLBROOK EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

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McNARY, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the Navajo-Apache county line being 5 miles south of the division between T-8-N and T-9-N, R-23-E, Navajo County, Arizona;

Thence: West to a point on the center line of Highway 581 being 5 miles south of the division between T-8-N and T-9-N, R-23-E;

Thence: North to a point on the Mogollon Rim which said point is 2.2 miles due west of the Navajo-Apache county line in section 10, T-8-N, R-23-E;

Thence: Following the Mogollon rim in a northeasterly direction, crossing the Navajo-Apache county line to a point 2.9 miles east of the Navajo-Apache county line in section 33, T-9-N, R-24-E;

Thence: South to a point 5 miles south of the division between T-8-N and T-9-N, and 3-1/2 miles east of the Navajo-Apache county line in T-8-N, R-24-E;

Thence: West to the point of beginning being on the Navajo-Apache county line and 5 miles south of the division between T-8-N and T-9-N, R-23-E, Navajo County, Arizona.

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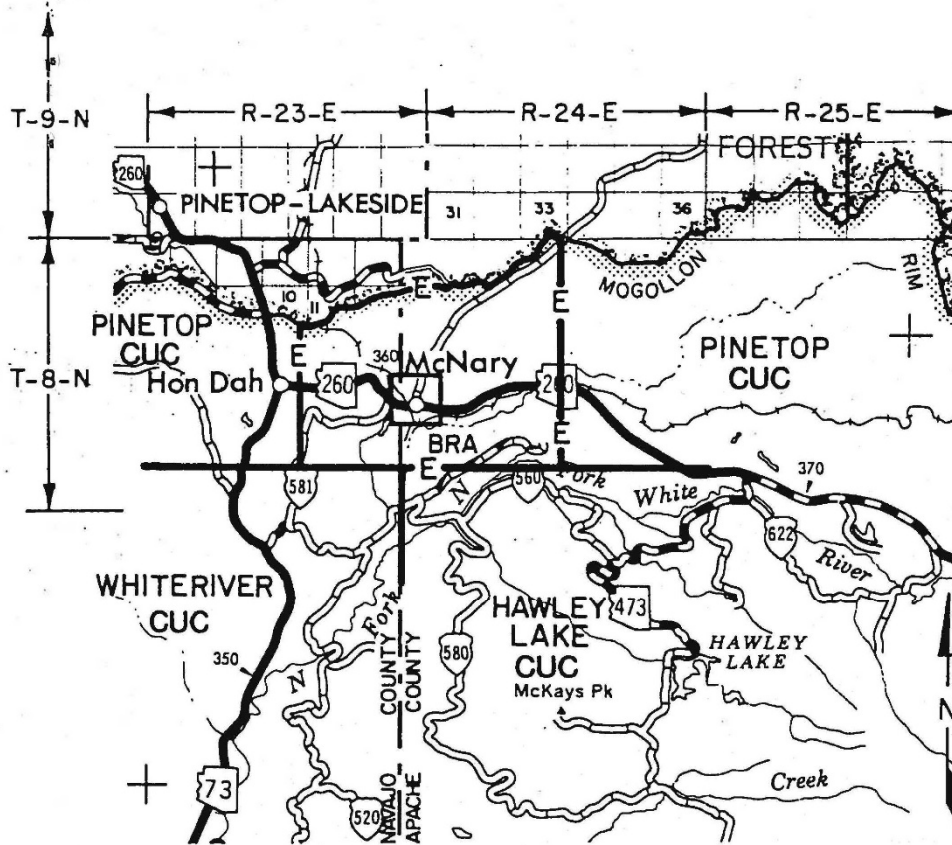
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McNARY, ARIZONA - EXCHANGE MAP



McNARY EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

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MERZVILLE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-11-N, R-13-E, Coconino County, Arizona;
Thence: East to the northwest corner, section 6, T-11-N, R-14-E
Thence: North to the northwest corner, section 6, T-12-N, R-14-E;
Thence: East to the point where the Coconino-Navajo county line intersects the north section line of section 4, T-12-N, R-15-E;
Thence: Following the Coconino-Navajo county line south to its intersection with the Mogollon rim, section 9, T-10-N, R-15-1/2-E;
Thence: Following the Mogollon Rim on a northwesterly direction to a point which intersects the west section line, section 6, T-11-N, R-13-E;
Thence: North to the point of beginning being the northwest corner, section 6, T-11-N, R-13-E, Coconino County, Arizona.

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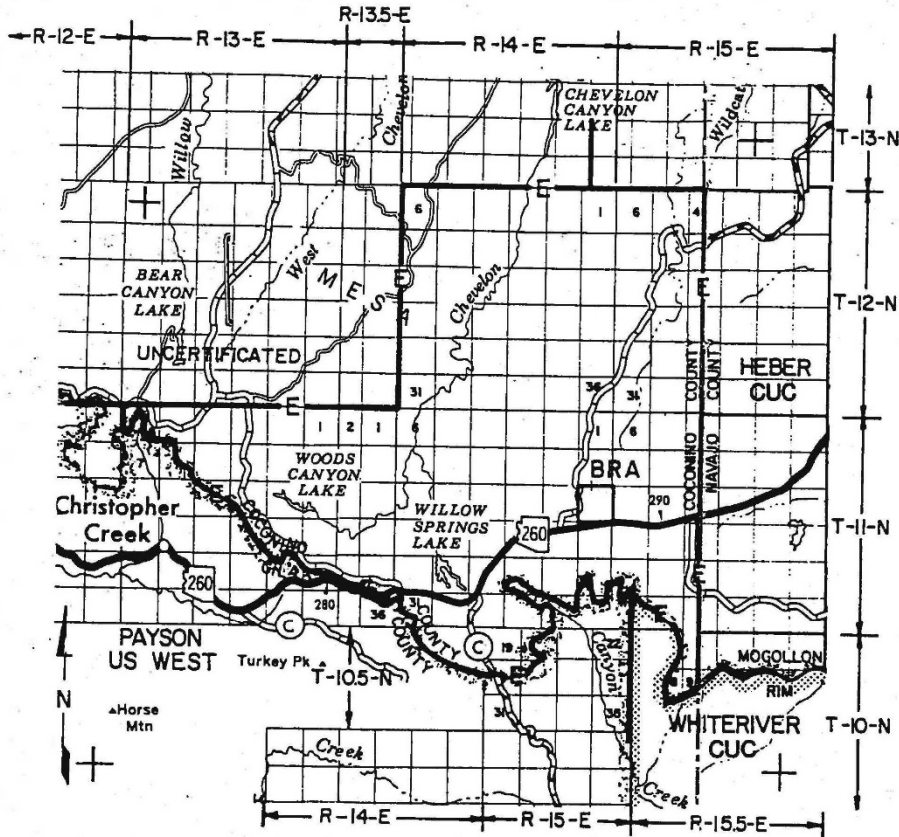
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MERZVILLE, ARIZONA - EXCHANGE MAP



MERZVILLE EXCHANGE
COCONINO COUNTY
SCALE 1" = 4 MILES

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PINEDALE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, Section 6, T-12-N, R-19-E, Navajo County, Arizona;

Thence: East to the northeast corner, Section 1, T-12-N, R-19-E;

Thence: South to the northeast corner, Section 1, T-11-N, R-19-E;

Thence: East to the southeast corner, Section 36, T-12-N, R-20-E;

Thence: South to the southwest corner, Section 31, T-12-N, R-21-E;

Thence: West to a point on the west section line, Section 1, T-11-N, R-20-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E;

Thence: South to a point where the Mogollon Rim intersects the east section line, Section 26, T-10-N, R-20-E;

Thence: Following the Mogollon Rim in a westerly to northwesterly direction to its intersection with the west section line, Section 34, T-11-N, R-18-E;

Thence: North to the northwest corner, Section 22, T-11-N, R-18-E;

Thence: East to the southwest corner, Section 13, T-11-N, R-18-E;

Thence: North to the southwest corner, Section 1, T-11-N, R-18-E;

Thence: East to the southwest corner, Section 6, T-11-N, R-19-E;

Thence: North to the point of beginning being the northwest corner, Section 6, T-12-N, R-19-E, Navajo County, Arizona.

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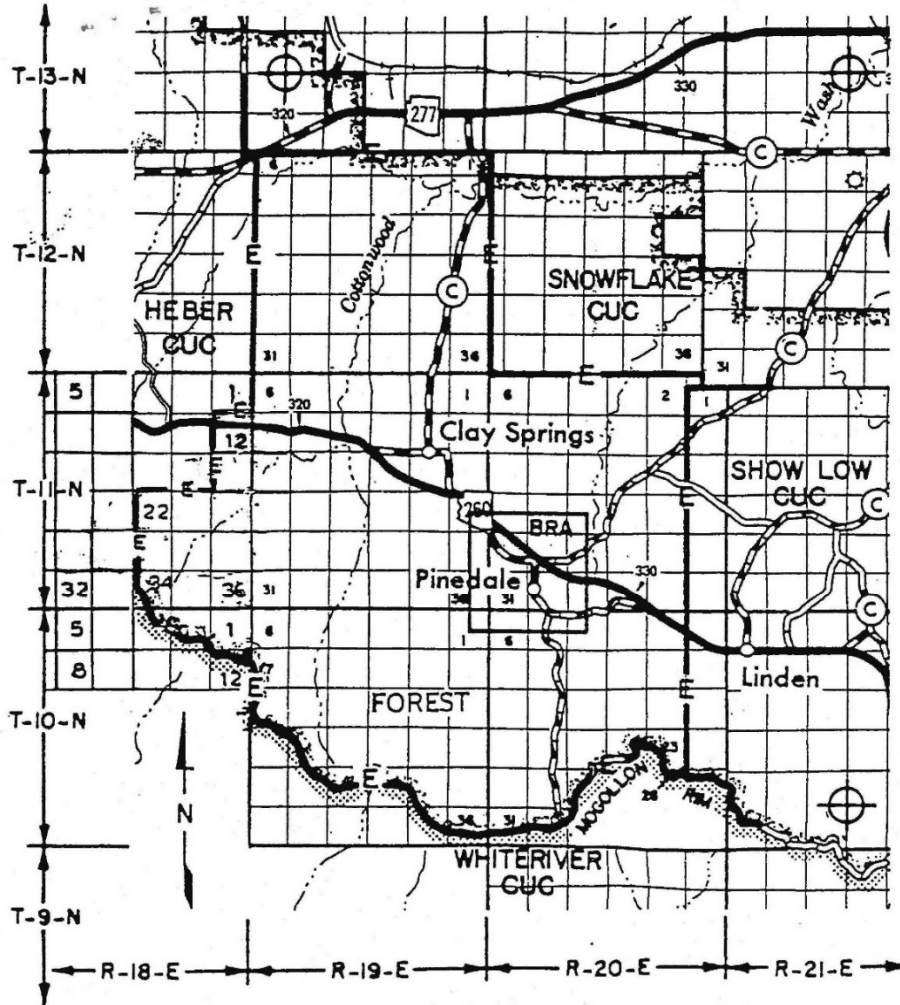
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PINDALE, ARIZONA – EXCHANGE MAP



PINEDALE EXCHANGE
NAVAJO COUNTY
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PINETOP, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 1, T-9-N, R-22-E, Navajo County, Arizona;
Thence: East crossing the Navajo-Apache county line to the northeast corner, section 1, T-9-N, R-25-E;
Thence: South to the southeast corner, section 36, T-9-N, R-25-E;
Thence: West to a point on the east-west 1/2 section line, section 35, T-9-N, R-25-E;
Thence: South to a point 0.5 mile east and 5 miles south of the southwest corner, section 35, T-9-N, R-25-E;
Thence: West 7.9 miles to a point 0.2 mile west and 5 miles south of the southeast corner, section 33, T-9-N, R-24-E;
Thence: North to a point on the south section, section 33, T-9-N, R-24-E, which said point is at the intersection of the Mogollon Rim and the southern section line of said section 33;
Thence: Following the Mogollon Rim in a southwesterly direction, crossing the Navajo-Apache county line, to a point 2.2 miles due west of the Navajo-apache county line in T-8-N, R-23-E;
Thence: Parallel with the Navajo-Apache county line south 3.1 miles to a point on the center line of Highway 581 being 2.2 miles due west of said county line;

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PINETOP, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: West 3.9 miles to a point 5 miles south of the division line between T-8-N and T-9-N;
- Thence: Parallel with the Navajo-Apache county line north 4 miles to a point in the center of a road along the Mogollon Rim;
- Thence: Following the center of the road and Mogollon Rim in a northwesterly direction to a point 0.3 mile north of the south section line, section 16, T-9-N, R-22-E;
- Thence: East 2 miles to a point on the east-west half section line, section 14, and 0.3 mile north of the south section line, section 14, T-9-N, R-22-E;
- Thence: North to the northwest corner of the northeast quarter, section 14, T-9-N, R-22-E;
- Thence: East to the northeast corner, section 14, T-9-N, R-22-E;
- Thence: North to the point of beginning being the northwest corner, section 1, T-9-N, R-22-E, Navajo County, Arizona.

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TITLE: Manager, Regulatory Reporting

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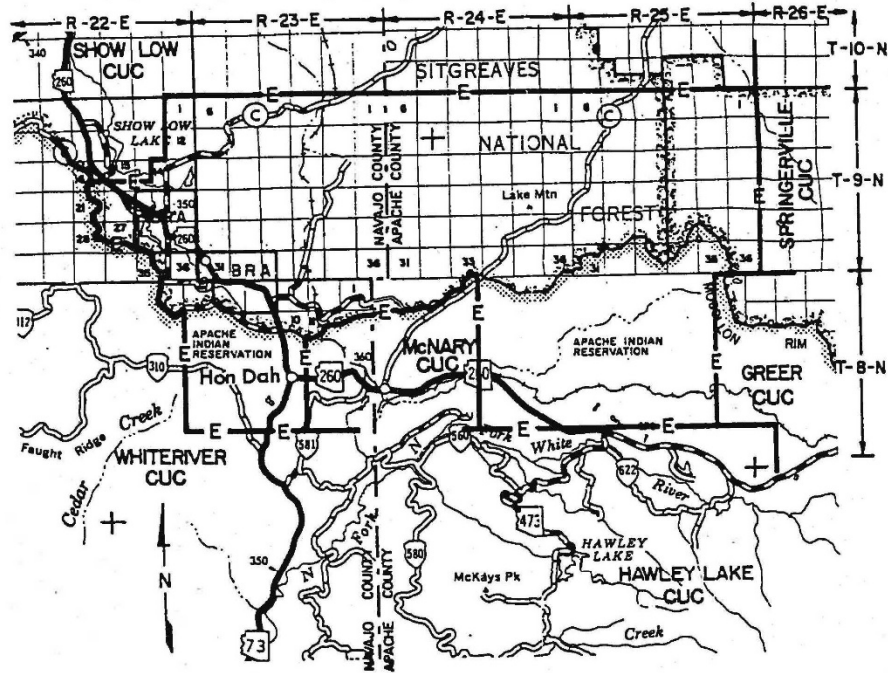
DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. AB

PINETOP, ARIZONA - EXCHANGE MAP

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PINETOP EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

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SCHEDULE NO. AB

ST. JOHNS, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-16-N, R-26-E, Apache County, Arizona;

Thence: East to a point on the Apache-Valencia county line and the Arizona-New Mexico state line being the northeast corner, section 10, T-16-N, R-31-E;

Thence: Following the Apache-Valencia, Apache-Catron county line and the Arizona-New Mexico state line south to the southeast corner, section 34, T-11-N, R-31-E;

Thence: West to the southwest corner, section 32, T-11-N, R-26-E;

Thence: North to the southwest corner, section 17, T-11-N, R-26-E;

Thence: West to the southwest corner, section 15, T-11-N, R-25-E;

Thence: North to the southeast corner, section 4, T-11-N, R-25-E;

Thence: West to the southwest corner, section 4, T-11-N, R-25-E;

Thence: North to the northwest corner, section 4, T-11-N, R-25-E;

Thence: West to the southwest corner, section 32, T-12-N, R-25-E;

Thence: North to the northwest corner, section 32, T-12-N, R-25-E;

Thence: West to the southwest corner, section 30, T-12-N, R-25-E;

Thence: North to the northwest corner, section 30, T-12-N, R-25-E;

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SCHEDULE NO. AB

ST. JOHNS, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

Thence: West to the southwest corner, section 22, T-12-N, R-24-E;
Thence: North to the northwest corner, section 22, T-12-N, R-24-E;
Thence: West to the southwest corner, section 16, T-12-N, R-24-E;
Thence: North to the northwest corner, section 16, T-12-N, R-24-E;
Thence: West to the southwest corner, section 8, T-12-N, R-24-E;
Thence: North to the northwest corner, section 5, T-12-N, R-24-E;
Thence: Easterly to the southwest corner, section 31, T-13-N, R-25-E;
Thence: Northerly to the northwest corner, section 7, T-13-N, R-25-E;
Thence: Northerly to the northwest corner, section 19, T-15-N, R-25-E;
Thence: East to the northwest corner, section 19, T-15-N, R-26-E;
Thence: North to the point of beginning being the northwest corner, section 6, T-16-N, R-26-E, Apache County, Arizona.

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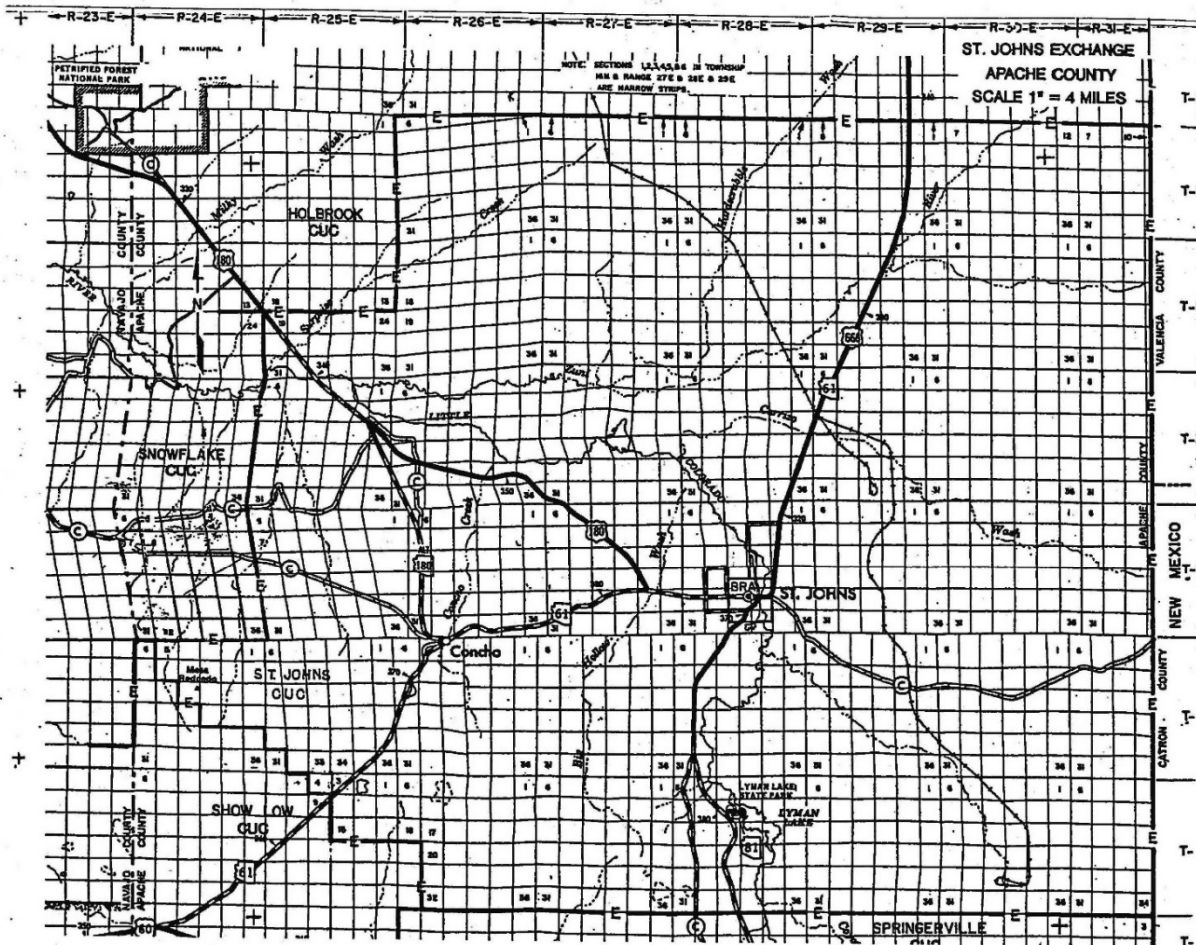
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DOCKET NO.: T-03214A-

SCHEDULE NO. AB

ST. JOHNS, ARIZONA - EXCHANGE MAP



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DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. AB

SHOW LOW, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the west section line, section 1, T-11-N, R-20-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E, Navajo County, Arizona;

Thence: East to a point on the east section line, section 6, T-11-N, R-22-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E;

Thence: North to the northeast corner, section 31, T-12-N, R-22-E;

Thence: East to a point on the Navajo-Apache county line being the northeast corner, section 36, T-12-N, R-23-E;

Thence: Following the Navajo-Apache county line north to the northwest corner, section 6, T-12-N, R-24-E;

Thence: East to the northeast corner, section 6, T-12-N, R-24-E;

Thence: South to the southwest corner, section 8, T-12-N, R-24-E;

Thence: East to the northeast corner, section 17, T-12-N, R-24-E;

Thence: South to the northwest corner, section 21, T-12-N, R-24-E;

Thence: East to the northeast corner, section 21, T-12-N, R-24-E;

Thence: South to the northwest corner, section 27, T-12-N, R-24-E;

Thence: East to the northeast corner, section 25, T-12-N, R-24-E;

Thence: South to the northwest corner, section 31, T-12-N, R-25-E;

Thence: East to the northeast corner, section 31, T-12-N, R-25-E;

Thence: South to the southeast corner, section 31, T-12-N, R-25-E;

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DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. AB

SHOW LOW, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

Thence: East to the northwest corner, section 4, T-11-N, R-25-E;
Thence: South to the southwest corner, section 4, T-11-N, R-25-E;
Thence: East to the southeast corner, section 4, T-11-N, R-25-E;
Thence: South to the northwest corner, section 22, T-11-N, R-25-E;
Thence: East to the northeast corner, section 19, T-11-N, R-26-E;
Thence: South to the southeast corner, section 31, T-11-N, R-26-E;
Thence: West to the southwest corner, section 31, T-11-N, R-26-E;
Thence: South to the southeast corner, section 36, T-10-N, R-25-E;
Thence: West crossing the Navajo-Apache county line, continuing to the northeast corner, section 2, T-9-N, R-22-E;
Thence: South to the northeast corner, section 14, T-9-N, R-22-E;
Thence: West to the Northeast corner of the west half section, section 14, T-9-N, R-22-E;
Thence: South 0.7 mile along the east-west half section line, section 14, T-9-N, R-22-E;
Thence: West to a point in the center of a road along the Mogollon Rim being 0.3 mile north of the south section line, section 16, T-9-N, R-22-E;
Thence: Following the center of the road and Mogollon Rim in a northwesterly direction to a point where the center of the road intersects the west section line, section 25, T-10-N, R-20-E;
Thence: North to the point of beginning being on the west section line, section 1, T-11-N, R-20-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E, Navajo County, Arizona.

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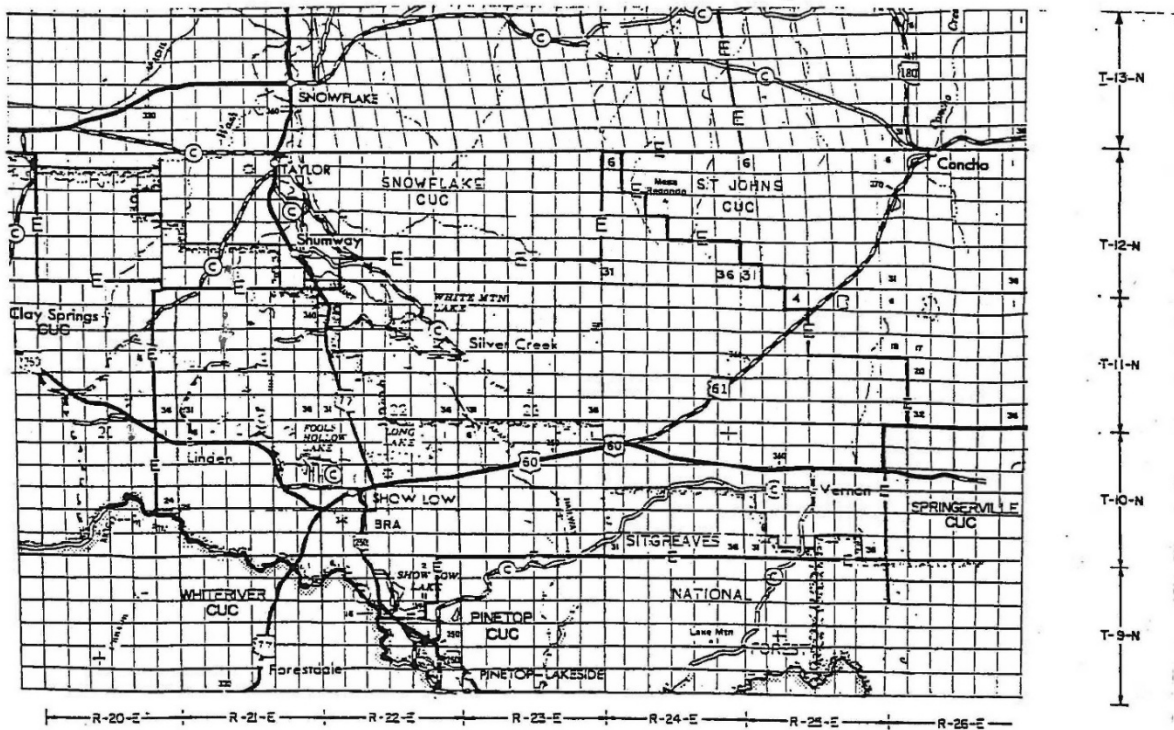
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DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. AB

SHOW LOW, ARIZONA - EXCHANGE MAP



SHOW LOW EXCHANGE
NAVAJO, APACHE COUNTIES
SCALE 1" = 4 MILES

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SCHEDULE NO. AB

SNOWFLAKE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 31, T-15-N, R-19-E, Navajo county, Arizona;
Thence: East to the northwest corner, section 31, T-15-N, R-22-E;
Thence: North to the northwest corner, section 6, T-15-N, R-22-E;
Thence: East to a point on the Navajo-Apache county line being the northeast corner, section 1, T-15-N, R-23-E;
Thence: Following the Navajo-Apache county line south to the northeast corner, section 24, T-15-N, R-23-E;
Thence: East to the northeast corner, section 24, T-15-N, R-24-E;
Thence: In a southerly direction to the southeast corner, section 1, T-13-N, R-24-E;
Thence: Southeasterly to the southeast corner of Section 36, T13N, R24E;
Thence: West to the southwest corner of Section 32, T13N, R24E;
Thence: West to a point on the Navajo-Apache county line being the southeast corner, section 36, T-13-N, R-23-E;
Thence: Following the Navajo-Apache county line in a southerly direction to the southeast corner, section 25, T-12-N, R-23-E;
Thence: West to southeast corner, section 30, T-12-N, R-22-E;

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SNOWFLAKE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

Thence: South to a point on the east section line of section 6, T-11-N, R-22-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E;

Thence: West to the southwest corner, section 31, T-12-N, R-21-E;

Thence: North to the southeast corner, section 36, T-12-N, R-20-E;

Thence: West to the southwest corner, section 31, T-12-N, R-20-E;

Thence: North to the northwest corner, Section 6, T-12-N, R-20-E;

Thence: West to the southwest corner, section 31, T-13-N, R-19-E;

Thence: North to the point of beginning being the northwest corner, section 31, T-15-N, R-19-E, Navajo County, Arizona.

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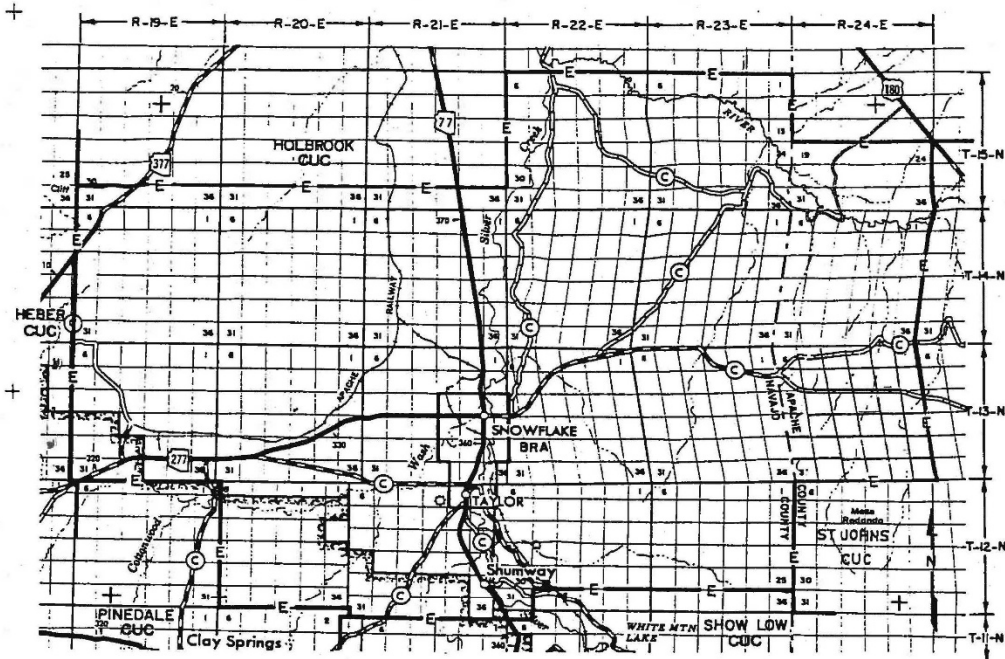
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SCHEDULE NO. AB

SNOWFLAKE, ARIZONA – EXCHANGE MAP



SNOWFLAKE EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

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SCHEDULE NO. AB

SPRINGERVILLE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-10-N, R-26-E, Apache County, Arizona;

Thence: East to a point on the Apache County, Arizona and Catron County, New Mexico state line being the northeast corner, section 3, T-10-N, R-31-E;

Thence: Following the Apache County, Arizona and Catron County, New Mexico state line south to the southeast corner, section 35, T-8-N, R-31-E;

Thence: West to the northeast corner, section 6, T-7-N, R-30-E;

Thence: South to the southeast corner, section 6, T-7-N, R-30-E;

Thence: West to the southwest corner, section 6, T-7-N, R-29-E;

Thence: North to the southwest corner, section 18, T-8-N, R-29-E;

Thence: West to the southwest corner, section 18, T-8-N, R-28-E;

Thence: North to the northwest corner, section 6, T-8-N, R-28-E;

Thence: West to the southwest corner, section 31, T-9-N, R-26-E;

Thence: North to the point of beginning being the northwest corner, section 6, T-10-N, R-26-E, Apache County, Arizona.

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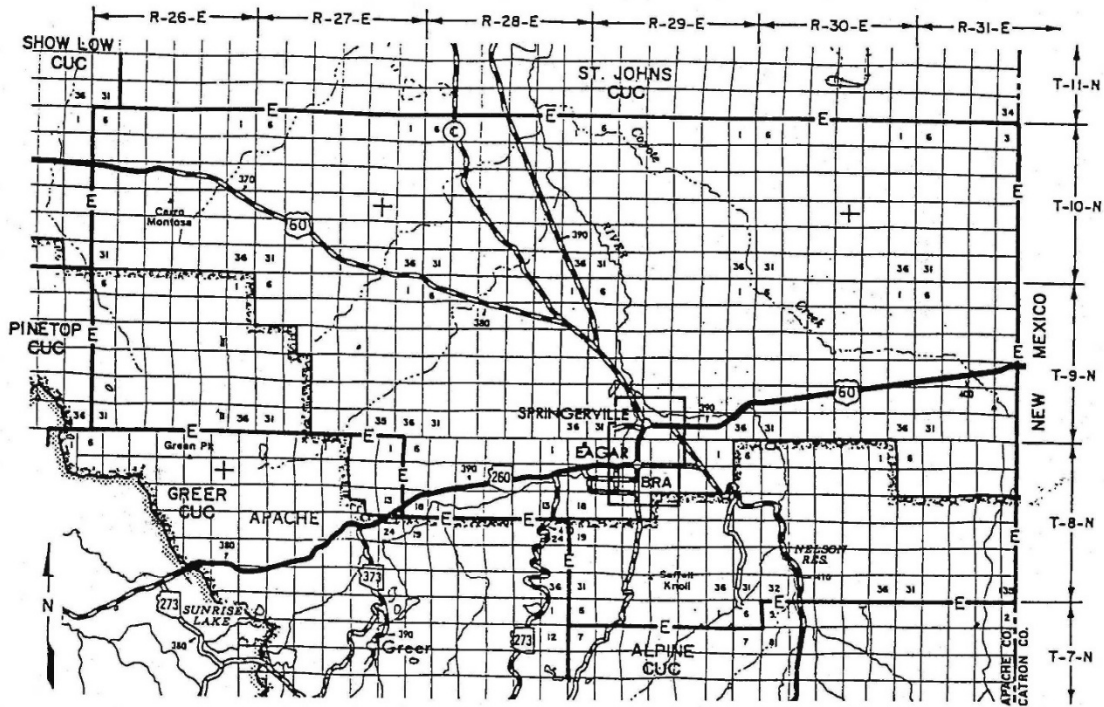
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DECISION NO.:

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SCHEDULE NO. AB

SPRINGERVILLE, ARIZONA - EXCHANGE MAP



SPRINGERVILLE EXCHANGE
APACHE COUNTY
SCALE 1" = 4 MILES

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SCHEDULE NO. AB

WHITERIVER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the Navajo-Apache county line being 5 miles south of the division line between T-8-N and T-9-N, Navajo County, Arizona;

Thence: South following the Navajo-apache county line 6.5 miles;

Thence: East 11.4 miles to a point which is 6.8 miles north and 11.4 miles east of section 1, T-5-N, R-23-E;

Thence: South 26.7 miles to a point in the center of the Black River, T-3-N, R-25-E;

Thence: Following the center of the Black River in a southwesterly to northwesterly direction to the point of intersection of the White River and Black River, being the beginning of the Salt River;

Thence: Following the center of the Salt River in a northwesterly to southwesterly direction to a point at the intersection of the Salt River and the western boundary of the Fort Apache Indian Reservation;

Thence: North following the western boundary of the Fort Apache Indian Reservation to its intersection with the Mogollon Rim and the coconino-Gila county line being 1.9 miles due west of the Coconino-Navajo county line;

Thence: Following the Mogollon Rim in a southeasterly to easterly direction crossing the Gila-Navajo county line, to a point in the center of a road that follows the Mogollon Rim, section 4, T-10-N, R-17-E;

Thence: Following the center of the road and the Mogollon Rim in a northeasterly to southeasterly direction to a point which is 0.1 mile west of the west section line of section 6, T-8-N, R-23-E;

Thence: South 4.2 miles to a point which is 6 miles west of the Navajo-Apache county line;

Thence: East 6 miles to the point of beginning on the Navajo-Apache county line which is 5 miles south of the division between T-8-N and T-9-N, Navajo County, Arizona.

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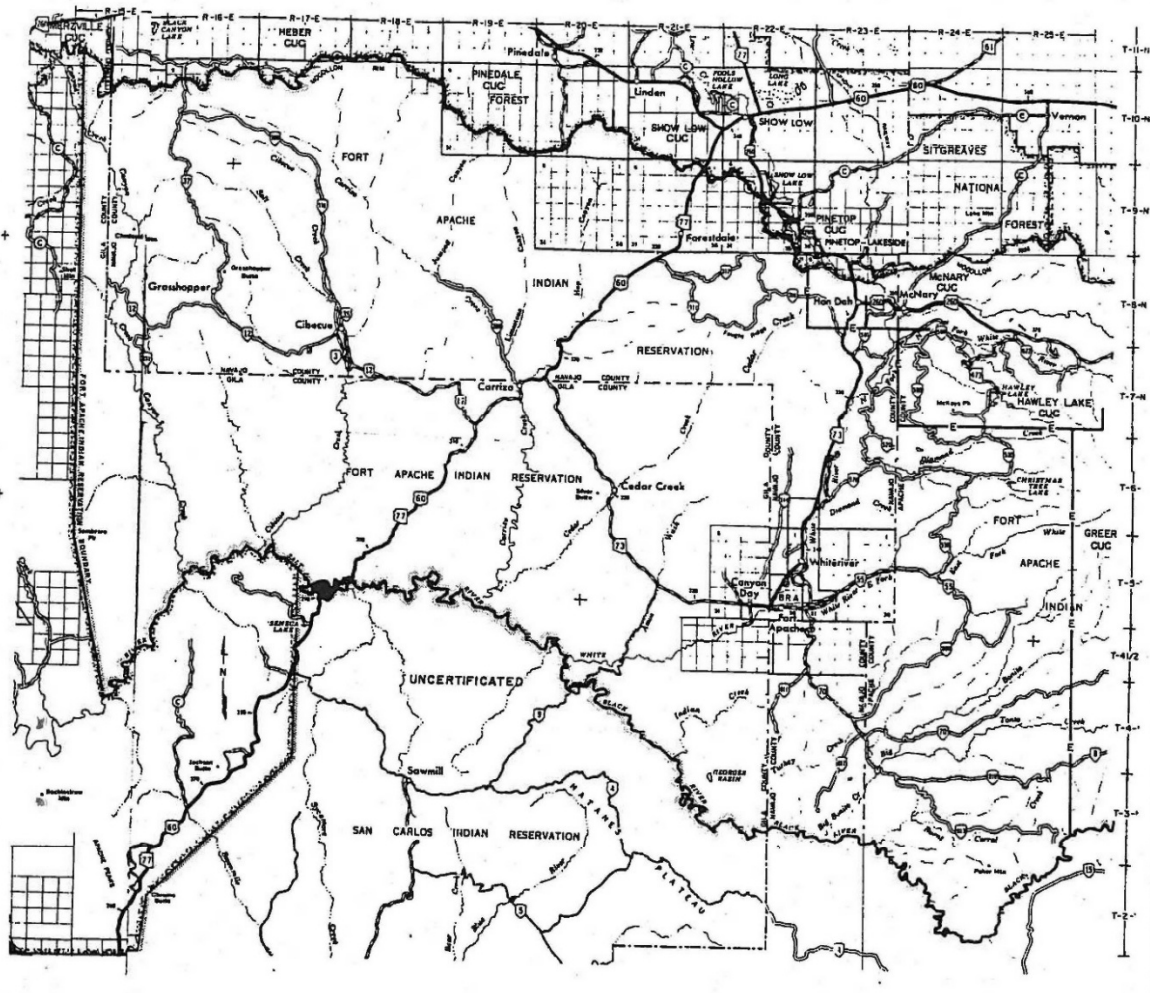
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SCHEDULE NO. AB

WHITERIVER ARIZONA EXCHANGE MAP



WHITERIVER EXCHANG
APACHE, GILA, & NAVAJO COUNTIES
SCALE 1" = 4 Miles

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SCHEDULE NO. AC

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SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth opposite them.

ACCESS LINE - A communications facility that connects service from a common distribution source to the service access point.
(See Network Access Lines.)

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permits transmission of sound between the customer's telephone instrument and other customer premises equipment.

ACTUAL COST - Actual cost refers to the cost of materials plus the rate per hour at the utility's construction labor rate.

ADDITIONAL LISTINGS - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ADVANCE IN AID OF CONSTRUCTION - Funds provided to the utility by the applicant under the terms of a construction agreement, which may be refundable.

AIRLINE MILE - As used in connection with airline mileage measurements in determining charges, means statute mile or 5,280 feet.

APPARATUS - Electrical or mechanical equipment in whole or in part provided by the utility in the provision of various services.

APPLICANT - The person or agency requesting the utility to supply telephone service.

APPLICATION - A request to the utility for telephone service, as distinguished from an inquiry as to the availability or charges for such service.

ARIZONA CORPORATION COMMISSION - The regulatory authority of the State of Arizona having jurisdiction over public service corporations operating in Arizona.

AUTHORIZED PROTECTIVE CONNECTING MODULE (APCM) - Denotes a protective unit designed and manufactured under the control of American Telephone and Telegraph Company's quality assurance procedures, and which unit is to be incorporated in a Conforming Answering Device.

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DECISION NO.:

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SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

AUTOMATIC DIALING - ANNOUNCING DEVICES - Any automatic terminal equipment which incorporates:

1. (a) Storage capabilities of numbers to be called, or
 (b) A random or sequential number generated that produces numbers to be called, and
 (c) An ability to dial a call, and
2. Has the capabilities of working alone or in conjunction with other equipment or disseminating a prerecorded message to the number called.

AUXILIARY LINE - An additional network access line from the same central office to the same premises as the main network access line and associated therewith.

BASE RATE AREA - A more closely built-up section of the exchange area in which the basic access line rates apply without outside plant facility charges.

BASIC EXCHANGE SERVICE - Service provided to business or residential customers at a flat or measured rate which affords access to the telecommunications network.

BATTERY POWER - A source of electrical energy furnished for the operation of telephone equipment.

BELL - A device, which produces a resonant sound.

BILLING PERIOD - The time interval between the issuance of two consecutive bills for utility service.

BURIED WIRE OR CABLE - A wire or cable designed for use in underground construction and utilized in extending the Utility's outside plant facilities.

BUSINESS SERVICE - Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of service is principally or substantially of a business, professional, or occupational nature.

CENTRAL OFFICE - The switching equipment and operating arrangements, which provide exchange and long-distance service to the public and interconnection of customer telecommunication services.

CIRCUIT - An outside plant facility used for the transmission of electrical energy in the furnishing of telephone and other communications service.

COMMISSION - The utility regulatory body of the State of Arizona.

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SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

COMMUNICATIONS SYSTEM - Channels and other facilities, which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or utility telephones.

COMPANY - The public utility named herein. See also utility.

COMPLEX SERVICE - Key equipment and switching system service, including: KTS, PBX, Centrex, TAS associated with flat or measured, WATS, local, extended and foreign exchange services. Public telephone service is also included.

CONFORMANCE NUMBER - An identifying number assigned by the AT&T Company to a particular model of Conforming Answering Device incorporating an Authorized Protective Connecting Module when that model or device is in conformance with the provisions set forth by the AT&T Company in its Technical Reference for Conforming Answering Devices.

CONTRIBUTION IN AID OF CONSTRUCTION - Funds provided to the utility by the applicant under the terms of a construction agreement or construction tariff, which are not refundable.

CONFORMING ANSWERING DEVICE - A customer-provided device which automatically answers incoming calls, transmits a prerecorded voice message or appropriate audible signal to the calling party, records a voice message from the calling party if so designed and arranged, and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogation and/or device function control. A Conforming Answering Device must incorporate an Authorized Protective Connecting Module and must bear a valid Conformance Number.

CONNECTING ARRANGEMENT - The equipment provided by the utility to accomplish the direct electrical connection of customer-provided equipment or facilities with the outside plant facilities of the utility.

CONTINUOUS PROPERTY - A property owned or leased by a customer where all portions may be served without crossing a public thoroughfare or the property of another. The property of a customer when divided by a public thoroughfare is considered to be continuous provided the customer furnishes at his expense a suitable underground or overhead outside plant facility connecting the property separated by the public thoroughfare.

CUSTOMER - The person in whose name service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a signed instrument, by the receipt and payment of bills regularly issued in his name regardless of the identity of the actual user of the service.

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SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

CUSTOMER-OWNED PAY TELEPHONE (COPT) - A customer - provided pay telephone (coin and coinless) for public or nonpublic use. This service is provided on an instrument implemented basis rather than central office basis and must be connected to a public access line (PAL).

CUSTOMER PREMISES EQUIPMENT - Devices or apparatus and/or their associated wiring provided by a customer for use at the customer's premises.

DATE OF PRESENTATION - The date upon which a bill or notice is mailed or delivered to the customer.

DAY - Calendar day

DIAL TELEPHONE SERVICE - Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's telephone is equipped with a dial for use in originating calls.

DIGITAL CHANNEL SERVICE - Service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DSO's on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling.

DIRECTORY LISTINGS - Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer in the alphabetical section.

DISCONNECT - A discontinuance of service in which the outside plant facilities used in the service are immediately made available for use for another service.

DISTRIBUTION FACILITIES - The utility's cables, wires, and associated supporting structures and appurtenances located in dedicated streets and utility easements, designed to serve more than one property, and extending from the serving central office to the points of connection with service connection.

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP) - Electronic Bill Presentment Program (EBPP) is an optional service provided by the Utility that allows customers to view and or pay their telephone bill on-line.

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SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

EMERGENCY - A situation which exists when serious sickness, public safety, necessity, or war conditions are involved.

ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS - Additional federal Lifeline and Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals.

EXCHANGE - A telephone system providing service within a specified area as shown on maps filed elsewhere in the tariff schedules.

EXCHANGE AREA - An area shown on maps filed in tariff schedules within which the utility holds itself out to furnish exchange telephone service from one or more central offices serving that area.

EXCHANGE MESSAGE - A completed telephone call between telephones in the same local service area.

EXCHANGE SERVICE - Telephone service furnished within an exchange area of local service area.

EXTENDED AREA SERVICE - Exchange service available to customers in a particular exchange or district area for communication throughout that exchange and other designated areas in accordance with the provisions of the exchange tariffs.

FACILITIES - Service or equipment that is installed or established to serve a particular purpose.

FICTITIOUS NAME - A name or style employed by an individual or a concern to direct attention to a commodity or service or for any purpose other than the actual conduct of the business.

FLAT RATE SERVICE - Exchange service furnished at a fixed periodic charge.

FOREIGN ATTACHMENT - Equipment or facilities not owned, furnished, or authorized by the utility which are attached or connected to and used with exchange telephone facilities.

FOREIGN EXCHANGE SERVICE - Exchange service furnished by means of outside plant facilities connecting a customer's telephone with a central office in an exchange area other than the exchange area in which the customer is located, or off-premises access line service in an exchange area other than that in which the customer's service or PBX service is located.

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RULE NO. 1
DEFINITIONS (Continued)

HARM - Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDUCTIVE CONNECTION - Electromagnetic coupling between customer-provided equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and a customer-provided inductor external to the utility equipment.

INTERCONNECTION - The method by which network access lines facilities of a utility are arranged to transmit to or receive information from customer-provided equipment.

INTERFACE - The point of interconnection between terminal equipment and telephone network access lines.

JACK - Standard or miniature (modular) connecting device used in connection with apparatus.

LIFELINE TELEPHONE SERVICE - Service which provides a credit on residential network access line service monthly rates. This credit is only available to the single line serving the principal residence of low income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the deposit rule and service charges.

LINE EXTENSION - The lines and equipment necessary to provide service to additional customers.

LOCAL SERVICE - Service or other apparatus in an exchange area for communication between telephones within that exchange.

LOCAL SERVICE AREA - An area within which are located the telephones, which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or part of an exchange area, or parts, or all of two or more exchange areas.

MILEAGE - Term used in measuring and charging for outside plant facilities.

MULTILINE ACCESS SERVICE - Exchange service furnished by means of a network access line to the utility's central office. Multiline service is applicable when a customer requests two or more access lines.

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RULE NO. 1
DEFINITIONS (Continued)

MULTI-LINE HUNTING SERVICE - Provides for a means of searching a group of lines, assigned to a directory number, to find an idle line available to accept a call. In order to access the hunt group, the directory number must be dialed. Hunting starts with the directory number and ends at the last number within the group, in sequential order.

NETWORK ACCESS LINE - An outside plant facility from the telephone company's central office to a customer's premises, which provides direct access to the local exchange and/or the toll switching networks.

NON-RECURRING CHARGE - A one-time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly rates.

ONE-PARTY SERVICE - Exchange service furnished by means of a network access line or outside plant facility assigned for the use of one customer only.

OUTSIDE PLANT FACILITIES - The connecting facilities over which telephone service is provided a customer, and includes but is not restricted to, open wire, aerial, and underground cable and wire.

PERMANENT DISCONNECT - Complete termination of utility service and subsequent service will require a reconnection charge.

PERSON - Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.

POINT OF DEMARCATION -

- 1) When the utility provides inside wire, it is the utility-provided jack or jacks.
- 2) When the customer provides inside wire, it is either the utility's protector or standard network interface, with outside access from the ground floor, in a location mutually agreeable to the customer and utility.

PREMISES - All of the real property and apparatus employed in a single enterprise on an integral parcel of land undivided by public streets, alleys or railways.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE - Exchange service furnished by means of network access lines to the utility's central office.

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RULE NO. 1
DEFINITIONS (Continued)

PRIVATE LINE SERVICE - A dedicated circuit furnished for private use and is not connected to the public telephone network.

RADIO TELEPHONE SERVICE - Is a communication service through a land radiotelephone station, between a wire telephone and a mobile unit, or between two mobile units, or between a wire telephone and a fixed station, or between a fixed station and a mobile unit.

RECURRING FACILITY CHARGES - The additional charges for exchange telephone service based upon distance measurement for service furnished outside the base rate area, special rate area, or zoned rate areas where outside plant facilities are applicable, or off the premises of the primary service, or in connection with foreign exchange service.

REGISTERED PROTECTIVE CIRCUITRY - Separate, identifiable, and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment which is registered in accordance with the rules and regulations in Part 68, Subpart B, of F.C.C.

RESIDENCE SERVICE - Exchange telephone service furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

RESIDENTIAL SUBDIVISION DEVELOPMENT - Any tract of land which has been divided into four or more contiguous lots with an average size of one acre or less for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.

RINGING POWER - Electrical energy furnished to a private branch exchange system or other equipment for signaling stations connected thereto.

ROOM - Space in a building surrounded by walls or closed partitions provided the opening, if any, between the top of such walls or partitions and the ceiling is less than two feet.

ROTARY HUNTING SERVICE - Provides for a means of searching a number of lines within a hunt group to find an idle line available to accept a call. All lines within the hunt group will be hunted regardless of the start point of the hunting sequence.

RULES - The regulations set forth in the tariffs, which apply to the provision of telephone service.

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RULE NO. 1
DEFINITIONS (Continued)

SERVICE CONNECTION - Drop and block wiring or cable from the point of connection with the utility's outside plant facilities to the point of connection with the inside wiring at the premises served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or utility easement.

SERVICE ACCESS POINT - A demarcation point where facilities owned, leased, or under license by a customer connect to the utility-provided access line.

SERVICE AREA - The territory in which the utility has been granted a Certificate of Convenience and Necessity and is authorized by the Commission to provide telephone service.

SERVICE CHARGE - The charge as specified in the utility's tariffs, which covers the cost of establishing moving, changing or reconnecting service or equipment.

SERVICE CONNECTION CHARGE - A charge intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system. Nonrecurring charges for construction of outside plant facilities shown in the Product Guide, Section 4 do not constitute a service connection charge.

SET - A telephone instrument.

SIMPLE SERVICE - Non-key services for network access line, business and residence service associated with flat and measured, WATS, local, extended and foreign exchange services.

SPECIAL BILL - A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

SPECIAL RATE AREA - A portion of an exchange area shown on maps filed in the tariff schedules in which special base rates apply.

TARIFFS - The documents filed with the Commission which list the utility services and products offered by the utility and which set forth the terms and conditions and a schedule of rates and charges for those services and products.

TERMINAL EQUIPMENT - The equipment through which communication services are furnished.

TEMPORARY SERVICE - Service to premises or enterprises, which are temporary in character or where it is known in advance that the service will be of limited duration. Service, which in the opinion of the utility, is for operations of a speculative character is also considered to be temporary service.

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RULE NO. 1
DEFINITIONS (Continued)

TOLL SERVICE - Service between stations in different exchange areas for which a long-distance charge is applicable.

TRADE NAME - The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

TRENCHING COSTS - Cost of excavating, backfilling, and compacting, and where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRIBAL LINK UP - A discount program for Tribal Land low-income households A national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network.

TRUNK LINE - A network access line from one central office to another or between PBX system and a utility central office.

UNDERGROUND SUPPORTING STRUCTURE - Conduit, manholes, handholes, and pull boxes where and as required, plus trenching costs as defined in Trenching Costs above.

UTILITY - The company providing telephone service to the public in compliance with state law. See also Company.

VISIT CHARGE - A Time and Material charge applied on a nonregulated basis when the use of customer premises equipment or facilities cause impairment or harm to the utility's facilities.

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RULE NO. 2
DESCRIPTION OF SERVICE

A1 General

Exchange service is available by means of facilities owned and maintained by the utility operated from central offices designated by the utility. In certain exchanges extended service is furnished with availability of exchange service to other company exchange areas, or exchange areas of a connecting utility. Foreign exchange service from other exchanges of the utility or connecting utilities may also be furnished.

Toll service is furnished by means of the utility's toll lines, lines of a connecting utility, or combinations of both.

The exchange area is divided into one base rate area.

A2 Service

The utility furnishes exchange service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

B1 Classes of service furnished

- C1 Business service
- C2 Residence service

B2 Types of service furnished

- C1 Flat rate service
- C2 Paystation service

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RULE NO. 2
DESCRIPTION OF SERVICE (Continued)

A2 Service (Continued)

B3 Grades of service

In general, the following grades of service are furnished:

<u>Grade of Service</u>	<u>Area Applicable</u>
One-party	B.R.A.
PBX	B.R.A.

Note

B.R.A. - Base Rate Area

Miscellaneous service, including private line, are furnished by the utility in accordance with the tariff schedules.

Unless specifically identified as such, two and four wire circuits provided in this tariff are not intended to support high-speed data applications.

Exchange service generally consists of:

- C1 Network access service lines
- C2 Facilities between company central office and customer location

A3 Bell limitations

B1 Based on operating practices and conditions, the utility may request the customer to limit the number of bells connected to a circuit.

A4 Private lines (Non-network access lines)

Private lines will be provided solely for communication between points connected thereon and will not be connected with the public telephone network.

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RULE NO. 3
APPLICATION FOR SERVICE

A1 Application for service

Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the utility, as a condition precedent to the initial establishment of service.

The application will generally set forth the following information:

- B1 Name or names of applicant(s).
- B2 Service address or location and telephone number.
- B3 Billing address, if different than service address.
- B4 Address and telephone number where service was provided previously.
- B5 Date applicant will be ready for service.
- B6 Indication of whether premises have been supplied with telephone utility service previously.
- B7 Class of service to be provided.
- B8 Indication of whether applicant is owner or tenant of or agent for the premises.

The utility may require a new applicant for service to appear at the utility's designated place of business to produce proof of identity and sign the utility's application form.

Where service is requested by two or more individuals the utility shall have the right to collect the full amount owed to the utility from any one of the applicants.

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RULE NO. 3
APPLICATION FOR SERVICE (Continued)

A2 Cancellation of application

An application for service cancelled by the applicant or by the utility prior to the establishment of service applied for is subject to the following conditions:

B1 Cancelled by the applicant

C1 If cancellation of an application for service is requested by the applicant prior to the time service is connected, the application will be cancelled by the utility and the utility will collect all charges applicable to any service actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.

C2 If cancellation of an application for service is requested by the applicant subsequent to the connection of service, such cancellation will be considered as an order to discontinue service and the utility will collect all charges applicable to the connection of service. The minimum requirements of the rate schedule under which service is furnished will apply.

B2 Cancelled by the utility

If the applicant refuses to comply with the requirements set forth in the utility's tariff schedules prior to the establishment of service, the utility may cancel the application, in which case any amounts collected from the applicant will be refunded.

A3 Responsibility for payment of bills

B1 The customer for telephone service is held responsible for the payment of all exchange, toll, and other charges properly applicable to his service in accordance with the tariff schedules.

B2 Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Product Guide, Section 16 for rates and special conditions.

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RULE NO. 3
APPLICATION FOR SERVICE (Continued)

A5 Service not to be immediately used

The utility may refuse the installation of service that is not to be used within a reasonable period after installation.

A6 Temporary service

B1 Applicants for temporary service may be required to pay the utility, in advance of service establishment, the funds provided under the terms of a construction agreement or the cost of installing and removing the facilities necessary for furnishing the desired service.

B2 Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service.

B3 If at any time the character of a temporary customer's operations changes so that in the opinion of the utility the customer is classified as permanent, the terms of the utility's construction agreement or tariff shall apply.

A7 Service Connections and Establishments

B1 Service establishments shall be scheduled for completion within ten (10) working days of the date the customer has been accepted for service, except in those instances when the customer requests service establishment beyond the ten (10) working day limitation.

B2 The maximum interval of ten (10) working days applies to single line residence and business installations only. Multiline services and any special equipment configurations shall be installed within a reasonable time frame based on availability of necessary equipment.

B3 When a utility has made arrangements to meet with a customer for service establishment purposes and the utility or the customer cannot make the appointment during the prearranged time, the utility shall reschedule the establishment to the satisfaction of both parties.

B4 Unless another time frame is mutually acceptable to the utility and the customer, each utility shall schedule service establishment appointments within a maximum range of four (4) hours during normal working hours.

B5 For the purposes of this Rule, service establishments are where the utility's and customer's facilities are available and the utility needs only to connect the service.

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RULE NO. 4
BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE

A1 Billing terms

- B1 The billing date shall be printed on the bill and the date rendered shall be the mailing date.
- B2 Bills for telephone services may be considered delinquent fifteen (15) days after the date the bill is rendered.
- B3 Delinquent accounts for which payment has not been received may be terminated twenty-two (22) days after the date the bill is rendered.
- B4 All payments shall be made at or mailed to the office of the utility or to the utility's duly authorized representative.
- B5 Applicable tariffs, prepayment, failure to receive, commencement date, taxes:
 - C1 Each customer shall be billed under the applicable tariff.
 - C2 Each utility shall make provisions for advance payment for utility services.
 - C3 Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
 - C4 Charges for service commence when the service is installed and connection made, whether used or not.
 - C5 In addition to the collection of regular rates, the utility may collect from the customer a proportionate share of any privilege, sales or use tax, or other imposition based on the gross revenues received by the utility.

A2 Insufficient funds (NSF) checks

- B1 The utility may render a service charge for processing insufficient fund checks to the customer at the rate shown in Section 3 of the Product Guide.
- B2 When the utility is notified by the customer's bank that there are insufficient funds to cover the check tendered for utility service, the utility may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to the utility.
- B3 A customer who tenders an insufficient check shall in no way be relieved of the obligation to render payment to the utility under the original terms of the bill nor defer the utility's provision for termination of service for nonpayment of bills.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A3 Late payment penalty

B1 The utility may charge a late payment penalty which may be applied to delinquent bills.

B2 The amount of the late payment penalty shall be indicated upon the customer's bill when rendered by the utility.

A4 Deposits

B1 When the utility deems it necessary, in protecting its earned revenues, an applicant for service or a present customer may be required to make and keep intact a deposit in such amount as may be required from time to time by the utility as a guarantee of the payment of charges for services rendered. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the regulations of the utility as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the utility providing for the discontinuance of service for nonpayment of any sums due the utility for service rendered.

B2 The deposit will bear simple interest at 9 percent a year payable on the actual amount on deposit with the utility. Interest will not be paid if service is discontinued for nonpayment of bill or if deposit is held less than one (1) year.

B3 When the service is terminated, the amount of the deposit with interest computed from the date of its receipt by the utility to the date of discontinuance of service will be returned to the customer less such sums as may be due the utility for services rendered. However, if the utility deems the deposit no longer necessary, it may return the deposit prior to the discontinuance of service in which case interest will be computed to the date of the notice to the customer that the deposit will be returned to him.

B4 The utility may require the customer to increase the amount of the deposit at any time if, in its opinion, the charges billed against the customer are found to warrant such an increase.

B5 Service may be discontinued for failure to maintain credit, as specified above, within five days after the utility has mailed notice requiring the customer to do so.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A4 Deposits (Continued)

- B6 The utility shall not require a deposit from a new applicant for residential service if the applicant is able to meet any of the following requirements:
- C1 The applicant has had continuous telephone service of a comparable nature with the utility at another service location within the past two (2) years and was not delinquent in payment more than once during the last twelve (12) consecutive months or disconnected for nonpayment.
 - C2 The applicant can produce a letter regarding credit or verification from a telephone utility where service of a comparable nature was last received which states:
 - D1 Applicant had a timely payment history at time of service discontinuation.
 - D2 Applicant has no outstanding liability from prior service.
 - D3 In lieu of a deposit, a new applicant may provide a Letter of Guarantee from an existing customer with service who is acceptable to the utility or a surety bond as security for the utility. The utility shall review and release an existing customer as a guarantor for the new applicant after twelve (12) consecutive months if no obligations are delinquent and has maintained a timely payment history.
 - C3 The applicant is a Lifeline Telephone Service customer who has selected Optional Toll Blocking (Product Guide, Section 2.XI.A) at no charge.
- B7 The utility may require a residential customer to establish a deposit if the customer becomes delinquent in the payment of two or more bills within a twelve (12) consecutive month period or has been disconnected for service during the last twelve (12) months.
- B8 The amount of a deposit required by the utility shall be determined according to the following terms:
- C1 Residential customer deposits shall not exceed two times that customer's estimated average monthly bill or the average monthly bill for the customer class for that customer whichever is greater.
 - C2 Nonresidential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.
 - C3 The utility may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of Service

B1 Discontinuance notice requirements

C1 The utility shall not disconnect service to any of its customers without providing advance written notice to the customer of the utility's intent to disconnect service, except under those conditions specified where advance written notice is not required.

C2 Such advance written notice shall contain, at a minimum, the following information:

D1 The name of the person whose service is to be terminated and the telephone number where service is being rendered.

D2 The utility rules or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the utility, if applicable.

D3 The date on or after which service may be terminated.

D4 A statement advising the customer to contact the utility at a specific phone number for information regarding any deferred billing or other procedures which the utility may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of Service (Continued)

B2 Timing of terminations with notice

- C1 Each utility shall be required to give at least five (5) days advance written notice prior to the termination date.
- C2 Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address.
- C3 If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility may then terminate service on or after the day specified in the notice without giving further notice.
- C4 The utility may terminate service on a temporary basis by discontinuing the customer's line access at the central office.
- C5 The utility shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

B3 Discontinuance of service without notice

- C1 Utility service may be disconnected without advance written notice under the following conditions:
 - D1 The existence of an obvious hazard to the safety or health of the consumer or the general population or the utility's personnel or facilities.
 - D2 The utility has evidence of tampering or evidence of fraud.
- C2 The utility shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the utility.
- C3 Each utility shall maintain a record of all terminations of service without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

- A5 Discontinuance of service (Continued)
- B4 Discontinuance of service with notice
- C1 A utility may disconnect service to any customer for any reason stated below provided the utility has met the notice requirements established by the Commission:
- D1 Customer violation of any of the utility's tariffs filed with the Commission and/or violation of the Commission's Rules and Regulations.
 - D2 Failure of the customer to pay a bill for utility service.
 - D3 Failure to meet or maintain the utility's credit and deposit requirements.
 - D4 Failure of the customer to provide the utility reasonable access to its equipment and property.
 - D5 Customer breach of contract for service between the utility and customer.
 - D6 When necessary for the utility to comply with an order of any governmental agency having such jurisdiction.
 - D7 Unauthorized resale of equipment or service.
- C2 Each utility shall maintain a record of all terminations of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of service (Continued)

B5 A utility may not disconnect service for any of the reasons stated below:

- C1 Delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises.
- C2 Failure of the customer to pay for services or equipment which are not regulated by the Commission.
- C3 Residential service may not be disconnected due to nonpayment of a bill related to another class of service.
- C4 Failure to pay for a bill to correct a billing error if the customer agrees to pay over a reasonable period of time.
- C5 Failure to pay the bill of another customer as guarantor thereof unless guarantor does not make acceptable payment arrangements.
- C6 Disputed bills where the customer has complied with the Commission's rules on complaints.

A6 High toll usage monitoring and notification procedures

B1 The utility may establish a high toll usage monitoring/notification system to identify unexplained or excessive increases in customer toll usage during interim periods between the issuance of bills in accordance with the utility's established billing cycle. The intent of such a monitoring/notification system is to enable the utility to identify situations where it is unlikely that the customer will be able to pay for toll services already provided as well as to prevent the accrual of additional billings when the risk of loss is increasingly evident.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

- A6 High toll usage monitoring and notification procedures (Continued)
- B2 The utility shall develop and operate such system by the following provisions and procedures:
- C1 The utility shall establish a "normal" amount of toll usage by customer class and length of service.
 - C2 The normal amount of toll usage shall be based upon the actual average usage by the customer class.
 - C3 Increases in toll usage shall not be considered unexplained or excessive until the amount of toll usage incurred between billing periods is at least two times the normal amount of monthly toll usage for that customer or customer class.
 - C4 When this situation occurs, the utility shall review:
 - D1 The individual customer's billing history to determine if the volume of toll usage should be considered excessive for that particular customer.
 - D2 Prior payment history.
 - D3 Amount of customer deposit held, if any.
 - D4 Length of customer service to assess the ability of the customer to pay such toll charges according to the payment terms of the utility when a normal billing is rendered.
 - C5 If the review of the customer's previous billing and payment history indicates it is unlikely that the customer shall be able to pay such bill, the utility may contact the customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the utility may require security and/or payment of charges on the account to continue service.
 - C6 The utility may terminate service provided the customer is given 48 hours advance notice and the customer makes no further attempt to secure and/or pay the account in order to continue service. The 48-hour notification rule shall be waived and service may be terminated immediately in those situations where intentional customer abuse of toll usage is evident.

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A7 Change of responsibility or occupancy

- B1 Not less than three (3) working days advance notice must be given in person, in writing, or by the telephone at the utility's office to discontinue service, to change occupancy or to change account responsibility.
- B2 The customer in whose name service is being rendered shall be responsible for all utility services provided and/or consumed up to the scheduled date of service discontinuation.
- B3 Existing business service may be continued for a new subscriber only if the former subscriber consents and an agreement acceptable to the utility is made to pay all outstanding charges against the service.
- B4 Change of responsibility on a residence account shall occur only in those cases where both parties previously shared telephone service.

A8 Customer service complaints

- B1 The utility will keep a record of all written service complaints received for a minimum period of one (1) year and shall be available for inspection by the Commission.
 - C1 All written service complaints received shall contain the following data:
 - D1 Name and address of complainant
 - D2 Date and nature of the complaint
 - D3 Disposition of the complaint
 - D4 A copy of any correspondence between the utility, the customer, and/or the Commission

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RULE NO. 4
BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A9 Customer bill disputes

B1 Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.

B2 Upon receipt of the customer notice of dispute, the utility shall:

C1 Notify the customer within five (5) working days of the receipt of a written dispute notice.

C2 Initiate a prompt investigation as to the source of the dispute.

C3 Withhold disconnection of service for the disputed portion of the customer's bill until the investigation is completed and the customer is informed of the results.

B3 Once the customer has received the results of the utility's investigation, the customer shall submit payment within five (5) working days to the utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service.

C1 Prior to termination, inform the customer of his right of appeal to the Commission.

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RULE NO. 5
BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service.

A1 Business rates apply at the following locations

- B1 In offices, stores, factories, and all other places of a strictly business nature.
- B2 In boarding houses and rooming houses with more than five rooms available for rent (except as set forth under A2 below), colleges, clubs, lodges, schools, libraries, churches, lobbies, and halls of hotels, apartment buildings, hospitals, and private and public institutions.
- B3 At any location when the listing of "office" is provided in the White Page section of the Utility's directory, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph A2 below, regardless of the form of listing, when an additional telephone is provided to a place not a part of a domestic establishment.
- B4 At a residence location when the customer has no regular business telephone service and the use of the service by himself, members of his household, or his guests is primarily or substantially of a business rather than a residential nature.
- B5 In general, in any place where the substantial use of the service is occupational rather than domestic.

A2 Residence rates apply at the following locations

- B1 In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all service is in locations which is a part of a domestic establishment.

A3 Change from residence to business service

- B1 If it is found that a customer is primarily or substantially using residence service for business purposes, the utility will thereafter require the customer to take business service, except in cases where the customer thereafter uses the service for residence and domestic purposes only.

A4 Termination or Re-origination of Calls Received Over a Data Service

- B1 The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's State and Federal Access Tariffs.

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RULE NO. 6
LIMITATION OF LIABILITY

A1 Limitation of liability

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished.

C1 The liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished by the utility (including exchange, toll, private line, supplemental equipment, directory and all other service) shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error, or defect provided, however, that where any mistake, omission, interruption, delay, error, or defect in any one service or facility affects or diminishes the value of any other service, said liability shall include such diminution, but in no event shall the liability exceed the total amount of charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error, or defect, except in some cases where Service Performance Guarantees apply (see Product Guide, Section 16).

C2 Interruptions of service

D1 Credit allowance

This credit will be applicable to all services except as referenced under E3 of this rule. Upon request of the customer, the utility will allow customers credit in all cases where the utility's facilities are "out of service," except when the "out of service" is due to the fault of the customer or to a temporary discontinuance for nonpayment of a bill, for periods of one day or more from the time the fact was reported by the customer or detected by the utility, of an amount equal to the total fixed monthly charge for exchange service multiplied by the ratio of the number of days "out of service" to the number of calendar days in the billing period within which the "out of service" occurs.

E1 A day "out of service" will be considered to exist when outgoing service is not available for a period of twenty-four consecutive hours. When any "out of service" period continues for a period in excess of an even multiple of twenty-four consecutive hours, the total period upon which to determine the credit allowance will be taken to the next higher even twenty-four multiple. In no case will the credit allowance for any period exceed the total fixed charges for exchange service for that period.

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RULE NO. 6
LIMITATION OF LIABILITY (Continued)

A1 Limitation of liability (Continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished. (Continued)

C2 Interruptions of service (Continued)

D1 Credit allowance (Continued)

E2 Other than as expressly provided under Condition A1, B1, C2 of this rule, in no case will a credit allowance for any period exceed the total fixed charges for the exchange service for that period.

E3 The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, fire, extreme weather conditions such as flooding, earthquake or circumstances beyond the Company's control. This credit also will not apply to "out of service" conditions where service has been temporarily or permanently discontinued for nonpayment of bills.

E4 Delays
When a commitment date for repair or installation for service is missed, see Performance Guarantee, Product Guide Section 16.IV.

C3 Use of connecting utility facilities or services

When suitable arrangements can be made, outside plant facilities of other utilities may be used in establishing connections to points not reached by this utility's outside plant facilities. In establishing connections with the facilities of other utilities, this utility is not responsible or liable for any action of the connecting utility.

C4 Defacement of premises

The utility shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the utility by reason of any defacement or damage to the customer's premises resulting from the existence of the utility's facilities on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the utility.

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RULE NO. 7
ADVANCE PAYMENTS

- A1 In accordance with the utility's practice of requiring that all regularly recurring charges for service, equipment and facilities be paid monthly in advance, an applicant for telephone service may be required to pay in advance at the time application for service is made, the service connection charges applicable, together with at least one months' charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the utility, the estimated amount of construction and installation charges.
- A2 The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for service connection, move and change charges, and for toll messages.
- A3 Present customers whose credit is satisfactory in the exchange in which they have service will not be required to make advance payments at the time of applications for new service in the same exchange or elsewhere, nor in the case of moves of, additions to, or changes in their present equipment or service.

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RULE NO. 8
INITIAL CONTRACT PERIODS/TERMINATION OF SERVICE

A1 Initial contract periods

- B1 Except as otherwise provided in the schedules of this tariff, the initial contract period will be one month.
- B2 For directory additional listings where the listing appears in the directory, both the initial and subsequent contract periods will be coextensive with the directory period. Where the listings do not appear in the directory, the initial contract period will be one month.
- B3 Where service is disconnected and subsequently reestablished at the same location for the same or a different customer, a new initial contract period will apply, whether or not the equipment has been removed. However, where there is a transfer of service from one customer to another without lapse of service and the same business is continued, (in the case of residence service where the service is taken over by a different member of the same household) a new initial contract period will not apply, except that the succeeding customer will be required to assume responsibility for any unexpired portion of the initial contract period.
- B4 Where the provision of service requires unusual costs or involves special assemblies of equipment, or where the provision of service requires construction of outside plant facilities for possible short-term use, the utility reserves the right to require an initial contract period of longer than one month in addition to any construction charge that may be applicable.

A2 Charges for termination of service (Continued)

B2 Directory additional listings

- C1 Where the listing appears in the current directory, charges to the end of the directory period will apply except that, subject to the one-month initial contract period, the charges will cease at the time:
 - D1 The contract for the main service is terminated.
 - D2 The listed party becomes a customer to some class of exchange service.
 - D3 The listed party dies or moves to some new location at which the customer's service in connection with which he is listed is not available.

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RULE NO. 9
TELEPHONE DIRECTORIES AND NUMBERS

- A1 The utility will distribute to its customers without charge such directory information as, in its opinion, is generally necessary for the efficient use of the service. Any additional directories or information requested by a customer will be furnished without additional charge where, in the opinion of the utility, such provision will lend to a more efficient use of the service by that particular customer. Other directories will be furnished at the discretion of the utility at a reasonable charge.
- A2 The utility's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the local service charges for the customer's service affected during the period covered by the directory in which the error or omission occurs.
- A3 The utility, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the utility be a party to controversies arising between customers or others as a result of such publication.
- A4 Telephone numbers
- The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the utility may change the telephone number or central office designation of a customer whenever it considers it desirable in the conduct of its business.

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RULE NO. 10
CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

A1 Connections with other telephone companies

B1 When the lines of other telephone companies are used in establishing connections to points not reached by the lines of the utility, the utility shall not be liable for any act or omission of the other company.

A2 Ownership and use of facilities on customer's premises

B1 All facilities furnished by the utility in connection with a customer's service shall be carefully used. The customer will be held responsible for any loss, damage, or alteration to any facilities furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.

B2 Except as provided herein and in the tariff schedules, no apparatus or device not in compliance with the Federal Communications Commission's Rules, Regulations and Decisions shall be attached to or used in connection with telephone facilities provided by the utility. The utility shall have the right to disconnect the service during the continuance of such attachment or connection.

A3 Customer premises equipment

Effective January 1, 1980, new installation or additions to customer premises equipment or customer-owned facilities connected to the telecommunications network must conform to the Federal Communications Commission's Rules, Regulations and Decisions.

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RULE NO. 10
CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

A3 Customer premises equipment (Continued)

B1 General

- C1 Customer premises equipment may be connected at the customer's premises to outside plant facilities of the utility, beyond the point of demarcation, for use with exchange service in compliance with the Federal Communications Commission's Rules, Regulations and Decisions. The point of demarcation is as set forth under Rule No. 1, DEFINITIONS.
- C2 The utility may make changes in its equipment, operations, or procedures where such action is not inconsistent with the Federal Communications Commission's Rules, Regulations and Decisions.
- C3 Ringer equivalence of customer premises equipment connected to the same line will not exceed the allowable maximum for that line as determined by the utility.

B2 Responsibility of the utility

- C1 In compliance with the Federal Communications Commission's Rules, Regulations and Decisions the utility will not be responsible to the customer or otherwise should necessary changes be made in utility's facilities, operations, or procedures which may render any customer premises equipment obsolete, require modification or alteration to such equipment, or otherwise affect its use or performance.
- C2 Customers' service may be disconnected if customer premises equipment is causing harm to utility's facilities.
- C3 The utility shall not be responsible for the installation, operation, or maintenance of any customer premises equipment. Network access lines of the utility are not represented as adapted to the use of customer premises equipment and where such customer premises equipment is connected to utility's facilities the responsibility of the utility shall be limited to furnishing of access lines suitable for telephone service and to the maintenance and operation of such access lines in a manner proper for such service; subject to this responsibility the utility shall not be responsible for the through transmission of signals generated by the customer premises equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer premises equipment.
- C4 The utility may, at its option, refuse service until the customer has obtained all required permits and/or inspections indicating that the customer's facilities comply with local construction and safety standards.

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RULE NO. 10
CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

- A3 Customer premises equipment (Continued)
- B3 Responsibility of the customer
- C1 In compliance with the Federal Communications Commission's Rules, Regulations and Decisions, customer premises equipment may be connected to the exchange network.
- C2 All combinations of customer premises registered or nonregistered equipment (including but not limited to wiring) shall be installed, operated, and maintained in compliance with requirements set forth in the Federal Communications Commission's Rules, Regulations and Decisions. No combination of customer premises registered or non-registered equipment (including but not limited to wiring) shall cause electrical hazards to utility personnel, interfere with the operation of or cause harm to utility's equipment or facilities, or interfere with service of persons other than the user of such equipment.
- C3 Upon notice from the utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference or hazard. The utility may discontinue service for failure to comply with those provisions.
- C4 The customer shall be responsible for payment of all utility charges for visits by the utility to the customer's premises where a service difficulty or trouble report results from customer premises equipment. The amount to be charged will be computed as defined in the Product Guide, Section 3.

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RULE NO. 10
CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

A3 Customer premises equipment (Continued)

B3 Responsibility of the customer (Continued)

C5 Each customer shall be responsible for safeguarding all utility property installed in or on the customer's premises for the purpose of supplying utility service to that customer.

C6 Each customer shall exercise all reasonable care to prevent loss or damage to utility property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to utility property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse the utility for the cost of necessary repairs or replacements.

C7 Each customer shall be responsible for payment for any facilities damage resulting from unauthorized interfering, tampering or bypassing the utility's facilities.

B4 Violation of tariffs

C1 Except as set forth in the Federal Communications Commission's Rules, Regulations and Decisions, where any customer premises equipment is used in violation of any of the provisions of the tariff, the utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 10 days, following the receipt of written notice from the utility, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the utility within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs.

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RULE NO. 11
OBLIGATION TO PROVIDE SERVICE - GROUNDS FOR REFUSAL

A1 Obligation to provide service

B1 The utility's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

A2 Grounds for refusal of service

B1 A utility may refuse to establish service if any of the following conditions exist:

C1 The applicant has an outstanding amount due for similar utility services, and the applicant is unwilling to make arrangements with the utility for payment.

C2 A condition exists which in the utility's judgment is unsafe or hazardous to the applicant, the general population, or the utility's personnel or facilities.

C3 Refusal by the applicant to provide the utility with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements.

C4 Customer is known to be in violation of the utility's tariffs filed with the Commission or of the Commission's Rules and Regulations.

C5 Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by the utility as a condition for providing service.

C6 Applicant falsifies his or her identity for the purpose of obtaining service.

C7 Service which has been disconnected for non-payment at the premises will not be reestablished for another applicant; married or otherwise, if the delinquent customer still resided on the premises.

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RULE NO. 12
TRANSMISSION OF MESSAGES

The utility does not transmit messages but offers the use of its facilities, when available, for communications between parties, each of whom is present at a telephone.

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RULE NO. 13

WORK PERFORMED OUTSIDE REGULAR WORKING HOURS AND RIGHT OF ACCESS

- A1 The rates and charges specified in the various sections of this tariff contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours or if the customer interrupts work, which has begun, the customer may be required to pay any additional cost incurred.
- A2 Right of access
- B1 The telephone utility's authorized employees may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by the tariff schedules.
- B2 The utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariff schedules.

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RULE NO. 14
USE OF SERVICE FOR UNLAWFUL PURPOSES

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the utility receives other evidence that such service is being or will be so used.

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RULE NO. 15
CONCESSIONS

- A1 Residence service rates will be charged for service furnished to recognized churches provided the service is located in a church study or in the residence of a regularly ordained clergyman.

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RULE NO. 16
OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS

A1 Outside plant facilities

B1 General

- C1 Except as otherwise provided in these rules, the utility will, at its own expense, furnish, install and maintain all facilities necessary to serve applicants or customers in accordance with its lawful rates, rules and current construction standards.
- C2 Pole line and buried wire extensions necessary to furnish telephone service will be made by the utility in accordance with the tariff schedules, provided dedicated streets are available, or acceptable easements can be obtained without additional charge or condemnation. Outside plant facility charges are computed in accordance with the regular rates set forth in the tariff schedules and the payment of such charges gives the customer no ownership or control of the extension.
- C3 Except as otherwise provided, the utility may permit the customer to furnish the outside plant facilities in accordance with the construction standards of the utility in lieu of outside plant facility charges, but in all such cases the ownership of the facilities shall be vested in the utility.
- C4 Contracts for the telephone service where outside plant facilities at filed charges is necessary may be required by the utility as a condition incident to the establishment of service, for a period not to exceed three years.
- C5 All outside plant facilities will be owned and maintained by the utility.
- C6 The utility will determine the specific type of construction and route to be used in each particular case.

B2 Facilities to the property of an applicant or customer (other than service connections)

- C1 In areas where the utility desires to maintain underground facilities for its operating convenience, the utility will, at its own expense, extend the necessary underground facilities to the service connections in accordance with its established construction standards.
- C2 In all other cases (including facilities within subdivisions where under agreement with the tract owners or promoters, the utility has installed service by means of underground facilities), if the applicant or customer requests underground construction he will be required to pay the difference between the cost of providing underground facilities and the estimated cost of constructing equivalent aerial facilities. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any materials so furnished shall vest in the utility.

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RULE NO. 16
OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections

B1 New underground service connections

When applicant or customer, including subdivider or developer, either requests or is lawfully required to provide underground facilities, the utility will furnish such service under the following conditions with respect to underground service connections.

C1 To property of applicant or customer, including subdivider or developer

D1 Tracts or subdivision

The utility will construct underground service connections without charge where right-of-way can, in the utility's judgment, be reasonably obtained, and where soil conditions and topography are such that trenching costs will not materially exceed the utility's average trenching costs. Where right-of-way or trenching costs are materially excessive, the subdivider or developer will pay the difference between that cost and average right-of-way and/or trenching costs.

D2 All other cases

In all cases other than those included in A2, B1, C1, D1, above, if the applicant or customer requests underground construction he will be required to pay the difference between the cost of providing underground service connection and the estimated cost of constructing the aerial equivalent. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any material so furnished shall vest in the utility.

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SCHEDULE NO. AC

RULE NO. 16
OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections (Continued)

B1 New underground service connections (Continued)

C2 On property of an applicant or customer, including subdivider or developer

D1 Where the utility determines that conduit is to be used for the service connection, the applicant or customer will furnish, install and maintain at his expense the required conduit in accordance with the utility's specifications, or

D2 Where the utility determines that buried wire or buried cable is to be used for the service connection, the applicant or customer will provide or pay the cost of the underground supporting structure, and

D3 In either D1 or D2 above the utility will at its expense furnish, install and maintain the service connection wire or cable.

D4 When, for its own operating convenience, the utility desires to construct and maintain underground facilities on the property of an applicant or customer, such facilities will be provided at no charge to applicant or customer.

B2 Interior wiring

C1 Except as provided in Rule No. 10, interior wiring in buildings to provide telephone service to the occupants will be furnished, installed and maintained by the owner of the building.

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RULE NO. 16
OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections (Continued)

B3 Access line connection

C1 Provision of services beyond service access point.

D1 Facilities beyond the service access point will be provided by the customer. The installation of facilities shall be in accordance with the utility's specifications.

D2 The cost of all new construction of inside customer premises wiring shall be the responsibility of the customer.

C2 Company-provided facilities

D1 The utility shall provide all facilities up to the service access point.

D2 A customer requesting an underground service connection in an area served by overhead facilities shall pay for the difference between the cost of an overhead service connection and the actual cost of the underground connection as a nonrefundable contribution. The customer may elect to provide the underground trenching on private property as an offsetting portion of the additional cost of the underground facilities.

C3 Easements and rights-of-way

D1 Each customer shall grant adequate easement and right-of-way satisfactory to the utility to ensure that customer's proper service connection. Failure on the part of the customer to grant adequate easement and right-of-way shall be grounds for the utility to refuse service.

D2 When the utility discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement of right-of-way and such work, construction or facility poses a hazard or is in violation of federal, state or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the utility's access to equipment, the utility shall notify the customer or his agent and shall take whatever actions are necessary to eliminate the hazard, obstruction or violation at the customer's expense.

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RULE NO. 16
OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

- A3 Construction agreements
- B1 Upon request by an applicant for service, the utility shall provide, without charge, a preliminary sketch and rough estimates of the cost of installation to be paid by said applicant.
 - B2 Any applicant for service requesting the utility to prepare detailed plans, specifications, or cost estimates may be required to deposit with the utility an amount equal to the estimated cost of preparation. The utility shall, upon request, make available within ninety (90) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed construction. Where the applicant authorizes the utility to proceed with construction of the extension, the deposit shall be credited to the cost; otherwise the deposit shall be nonrefundable. If the extension is to include oversizing of facilities to be done at the utility's expense, appropriate details shall be set forth in the plans, specifications and cost estimates.
 - B3 Where the utility requires an applicant to advance funds for construction, the utility shall furnish the applicant with a copy of the agreement or tariff of the appropriate utility prior to the applicant's acceptance.
 - B4 All construction agreements requiring payment by the applicant shall be signed by each party.
 - B5 In the event the utility's actual cost of construction is less than the amount advanced by the customer under a construction agreement, the utility shall make a refund to the applicant within one hundred and twenty (120) days of service commencement.
 - B6 The provisions of this Rule apply only to those applicants who in the utility's judgment will be permanent customers of the utility. Applications for temporary service shall be governed by the utility's rules concerning temporary service applications.

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SCHEDULE NO. AC

RULE NO. 17
RESIDENCE CUSTOMER INCENTIVE PROGRAM

A1 General

B1 The Residence Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

A2 Regulations

B1 This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

B2 For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

B3 To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

B4 For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

B5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in A3 following.

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SCHEDULE NO. AC

RULE NO. 17
RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

A2 Regulations (Continued)

- B6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in A3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- B7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
- C1 The sales channel through which the products are sold.
 - C2 A specific geographic area.
 - C3 Existing customers who request to have one or more products disconnected.
 - C4 Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under A3 following.
 - C5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- B8 The Company reserves the right to discontinue this offer.

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SCHEDULE NO. AC

RULE NO. 17
RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

A3 Rates and Charges

- B1 The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- C1 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
 - C2 A waiver of up to three months of the recurring rate(s) or charge(s), or
 - C3 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C3 above, shall be used.
- B2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- B3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

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SCHEDULE NO. AC

RULE NO. 18
BUSINESS CUSTOMER INCENTIVE PROGRAM

A1 General

B1 The Business Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

A2 Regulations

B1 This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

B2 For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

B3 To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

B4 For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

B5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in A3 following.

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SCHEDULE NO. AC

RULE NO. 18
BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

A2 Regulations (Continued)

- B6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in A3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- B7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
- C1 The sales channel through which the products are sold.
 - C2 A specific geographic area.
 - C3 Existing customers who request to have one or more products disconnected.
 - C4 Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under A3 following.
 - C5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- B8 The Company reserves the right to discontinue this offer.

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SCHEDULE NO. AC

RULE NO. 18
BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

A3 Rates and Charges

- B1 The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- C1 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
 - C2 A waiver of up to three months of the recurring rate(s) or charge(s), or
 - C3 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C3 above, shall be used.
- B2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- B3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

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SCHEDULE NO. AC

RULE NO. 19
PROMOTIONAL OFFERINGS

- A1 The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

APPLICABILITY

Applicability to lines which provide direct access to the local and long distance exchange switching network via a circuit provided between a telephone company central office and the customer's premises.

TERRITORY

Within the exchange area of all exchanges as said areas are shown on maps filed as part of the tariff schedules.

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NETWORK ACCESS LINE SERVICE (continued)

<u>Originating Exchange</u>	<u>Calling Areas Exchange</u>	<u>Originating Exchange</u>	<u>Calling Areas Exchange</u>
Alpine	Alpine Springerville	Pinetop	Pinetop Hawley Lake McNary
Greer	Greer Springerville		Pinedale Show Low Whiteriver
Heber	Merzville		
Hawley Lake	Hawley Lake McNary Pinetop Whiteriver	Show Low	Show Low Pinedale Pinetop
		Snowflake	Snowflake
Holbrook	Holbrook	Springerville	Springerville Alpine Greer St. Johns
McNary	McNary Hawley Lake Pinetop Whiteriver	St. Johns	St. Johns Springerville
Merzville	Merzville Heber	Whiteriver	Whiteriver Hawley Lake McNary Pinetop
Pinedale	Pinedale Pinetop Show Low		

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES

A2 Local exchange network access lines	Effective One- Party <u>Rate</u>	Max <u>Rate</u>	Effective Multi- Line <u>Rate</u>	Max <u>Rate</u>	Effective PBX Trunk <u>Rate</u>	Max <u>Rate</u>
B1 Business						
Base Rate Area	\$60.25	\$60.25	\$63.51	\$63.51	\$91.12	\$91.12
Base Rate Area			\$63.51	\$63.51		
Base Rate Area			\$63.51	\$63.51		
	Effective Public Access <u>Line</u>	Max <u>Rate</u>				
Base Rate Area	\$60.25	\$60.25				

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES

A2 Local exchange network access lines (continued)

B2 Residence

Effective
 One
Party Rate

Max
Rate

C1 Flat Rate Service

Base Rate Area - One Party

\$29.42

\$29.42

C2 Budget measured service+

Base Rate Area - One Party

\$17.25

\$17.25

Usage charge

In addition to the monthly rate, a usage charge of \$.15 per call will apply after the monthly usage allowance of ten (10) calls. There will be no increment charge for the length of a call.

+ Budget measured service is grandfathered and no longer offered to new customers as of February 4, 2025.

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NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

A1 Service under this schedule will be established subject to the appropriate charges contained in the Product Guide, Service Connection Charges, Section 3. Other equipment and service arrangements will be provided in accordance with the rates, charges, and conditions of the respective tariff schedule.

A2 Access lines

Service under this schedule will be provided inside and outside the base rate area but within the exchange areas at the above rates.

A3 Conditional temporary service

Where central office or outside plant conditions are near total capacity conditions and the utility deems necessary to require the freezing of all requests for residence one-party service to the affected exchange, the utility will provide temporary four-party service within the exchange area until such time as facilities are available for residence one-party service.

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NETWORK ACCESS LINE SERVICE (continued)

A4 CITIZENS LOCAL CALLING PLANS (LCPs)

B1 General

This tariff applies to local exchange telephone service customers. Selected exchanges served by Citizens, as listed below, have two optional Local Calling Plans (LCPs) available in which a customer in one Citizens exchange may complete calls to other selected exchanges on a local calling basis. Customers may choose from one of the following optional plans:

- 1) Flat Rate Service.
- 2) Long Distance Toll Service.

B2 Regulations

Citizens LCPs are available to Residence One-Party, Residence Key line, Residence Multi-Line, Business One-Party, Business Key Lines and PBX Trunks, Business Multi-Line, Centrex, and Public Access Line customers.

Flat Rate Service provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting the Flat Rate Service will, by default, have their calls on these routes billed at long distance toll rates.

A customer may subscribe to a Citizens LCP or change Citizens LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a Citizens LCP is initially furnished to the customer or when the customer is making an initial request for service from Citizens. Appropriate non-recurring service charges will apply thereafter as specified in Section 3 of the Product Guide.

Flat Rate Citizens LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, or Party-Line Services.

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NETWORK ACCESS LINE SERVICE (continued)

A4 LOCAL CALLING PLANS (LCPs) (Continued)

B2 Regulations (Continued)

Hotel/motel customers may subscribe to a Citizens LCP. All charges for the service, including charges for any messages, shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

Exchanges in which Local Calling Plans are available include the following Citizens exchanges. The LCP calling area for each exchange is noted under Terminating Exchange(s).

Originating Exchange

Terminating Exchange(s)

Snowflake

Showlow

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NETWORK ACCESS LINE SERVICE (continued)

A4 LOCAL CALLING PLANS (LCPs) (Continued)

B3 Rates and Charges

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Schedule No. A-1 of this tariff, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedule

FLAT RATE SERVICE

<u>CLASS OF SERVICE</u>	<u>Monthly Rate</u>
Residence One Party	\$8.00
Residence Key Line (per line)	8.00
Residence Multi-Line (per line)	8.00
Business One Party/Centrex	12.00
Business Key Line/Centrex (per line)	12.00
Business PBX Trunk (per trunk)	12.00
Business Multi-Line (per line)	12.00
Business Public Access Line (per line)	12.00

Long Distance Toll Service rates are defined in Schedule No. B-1, Toll Telephone Service.

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SCHEDULE NO. A-2

LIFELINE TELEPHONE SERVICE

A1 APPLICABILITY

Applicable to eligible residence customers for Universal Lifeline Telephone Service (ULTS).

A2 TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

A3 GENERAL

B1 The utility shall provide Lifeline Telephone Service to any applicant that that meets the qualifications in 47 CFR 54.409.

B2 Subscriber certification will comply with 47 CFR 54.410(a)-(e) and (g).

B3 Universal Lifeline Telephone Service is available to eligible residence customers subscribing to flat rate individual line service.

B4 Universal Lifeline Telephone Service includes the following:

C1 Flat Rate Service with unlimited local calls per month.

C2 Optional Toll Restriction at no charge as shown in the Product Guide, Section 2.XII, Call Restriction Services.

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SCHEDULE NO. A-2

LIFELINE TELEPHONE SERVICE (continued)

A4 RATES

B1 Lifeline customers are charged the Residence One-Party network access line rate, plus the applicable Federal Subscriber Line Charge. The federal Lifeline credits per month are then applied to the customer's Local Service charges (see A5 Special Conditions B14).

		<u>Monthly Rate</u>
B2	Federal Lifeline Credits for a One-Party Line:	
C1	Federal Lifeline Support Credit – Broadband * (includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service)	\$9.25
C2	Federal Lifeline Support Credit – Voice Only *	\$5.25

* Broadband: Service that includes qualifying broadband service.
 Voice Only: Voice with qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2).

A5 SPECIAL CONDITIONS

B1 Universal Lifeline Telephone Service is restricted to residence local exchange service including all applicable extended area service. Foreign exchange services are excluded from this offering.

B2 The reduced Service Connection Charges are limited to eligible recipients. Reduced Service Connection Charges will apply to requests from eligible recipients for changes in class, type, or grade of service, including requests to change from Foreign Exchange Service. Service connection discounts may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit on the number of requests per customer for this service. Other than stated above, any change to the service will be at normal service connection charges as set forth in the Product Guide, Section 3.

B3 Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced service connection charges. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year.

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SCHEDULE NO. A-2

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS (continued)

- B4 Deposits for establishment of service, as outlined in Schedule No. AC, will not be required of eligible recipients of Universal Lifeline Telephone Service providing the applicant does not have any outstanding bill to any telephone utility within Arizona. No deposit is required from any Lifeline customer who opts for Toll Restriction Service at no charge. Other than previously stated, establishment and re-establishment of credit shall be in accordance with Schedule No. AC.
- B5 No Lifeline customer can be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.
- B6 Service under this schedule will apply upon receipt of a completed self-certification notice of eligibility from an applicant/customer.
- B7 New applicants for telephone service will be advised of the availability of Universal Lifeline Telephone Service and if eligible will be furnished with the necessary self-certification forms.
- B8 Recipients of Universal Lifeline Telephone Service must notify the Utility of a change in any condition, which occurs that would cause the household to no longer qualify for the service under Schedule A-2, Lifeline Telephone Service, Enhanced Lifeline Service For Tribal Lands or Senior Telephone Discount Program (STDP) in the Product Guide, Section 2.XIV. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service.
- B9 If the Utility discovers that conditions exist which cause the recipient not to qualify for Universal Lifeline Telephone Service, the customer will be notified that the service will be converted to regular tariffed rates.
- B10 The utility will have the right to verify that applicants meet the eligibility requirements directly with the state agency administering the qualifying programs, via statistically valid sample or other means performed by the utility on an annual basis.
- B11 In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.

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SCHEDULE NO. A-2

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS (continued)

- B12 Optional services are not included in Universal Lifeline Telephone Service rates, but will be provided to Universal Lifeline Telephone Service customers at applicable tariffed rates and charges.
- B13 Universal Lifeline Telephone Service credits shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.
- B14 The income limitation claimed by a Lifeline customer in their application for service is subject to verification at any time by the serving telephone utilities.
- B15 Applicants that qualify under the 135% Federal Poverty Guideline criteria must sign a document under penalty of perjury certifying their household income is at or below 135% of the Federal Poverty Guidelines and provide supporting documentation at the time of enrollment. The supporting documentation can include one of the following:
- a. Prior year's state, federal or tribal tax return;
 - b. Current income statements from an employer or paycheck stub;
 - c. Social Security statement of benefits;
 - d. Veterans Administration state of benefits;
 - e. Retirement / pension statement of benefits;
 - f. Unemployment/Workers Compensation statement of benefits;
 - g. Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance;
 - h. Divorce Decree or Child Support Document

If the applicant chooses to submit anything other than the prior year's income tax return, applicant must present three consecutive months worth of the alternative supporting documentation that is within the most recent twelve consecutive months.

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SCHEDULE NO. A-2

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS (continued)

B16 Limitation of Liability for Administering Link-Up America and Lifeline Assistance Programs

The Utility shall use reasonable efforts to (1) safeguard personal information provided by a customer in a connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; and (2) properly determine a customer's eligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. The Utility shall not be liable to a customer for any damages (actual, consequential or punitive) arising as a result of (a) the Utility's unintentional or accidental disclosure to a third party of a customer's personal information provided in connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; or (b) the Utility's erroneous determination regarding a customer's eligibility or ineligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. In the event the Utility erroneously denies a customer's application to participate in the Utility's Lifeline Assistance program, the customer shall be entitled to a bill credit equal to the amount of the monthly discount applied from the date of the customer's application through the date of actual enrollment in the Lifeline Assistance program.

B17 The Utility will maintain records of compliance in accordance with paragraphs 38 and 39 of the FCC's Lifeline Order and Decision No. 67941 issued by the Arizona Corporation Commission governing the Lifeline / Link-Up programs, to the extent the Utility rather than the Arizona Department of Economic Security administers these programs.

B18 A customer is not eligible for Lifeline and / or Link-Up credits from the Utility if the customer is currently receiving Lifeline and / or Link-Up credits for service provided by another Eligible Telecommunications Carrier.

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SCHEDULE NO. A-2

ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS

A1 GENERAL

Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Schedule No. A-2, Sheet 1, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Schedule No. A-2, Sheet 1, the resident will receive the state support as well as the additional enhanced federal support.

A2 RATES

The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

<u>Tribe/Reservation</u>	<u>Exchange</u>
Fort Apache (White Mountains Apache Tribe)	Cibeque Hawley Lake McNary Whiteriver

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SCHEDULE NO. A-3

9-1-1 EMERGENCY TELEPHONE SERVICE

APPLICABILITY

Applicable to special 9-1-1 emergency telephone service arrangements furnished to the Northeastern Arizona 9-1-1 Users Association (Emergency Service Agency or ESA).

ITERRITORY

Within the exchange areas of those exchanges listed below under "RATES" and as said areas are defined on maps filed as part of the tariff schedules.

DESCRIPTION OF SERVICE

A1 Central Office 9-1-1 Switching Services

Citizens (hereafter referred to as the Company) will provide the ESA with 9-1-1 translation software and equipment additions in fifteen of the Company's central offices to accommodate 9-1-1 emergency calling from listed Company exchanges to each designated ESA Public Safety Answering Point (PSAP). The Company will also provide the central office equipment necessary to store and forward to the PSAP, the directory number of the party dialing the 9-1-1 emergency code. The forwarding of the calling party's directory number only applies to single party residence and business lines. Rates for existing customers as of the effective date of the Original A.C.C. Sheet No. 10 of this tariff are grandfathered based on a five-year agreement from the 9-1-1 test and acceptance date. Rates for 9-1-1 translations, calling number store, and forward service, and maintenance on the associated 9-1-1 equipment are listed under "RATES - EXISTING CUSTOMERS ONLY." Rates for existing customers are structured on a "Tier A" and "Tier B" basis. Contracts will be renegotiated after the initial five-year period. Rates for customers who do not qualify as existing customers or have chosen the option to be subject to new rates are listed under "RATES - GENERAL."

A2 Dedicated Emergency 9-1-1 Facilities

The Company will provide the ESA dedicated 9-1-1 emergency facilities between listed Company exchanges and the PSAPs as designated by the ESA. Installation and recurring monthly charges for these dedicated 9-1-1 facilities are listed under "RATES."

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9-1-1 EMERGENCY TELEPHONE SERVICE

DESCRIPTION OF SERVICE (Continued)

A3 Reverse Directory Service (Existing customers only)

Reverse Directory Service will no longer be offered except to existing customers. ALI Database Service will replace the Reverse Directory Service. The Company shall provide the ESA with Reverse Directory Service (the "directories") containing information on the names and addresses of all the Company's customers with listed addresses being provided emergency 9-1-1 access to the multiple ESA PSAP locations. The directories will include all telephone numbers listed. The directories shall be prepared from the Company's regular customer records and shall reflect the information as provided for publication in the telephone directory, which may contain certain errors and omissions caused by printing lag time, input mistakes, the absence of a comprehensive addressing system in the Company's area being served by the ESA emergency services and other reasons. Consequently, the information included in the directories will be subject to a reasonable margin of error and the Company does not represent that the information provided hereunder will be without error or omission.

The directories shall be provided to the ESA for the limited purpose of enabling the ESA to determine the address of a "9-1-1 caller" by cross-referencing the telephone number displayed at the console with the information contained in the directories. The ESA will not use the information provided hereunder for any other purpose or use and shall not transfer, convey, or sell the information provided hereunder to any other person or entity. As new monthly updates are provided to the designated agency PSAP locations, it is the responsibility of the ESA to ensure that the old directories are returned at the Company's request.

GENERAL

- A1 9-1-1 Emergency telephone service, also referred to as 9-1-1 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Emergency Service Agency (ESA) may receive telephone calls dialed to the telephone number 9-1-1. This tariff covers the network required to route a call from the caller's central office to the point of demarcation at the answering PSAP, to include the forwarding of ANI, and the optional provisioning of ALI and selective routing.
- A2 The ESA must be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency law enforcement, fire, or other emergency services within the telephone central office areas arranged for 9-1-1 calling.
- A3 The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The ESA must subscribe to additional local exchange service at the PSAP for administrative purposes, the placing of outgoing calls, and for receiving other emergency calls, including any which might be relayed by Company operators.

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9-1-1 EMERGENCY TELEPHONE SERVICE

GENERAL, (Continued)

- A4 This offering is limited to the use of central office number 9-1-1 as the emergency number, and only one 9-1-1 Service will be provided within any geographical area.
- A5 9-1-1 Service is provided by the Company only where facility and operating conditions permit.
- A6 The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
- A7 Application for 9-1-1 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 9-1-1 offering. The ESA is the customer to the Company.
- A8 The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

CONDITIONS

- A1 The Company provides 9-1-1 Service solely for the benefit of the ESA operating the PSAP. The provision of 9-1-1 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the ESA.
- A2 The Company does not undertake to answer and forward 9-1-1 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
- A3 Temporary suspension of service is not provided for any part of the 9-1-1 Service.
- A4 This service is furnished to ESAs only for the purpose of voice reporting of emergencies by the public.
- A5 9-1-1 information consisting of the names, addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential. All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information. The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel. (Except as indicated in A6 following.)

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9-1-1 EMERGENCY TELEPHONE SERVICE

CONDITIONS, (Continued)

- A6 The 9-1-1 calling party forfeits the privacy afforded by private (nonpublished) and semiprivate (nonlisted) telephone number service to the extent that the telephone number, address, and name associated with the originating station location are furnished to the PSAP. Information will be provided only for the purpose of responding to emergency calls.
- A7 The Company's entire liability to any person for interruption or failure of 9-1-1 service shall be limited to the terms set forth in this schedule and other schedules of this tariff.
- A8 The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Company in the event the system is not functioning properly.
- A9 The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service, or any part thereof whether caused by the negligence of the Company or otherwise, shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- A10 Each end user and ESA also agrees to release, indemnify, and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the end user, ESA, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the end user, ESA, or others.
- A11 Each ESA also agrees to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 9-1-1 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 9-1-1 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the ESA, its user, agencies, or municipalities, or the employees or agents of any one of them.
- A12 Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.
- A13 Any terminal equipment used in connection with 9-1-1 Service shall be configured to restrict the customer from removing and/or changing the data provided by the company. Manual retrieval of ALI is allowed, provided the access is in response to an incoming 9-1-1 call. This permission is necessary to allow subscribers with two- or four-party lines to have ALI service. PSAP equipment must be compatible with the Company's equipment.

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9-1-1 EMERGENCY TELEPHONE SERVICE

CONDITIONS, (Continued)

- A14 The Automatic Number Identification (ANI) feature will not forward the telephone number of the calling party when the call originates on a line providing two-party or lower grade of service. However, when E9-1-1 service is ordered, an ALI record will be created for each subscriber that may be manually retrieved.
- A15 The ESA must furnish the Company, in writing, its agreement to the following terms and conditions:
- B1 That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.
 - B2 That the ESA accepts responsibility for dispatching, or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.
 - B3 That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 9-1-1 PSAP by calling parties.
 - B4 That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 9-1-1 lines recommended by the Company to be installed. (Applies to 9-1-1 Service only.)
 - B5 The ESA has read, understands, and agrees to all the terms and conditions in this tariff.
- A16 Each primary PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. The 9-1-1 service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.
- A17 This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any person other than the ESA contracting for 9-1-1 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in any amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA.
- A18 When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Rule No. 6 in the Exchange and Network Services Tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.

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9-1-1 EMERGENCY TELEPHONE SERVICE

CONDITIONS, (Continued)

- A19 When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of law enforcement, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA. The ESA will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the ESA's responsibility in providing this information:
- B1 Initial and subsequent ESN assignments by street names, address ranges, and areas or other mutually agreed upon routing criteria to specific ESNs shall be furnished by the ESA on the MSAG.
- B2 After establishment of service, it is the ESA's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.
- B3 The ESA has an obligation to verify law enforcement, fire, and ambulance PSAP routing destinations once they have been reformatted by the Company at the request of the ESA.
- B4 Changes, deletions, and additions in the MSAG are the responsibility of the ESA. Notification to the Company should be made as the changes occur. After such notification, the Company will furnish a printed copy to the ESA for verification showing each change, deletion, and addition to the MSAG.
- B5 The Company's sole responsibility in respect to the MSAG is to reformat it and provide a printout of it on request to the ESA.
- B6 The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the company.

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9-1-1 EMERGENCY TELEPHONE SERVICE

CONDITIONS, (Continued)

- A20 The rates charged for 9-1-1 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Company in the event the system is not functioning properly.
- A21 9-1-1 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two 9-1-1 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.
- A22 Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 9-1-1 call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service.
- A23 The Company, its employees, agents, or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 9-1-1 call in an emergency situation where no name, address, or location of the 9-1-1 caller is available.
- A24 The ESA agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The ESA recognizes that the addresses provided with Reverse Directory Service are the same addresses that the Company publishes in its telephone directories and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the ESA recognizes that addresses must first be verified from a calling party. The Company will provide an updated directory copy each month. The ESA agrees that no copies will be made of such directories and to return all such directories at the Company's request. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.
- A25 Under normal circumstances, work will not be performed on 9-1-1 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.
- A26 No charge will be made to a calling party for calls to the 9-1-1 service.
- A27 Reverse directory service will continue to be available to agencies that currently receive the 9-1-1 service and will be discontinued upon expiration of that ESA's contract for the service. ALI Database service will replace the reverse directory service.

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9-1-1 EMERGENCY TELEPHONE SERVICE

DEFINITION OF TERMS

- A1 Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premises, etc.) will be identified with the address of the telephone number at the main premises.
- A2 Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units via the 9-1-1 Control Office.
- A3 Called Party Hold: Once the PSAP has answered the call, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A4 Calling Party Switch Hook Status: This allows the PSAP to tell if the calling party has hung up or is on the line and unable to speak. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A5 Data Management System (DMS): A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and ALI features.
- A6 Emergency Service Number (ESN): When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance, or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA and used by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed-upon routing criteria in the 9-1-1 serving area. The ESNs will be carried in the DMS to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 9-1-1 serving area.
- A7 Forced Disconnect: This feature allows the PSAP to terminate completed calls and release the 9-1-1 system for reuse even if the calling party remains on the line. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A8 Public Safety Answering Point (PSAP): An answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. A primary PSAP is one that answers a 9-1-1 call to initiate the response. A secondary PSAP will receive calls on a transfer basis only and generally serve as a centralized answering location for an ESA.
- A9 Emergency Ringback: This feature allows the PSAP to attract the attention of the calling party by ringing that party's telephone. Ringback will operate either if the calling party has hung up or has not hung up but is away from the telephone. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.

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9-1-1 EMERGENCY TELEPHONE SERVICE

DEFINITION OF TERMS, (Continued)

A10 Selective Routing (SR):

B1 Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:

C1 Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

C2 Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

C3 Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

B2 The following rate elements apply to Selective Routing:

C1 Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.

C2 Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPS to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Data rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

C3 Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

B3 Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a selective router.

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9-1-1 EMERGENCY TELEPHONE SERVICE

DEFINITION OF TERMS, (Continued)

A11 Emergency 9-1-1 Service Options:

- B1 B9-1-1: Basic 9-1-1 Service. Provides for dedicated trunking from each subscriber's central office to a PSAP. Provided direct dedicated trunking exists from the originating central office to the PSAP, then it may include the called party control features of forced disconnect, called party hold, calling party switch hook status, and emergency ringback.
- B2 C9-1-1: 9-1-1 Service with ANI. Adds Automatic Number Identification to Basic 9-1-1 Service. May include Selective Routing. When Selective Routing is added, this disables the called party control features.
- B3 E9-1-1: 9-1-1 Service with ANI and ALI. Adds Automatic Location Identification to C9-1-1 Service. May include Selective Routing. When Selective Routing is added, this disables called party control features.

A12 MSAG - (Master Street Address Guide): A list provided by the ESA of all valid street names and address ranges for their particular jurisdiction as assigned to specific ESNs.

A13 Automatic Location Identification (ALI) Database: An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all the Company's records provided to the ALI database manager. The customer is responsible for the following:

- B1 Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with an ESN assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- B2 Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

A14 Existing Customer: A customer who contracted for 9-1-1 emergency telephone services prior to the effective dates of the Original Sheet 8 and Original Sheet 8A listing new RATES - GENERAL and additional 9-1-1 services that were not offered when the customer initially contracted for 9-1-1 emergency telephone service.

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9-1-1 EMERGENCY TELEPHONE SERVICE

DEFINITION OF TERMS, (Continued)

- A15 Grandfathered: 9-1-1 customers who qualify as existing customers who choose the option to be charged for the remainder of their five-year contract under the tariff rates which were in effect at the time of their 9-1-1 test and acceptance date are said to be grandfathered. These rates are listed in the tariff and described as RATES - EXISTING CUSTOMERS ONLY. Customers eligible to be classified as existing customers, who for whatever reason do not exercise their option to choose which set of rates they wish to be billed, will also be considered to be grandfathered and will be billed from the rates listed as RATES - EXISTING CUSTOMERS ONLY. These existing customers may remain in the grandfathered status until the end of their five-year contract period. On the expiration of the five-year contract period, the existing customer's grandfathered status ends and continuing charges for 9-1-1 emergency telephone service will be charged from the rates listed as RATES - GENERAL. Grandfathered customers are only eligible to subscribe to those services listed under RATES - EXISTING CUSTOMERS ONLY.
- A16 Option: 9-1-1 customers who qualify as existing customers may choose to be grandfathered and charged from those rates listed as RATES - EXISTING CUSTOMERS ONLY or may choose to be eligible to subscribe to additional services and be charged under the rates listed under RATES - GENERAL. Charges to customers who qualify as existing customers will be billed from only one set of rates, but not from both. An existing customer who has chosen to be considered in a grandfathered status may still elect to switch to being billed from the rates listed as RATES - GENERAL, but once an existing customer has elected to be subject to the new rates listed in RATES - GENERAL, that customer loses his grandfathered status and may not switch back to the rates listed as RATES - EXISTING CUSTOMERS ONLY. Customers, who do not qualify as existing customers, do not have an option and will be charged from those rates listed as RATES - GENERAL.

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SCHEDULE NO. A-3

9-1-1 EMERGENCY TELEPHONE SERVICE

RATES

A1	9-1-1 Central Office Switching Service* - Existing Customers Only	Tier A Monthly <u>Rate</u>	Tier B Monthly <u>Rate</u>
B1	Alpine \$130.00	\$ 69.00	
B2	Cibecue (Pinetop)	\$9.00	\$5.00
B3	Greer \$130.00	\$69.00	
B4	Hawley Lake	\$209.00	\$111.00
B5	Heber \$8.00	\$10.00	
B6	Holbrook \$480.00	\$255.00	
B7	McNary (Pinetop)	\$9.00	\$5.00
B8	Pinedale \$209.00	\$111.00	
B9	Pinetop \$158.00	\$84.00	
B10	Pinetop Country Club	\$16.00	\$9.00
B11	Show Low	\$477.00	\$253.00
B12	Snowflake	\$18.00	\$10.00
B13	Springerville	\$102.00	\$54.00
B14	St. Johns \$199.00	\$106.00	
B15	Whiteriver	\$168.00	\$89.00

* In addition to applicable service connection charges in Section 3 of this tariff.

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9-1-1 EMERGENCY TELEPHONE SERVICE

RATES, (Continued)

A2 9-1-1 Dedicated Facilities – Existing Customers Only

Rates and charges are as filed in the Company's intrastate tariff for dedicated services.

A3 Reverse Directory Service by PSAP Location – Existing Customers Only

		Non- Recurring <u>Charge</u>	<u>Monthly Rate</u>
B1.	St. Johns Apache County Sheriff		
	C1 Initial database setup charge	\$1,230.00	---
	C2 Monthly update charge for monthly directory	---	\$83.58
B2.	Whiteriver White Mountain Apache Tribe		
	C1 Initial database setup charge	\$660.00	---
	C2 Monthly update charge for monthly directory	---	\$30.73
B3.	Holbrook Navajo County Sheriff		
	C1 Initial database setup charge	\$1,230.00	---
	C2 Monthly update charge for monthly directory	---	\$85.48
B4.	Holbrook Holbrook Police Department		
	C1 Initial database setup charge	\$660.00	---
	C2 Monthly update charge for monthly directory	---	\$32.09

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9-1-1 EMERGENCY TELEPHONE SERVICE

RATES, (Continued)

A3	Reverse Directory Service by PSAP Location – Existing Customers Only, (Continued)			
B5	Pinetop Lakeside/Pinetop Police		Non- Recurring <u>Charge</u>	Monthly <u>Rate</u>
	C1	Initial database setup charge	\$660.00	---
	C2	Monthly update charge for monthly directory	---	\$37.46
B6	Show Low Show Low Police			
	C1	Initial database setup charge	\$660.00	---
	C2	Monthly update charge for monthly directory	---	\$37.46
B7	Springerville Eager Police			
	C1	Initial database setup charge	\$660.00	---
	C2	Monthly update charge for monthly directory	---	\$32.09

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9-1-1 EMERGENCY TELEPHONE SERVICE

RATES, (Continued)

A4 Rates - General

B1	9-1-1 Network Service Features(1)	Non- Recurring <u>Charge</u>	Monthly <u>Rate*</u>
C1	Central Office Enabling	\$0.00	\$72.00
C2	9-1-1 Service Line B1, Key, PBX	Applicable local exchange network access line rates (see Exchange and Network Services Tariff)	
C3	9-1-1 Special Trunk	\$187.00	\$31.00
C4	Per trunk termination Intra- and Inter-exchange 9-1-1 service.	Applicable private line rates in Section 15 and Special Access Tariff	
B2	Database Processing		
C1	Automatic Location Identification (ALI) Database		
D1	Per Company record processed	\$1.77	\$0.05
D2	Per Non-Company record verified	\$0.48	\$0.04
D3	Database Processing per system	\$0.00	\$461.00
C2	Selective Routing Database		
D1.	Database Processing Per Record (2)	\$0.14	\$0.01
D2	Database Processing Per System (2)	\$2,976.00	\$12.50
B3	Selective Router Hardware		
C1	Trunk Termination Per Termination	\$187.00	\$51.00
C2	Common Equipment Per System	\$18,413.00	\$1,876.00

- (1) Special construction charges will apply when special assembly is required.
(2) In addition to the ALI Database Processing per record and per system rates.

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SCHEDULE NO. A-4

SERVICE CONNECTION CHARGES

APPLICABILITY

Applicable to the provision of new and additional services for residence and business customers.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

CONDITIONS

- A1 Charges shown above are applicable to all installations and moves and changes of services and facilities of the utility, unless otherwise specified in the tariff. These charges may also apply to customer requested repairs of customer premises equipment.
- A2 Charges shown are in addition to nonrecurring and installation charges shown in the applicable tariff schedules.
- A3 Charges shown in this schedule are based on work being performed during regularly scheduled working hours of the utility's employees. Work performed with overtime labor cost will be charged to the customer in addition to all other applicable charges.
- A4 Application of service charges
 - B1 Service connection charge is for recording and processing information necessary to execute a customer's orders pertaining to telephone service, including connections of central office lines, outside plant drop wires and protectors.
 - B2 Reconnection of a network access line charge applies to reconnection of services temporarily disconnected for nonpayment.
 - B3 Special service charge is for existing customers requesting the following services:
 - C1 Custom calling features
 - C2 Changes in type of service
 - C3 Telephone number changes
 - C4 Personalized telephone number service
 - C5 Wire care enrollments
 - C6 Inside wire maintenance per visit for Plan II
 - C7 Subsequent blocking of 900 calls
 - C8 Customized Local Area Signaling Service (CLASS)

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SCHEDULE NO. A-4

SERVICE CONNECTION CHARGES

CONDITIONS

A5 Service connection charges do not apply as follows:

- B1 When a move or change is initiated by the utility.
- B2 To the disconnection of a network access line or other services.
- B3 To a change in grade of service.
- B4 To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
- B5 When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
- B6 When the customer's name has been changed by marriage or court order.
- B7 When a change in billing address is required.
- B8 When a number change is made due to annoyance calls.

A6 Installment billing

- B1 This is an optional method of payment for element (one-time) charges for residential services. This optional method of payment will be provided at no extra charge to residential customers over three equal monthly payments.
- B2 Installment billing provides for billing charges in monthly installments where a customer desires the optional payments. The monthly installments normally begin with the first bill rendered after completion of the work involved.
- B3 The optional payment plan will not be applicable to subsequent additions or changes of equipment or services at customer's premises already receiving local exchange service from the utility.
- B4 In the event service is discontinued prior to payment of all amounts due under the provisions of the installment payment plan, the outstanding balance will become due and payable in full upon demand of the utility.

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SCHEDULE NO. A-4

SERVICE CONNECTION CHARGES

CONDITIONS

A7 Tribal Link Up

This is the Federal Communication Commission's Tribal Link Up Program of Lifeline Connection Assistance. A 100% reduction, up to \$100.00 will be applied for residents of Tribal Lands access line non-recurring service connection charges to connect service originally. This discount applies to a single line at the principal place of residence for the applicant.

B1 An applicant must meet the following criteria in order to qualify for residence Lifeline Connection Assistance:

B2 The residence premises at which the service is requested is the applicant's principal place of residence.

C1 There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

C2 The applicant must be eligible for one or more of the public assistance programs shown in the Exchange and Network Services Tariff, Lifeline Telephone Service, Schedule No. A-2, or the Enhanced Lifeline Service for Tribal Lands, Schedule No. A-2.

C3 Lifeline Connection Assistance will not be furnished on a Foreign Exchange (FEX) or Foreign Prefix (FPS) basis.

C4 Applicant may also qualify for benefits under the Senior Telephone Discount Program (see Section 2.XIII for conditions).

C5 Tribal Link Up may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit to the number of Tribal Link Up requests for any given customer.

C6 Service connection charges, after Tribal Link Up discounts are applied, may be paid in up to twelve equal monthly installments. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year.

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SCHEDULE NO. A-4

SERVICE CONNECTION CHARGES

RATES		Nonrecurring <u>Charge</u>
A1	Service connection, each new or additional network access line	
	Business	\$70.00
	Residence	\$60.00
A2	Reconnection of a network access line (TD restoration)	
	Business	35.00
	Residence	\$30.00
A3	Insufficient check charge for each check processed for insufficient funds as set forth in Rule No. 4 (in the Exchange and Network Services Tariff)	\$10.00
A4	Lifeline Connection Assistance (Tribal Link Up) credit access per line*	*

* See conditions for Tribal Link Up discount to eligible applicants in this section, Sheet 3.

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SCHEDULE NO. A-5

CONVENIENCE FEE

CONVENIENCE FEE

A1 A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

A2 This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

A3 RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence

\$4.50

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SCHEDULE NO. A-6

ELECTRONIC BILL AND BILL COPY SERVICE

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

A1 GENERAL

Frontier Online Bill Payment program is an optional service that allows residential and business customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

A2 CONDITIONS

- B1. The EBPP is an optional Service.
- B2. The Utility will send an electronic notification to the customer's designated email address when the bill is available on-line.
- B3. EBPP is available where technically feasible.
- B4. Service Connection Charges as specified in Section 3 of this tariff do not apply to this service.
- B5. Bill inserts will be provided separately either electronically or via U.S. Mail service.

A3 RATES AND CHARGES

	<u>Monthly Rate</u>
Rate for both a paper copy and an electronic bill copy	\$2.00

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SCHEDULE NO. A-6

ELECTRONIC BILL AND BILL COPY SERVICE

ADDITIONAL BILLING COPY SERVICE

A1 APPLICABILITY

Applicable to additional bill copy service furnished in connection with business and residence services as provided in the Exchange and Network Services Tariff, Schedule A-1.

A2 TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

A3 CONDITIONS

B1 No more than three additional copies will be provided at the above rate.

B2 The above charge is applicable each time a request is made for this service.

B3 No charge applies to replace bill copies not received.

A4 RATES AND CHARGES

Monthly
Rate

One to three copies per account, only

Each one-time request charge per account

\$2.50

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