

GENERAL CUSTOMER SERVICES TARIFF

HTC COMMUNICATIONS, INC.
CONWAY, SOUTH CAROLINA
Issued: March 10, 2011
By: President

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

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13.18 311 Dialing Code

N

13.18.1 General

- A. The 311 Dialing Code (“311”) is a three-digit service code designated by the North American Numbering Plan Administration (NANPA) to provide access to non-emergency and other government services.
- B. The Company provides the 311 Dialing Code service in the Company’s local calling area only. The 311 subscriber is required to work separately with competing telecommunications providers to make provisions so that those providers’ end user customers are able to reach the 311 subscriber when dialing 311.
- C. The local calling area of the 311 service will be the basic local calling area for the Company’s exchanges as defined in Section 3.2 of this Tariff.
- D. This service is furnished subject to the availability of the 311 Dialing Code.
- E. 311 calls can be delivered to travel information call centers by routing 311 calls to either regular exchange access lines or to a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 2.4 of this Tariff apply.
- G. Directory Listings may be provided for 311 service at rates and regulations as specified in Section 6 of this Tariff.
- H. The ability to dial 311 may be hindered as a result of special line treatment or customer premises equipment.
- I. The 311 subscriber is restricted from selling or transferring the 311 Dialing Code to an unaffiliated entity, either directly or indirectly.
- J. An “affiliate” of a 311 subscriber is any entity that directly, or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term “control”, including the terms “controlling”, “controlled by” and “under common control with”, means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

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13.18 311 Dialing Code (continued)

13.18.1 General (continued)

- K. Dialing 311 will not provide calling number information, in real time, of the caller dialing 311, unless the 311 call center subscribes to a Calling Name/Number Delivery service.
- L. 311 calls to a disconnected routing number previously provided by the Company may be routed to an intercept announcement for a maximum of 30 days.
- M. The dialing of the 311 code may be incompatible with other telecommunications services and features subscribed to by the end user.

13.18.2 Service Requirements and Conditions

- A. The Company will provision the subscriber's order to establish the 311 Dialing Code within a reasonable time period, depending on the complexity of the order. The 311 subscriber will be billed at those rates specified in section 13.18.3 below.
- B. Only one local number, or one ten-digit toll free number, may be used as the lead number in routing 311 calls originating within a basic local calling area. All of the Company's central office switches, in a local calling area, will route 311 calls to the same lead, or destination, number.
- C. The 311 Dialing Code service is provided where facilities permit.

13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.18 311 Dialing Code (continued)

13.18.2 Service Requirements and Conditions (continued)

D. The 311 Dialing Code service will be provided under the following conditions.

1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and the holding time for each call to 311.
2. The customer will subscribe to adequate telephone facilities, as may be required in the judgment of the Company, to adequately handle 311 calls without impairing the Company's general telephone service or telephone plant facilities.
3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. Suspension of service, as described in Section 2.5.3 of this tariff, is not applicable to this service.
6. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.

13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.18 311 Dialing Code (continued)

13.18.2 Service Requirements and Conditions (continued)

- D. The 311 Dialing Code service will be provided under the following conditions (continued)
7. A written notice will be sent to any 311 subscriber, following oral notification, when their service unreasonably interferes with, or impairs, other services rendered to the public by the Company. If, after notification, the subscriber makes no modification in the method of operation or in the service arrangements that are deemed service-protected by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, and without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- E. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
1. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the equipment producing the recording, advertising and promotional expenses.
2. The 311 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the announcement equipment located on the subscriber's premises.
- F. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct, whether demonstrated or proposed, is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- G. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment, or facilities, or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with the 311 service. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties associated with Company facilities and equipment nor for equipment owned or leased by the subscriber.

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13.18 311 Dialing Code (continued)

13.18.3 Rates and Charges

A. Application of Rates

1. In addition to a one-time Service Establishment fee, a one-time Central Office Switch Activation charge shall apply for each central office switch in which traffic routing translations are required for the routing of 311 calls.
2. 311 subscribers will pay, at rates contained within this Tariff, monthly and nonrecurring charges for local exchange access lines and other services provided by the Company and used for the transporting and terminating of 311 calls to the subscriber's designated premises.
3. A charge will apply when the Company, at the subscriber's request, routes the 311 calls to a different destination, or routing, number.

B. Charges applicable to the 311 Dialing Code Service

	<u>Maximum Installation Charge</u>
1. Service Establishment	\$ 500.00
2. Central Office Switch Activation	
Per Central Office	\$ 250.00
3. Change of Destination, or Routing, Number	
Per Central Office	\$ 30.50

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13.19 Audio Conferencing

N

13.19.1 General

- A. Audio Conferencing is a versatile conferencing service that allows multiple callers to participate in a single telephone call under the management of a conference call moderator.
- B. The call moderator controls participant interaction, call flow, call recordings and various other conferencing options and features utilizing either a telephone or web interface.
- C. Audio Conferencing can be provisioned utilizing either local or 1-800-based dial-in access.
- D. Various pricing options are available for Audio Conferencing service based upon the amount of monthly usage required by the subscriber. Pricing elements include a monthly recurring charge and per-minute charge for call usage exceeding defined call volume thresholds.
- E. There is not a minimum term for the Audio Conferencing service.

13.19.2 Rates and Charges

- A. The following rates and charges are for Audio Conferencing service only and are in addition to the applicable monthly rates and nonrecurring charges for Exchange Access Lines and other services and equipment to which they are associated.

<u>Rate Plan</u>	<u>Maximum Monthly Rate</u>	<u>Minutes Per Month</u>	<u>Maximum Overage Charge</u>
Tier 1	\$ 35.00	250	\$ 0.25
Tier 2	\$ 60.00	500	\$ 0.25
Tier 3	\$ 85.00	1000	\$ 0.25

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13.20 Advanced Calling Features

N

13.20.1 General

A. An Advanced Calling Feature provides for enhanced calling features and services in addition to Exchange Access Line Service. Advanced Calling Features are limited to those served by central offices arranged for such services and are furnished only in connection with individual line service

B. Description of Features

1. Find Me Follow Me

Allows a customer to receive calls at any location and allows the customer to be reached at any of several phone numbers as well as have those phone numbers ring at the same time.

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.20 Advanced Calling Features (continued)

13.20.2 Rates and Charges

A. Residence Individual Features

Monthly Rate
See Current Price List

1. Find Me Follow Me

B. Business Individual Features

Monthly Rate
See Current Price List

1. Find Me Follow Me

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CURRENT PRICE LIST

Section	Service Description	Current Prices			
13.11.2	Meet-Me-Conference Service				
13.11.2	Number of Conferees:	Daily Rate	Monthly Rate	NRC	
13.11.2	6-Party	\$ 22.00	\$ 55.00	\$ 25.00	
13.11.2	12-Party	\$ 33.00	\$ 80.00	\$ 25.00	
13.11.2	20-Party	\$ 44.00	\$ 105.00	\$ 25.00	
13.11.2	30-Party	\$ 55.00	\$ 130.00	\$ 25.00	
13.12.2	Billed Number Screening (BNS) Service:	Monthly	NRC		
13.12.2	Option A	\$ 1.00			
13.12.2	Option B	\$ 1.00			
13.12.2	Option C	\$ 1.00			
13.13.5	Remote Call Forwarding:	Monthly	NRC		
13.13.5	Per Service Arrangement	\$ 18.00			
13.13.5	Per Call Forwarding Multi-path Feature	See Section 13.6			
13.15.3	811 Dialing Code	Monthly	NRC		
13.15.3	Service Establishment		\$ 400.00		
13.15.3	Central Office Activation, Per Central Office		\$ 150.00		
13.15.3	Change of Destination Number, Per Central Office		\$ 13.50		
13.16.3	211 Dialing Code	Monthly	NRC		
13.16.3	Service Establishment		\$ 400.00		
13.16.3	Central Office Activation, Per Central Office		\$ 150.00		
13.16.3	Change of Destination Number, Per Central Office		\$ 13.50		
13.17.3	511 Dialing Code	Monthly	NRC		
13.17.3	Service Establishment		\$ 400.00		
13.17.3	Central Office Activation, Per Central Office		\$ 150.00		
13.17.3	Change of Destination Number, Per Central Office		\$ 13.50		
13.18.3	311 Dialing Code	Monthly	NRC	N	
13.18.3	Service Establishment		\$ 400.00		
13.18.3	Central Office Activation, Per Central Office		\$ 150.00		
13.18.3	Change of Destination Number, Per Central Office		\$ 13.50		
13.19.2	Audio Conferencing	Monthly	NRC	Overage	N
13.19.2	Tier 1	\$ 25.00		\$ 0.15	
13.19.2	Tier 2	\$ 50.00		\$ 0.15	
13.19.2	Tier 3	\$ 75.00		\$ 0.15	
13.20.2	Enhanced Calling Features				N
13.20.2	Residence Individual Feature				
13.20.2	Find Me Follow Me with Simultaneous Ring	\$ 5.00			
13.20.2	Business Individual Feature				
13.20.2	Find Me Follow Me with Simultaneous Ring	\$ 5.00			

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CURRENT PRICE LIST

Section	Service Description	Current Prices
14. SERVICES PACKAGES		
		Monthly
14.1	Community Rewards	M
14.1.2	Basic Telephone Service	\$ 14.25
14.1.2	Options:	
14.1.2	Calling Plan	
14.1.2	Monthly	\$ 25.00
14.1.2	Detail Billing	\$ 10.00
14.1.2	Calling Features Package	\$ 9.00
14.1.2	Multiple Options Discount	\$ 4.00
14.2	Hometown Rewards	
14.2.2	Package 1:	\$ 49.95
14.2.2	Basic Telephone Service	
14.2.2	Local, Regional and Long Distance Calling	
14.2.2	Calling Features	
14.2.2	Package 2:	\$ 44.95
14.2.2	Basic Telephone Service	
14.2.2	Local, Regional and Long Distance Calling	
14.2.2	Calling Features	
14.2.2	One Additional Qualifying Service	
14.2.2	Package 3:	\$ 39.95
14.2.2	Basic Telephone Service	
14.2.2	Local, Regional and Long Distance Calling	
14.2.2	Calling Features	
14.2.2	Two Additional Qualifying Service	
14.2.2	Package 4:	\$ 34.95
14.2.2	Basic Telephone Service	
14.2.2	Local, Regional and Long Distance Calling	
14.2.2	Calling Features	
14.2.2	Three Additional Qualifying Service	