

Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS

A. Application of Regulations

1. The regulations set forth herein apply to intrastate, intraexchange services and facilities furnished within the State of Illinois by Henry County Telephone Company of Geneseo, Illinois, hereinafter referred to as the Telephone Company, which is subject to the jurisdiction of the Illinois Commerce Commission. (T)
2. When services and facilities are provided in part by the Telephone Company and in part by other companies, the regulations of the Telephone Company apply to that portion of the service or facilities furnished by it.
3. The Telephone Company does not transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in these tariffs.
4. The rules and regulations of the Illinois Commerce Commission prescribing procedures governing establishment of credit, billing, deposits, termination of service and issuance of telephone directories, are followed by the Telephone Company. In the event of a conflict between any rule or regulation contained in the Telephone Company's tariffs and the rules and regulations contained in the Illinois Commerce Commission's rules and regulations, the latter shall prevail. (T)

B. Establishment and Furnishing of Services

1. Applications

- .1 Applications for services may be made verbally or in writing. Requests for additional services may also be made verbally or in writing. (T)
- .2 Any change in rates or regulations prescribed or allowed by the Illinois Commerce Commission modifies the terms and regulations of contracts to the extent of such change. (T)

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Business rates apply at the following locations:

In offices, stores, factories, and all other places of a strictly business nature.

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GENERAL REGULATIONS (continued)

- .3.2 In boarding houses (except as noted under .4 - .4.2) offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools or colleges, hospitals, libraries, churches, and other similar institutions (but excluding dormitory rooms at such schools or colleges).
- .3.3 At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- .3.4 Where the place of business and the residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
- .3.5 At residence locations, when an extension station or extension bell is located in a commercial shop, office, or other place of business.
- .3.6 At any location where the listing of service at that location indicates a business, trade or profession, except as specified under .4 - .4.3 below.
- .3.7 At any location which does not specifically meet the criteria of Residence Rates as stated in paragraph .4 following. (N)

- .4 Residence rates apply at the following locations:

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residences where business listings are not provided.

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## GENERAL REGULATIONS (continued)

- .4.2 In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- .4.3 In the place of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, Christian Science practitioner, nurse or midwife, provided the subscriber does not maintain an office in the residence. In any of such cases the listing may indicate the subscriber's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply. (T)

## 2. Advance Payments

- .1 At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's rental plus all service or installation charges that may be applicable in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the customer's account on the first bill rendered.
- .2 Federal, State, County and local Municipal governmental agencies may not be required to make advance payments. (T)

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

In order to insure the payment of all charges due for its service, the Telephone Company may require any subscriber to establish and maintain his credit.

.1 Applicants for Service

a. Residential Applicants

(1) Satisfactory credit shall be based upon the following standards:

(a) if the applicant has verifiable previous service with any telephone company for at least twelve (12) months and the payment record on the account was satisfactory; or (T)

(b) If the applicant had not paid for the previous service, or the previous service had been disconnected for nonpayment within the past twelve (12) months, the Company may require a deposit prior to the connection of telephone service; or

(c) If the applicant does not have verifiable service, or if the applicant had previous service for less than one (1) year, the applicant could be requested to provide further credit information. The applicant could be requested to provide proof of: (T)

- (1) home ownership;
- (2) employment of two (2) years or more with the current employer;
- (3) major oil company credit card;
- (4) major credit card;
- (5) checking account;
- (6) savings account;
- (7) age of 50 years or more.

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## GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (Cont.)

## 3. Establishment of Credit (Cont.)

If the applicant is unable to provide affirmative responses to two of these credit criteria, the Company may request the residence applicant to furnish a deposit prior to the connection of telephone service. (T)

## b. Business Applicants

Satisfactory credit shall be based upon the following standards:

- (1) If the business applicant has verifiable previous service with any telephone company for at least twelve (12) months and the payment record on the account was satisfactory; or
- (2) If the business applicant has not paid for previous service, or the previous service has been disconnected for non-payment within the past twelve (12) months, the Company may require a deposit prior to service being established; or
- (3) If the business applicant does not have verifiable service, or if the applicant had previous service for less than one year, the business applicant could be requested to provide further credit information. The business applicant could be requested to provide proof of: (T)
  - (a) ownership of business premises;
  - (b) in business for two years or more at the same or another location;
  - (c) bank credit references;
  - (d) other business references.

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If the applicant is unable to provide an affirmative response to two of these credit criteria, the Company may request the business applicant to furnish a deposit prior to the connection of telephone service. (T)

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GENERAL REGULATIONS (Cont.)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

c. All Applicants

- (1) If the Company finds that the applicant for service has failed to pay for past due telephone service of the same class provided by any telephone company, the Company may refuse to provide service unless the applicant, at the option of the Company, pays any past due bill and/or furnishes a deposit pursuant to this tariff.
- (2) If verification of the applicant's credit is required, the Company shall provide service if the applicant furnishes advance payment of both the applicable charges for connecting service and the estimated charges for the first thirty (30) days of service. If the verification of credit provides unsatisfactory credit information, the applicant will be informed of the reason or reasons, after which the Company may refuse to provide or continue service until the customer provides a deposit or guarantor. If the applicant so requests, the Company shall provide these reasons in writing to the applicant.
- (3) When the Company takes applications by telephone from third parties or users who will not be the customers of the service, and the Company does not verify the third party or user application with the customer, the Company shall not be entitled to collect from the customer of the service if the customer disclaims any responsibility for requesting the service within twenty (20) days from the date of mailing of the first bill provided, however, that users will be responsible for paying for any message unit or toll charges which accrue to the account.

.2 Present Customers

- a. The Company may request a deposit from any customer during the first twelve (12) months that a customer receives service if

(C) Changed rule or regulation

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## GENERAL REGULATIONS (Cont.)

## B. Establishment and Furnishing of Services (Cont.)

## 3. Establishment of Credit (Cont.)

## .2 Present Customers (Cont.)

the customer, during that period, pays late four (4) times or (C)  
has service discontinued for nonpayment two (2) times.

- b. Prior to requesting a deposit from a customer for reasons of late payment, the Company shall advise the customer of the availability of a Preferred Payment Date pursuant to this tariff.
- c. The Company may request a deposit from any customer after the first twelve (12) months that the customer has received service if the customer has had service discontinued two (2) times in a twelve (12) month period, or if the Company provides evidence that the customer used a device or scheme to obtain service without payment. The Company may also request a deposit from any nonresidential customer after the first twelve (12) months the customer has received service if the customer pays late at least six (6) times during any twelve (12) month period.
- d. A request for a deposit for any of the reasons stated in this Part B.3.2, shall be made within 45 days after the event giving rise to the request takes place.
- e. A present customer whose service is terminated for nonpayment becomes an applicant for service and will be subject to the provisions of this Part B.3.1 for purposes of establishing service.
- f. A customer who transfers service from one location or address to another within the Company's service territory shall be considered to be a present customer and shall not be subject to the rules for applicants for service contained in this Part B.3.1. (C)

(C) Changed rule or regulation

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PUBLIC USE RATES AND TARIFFS

Applies to Atkinson and Annawan, Illinois

## GENERAL REGULATIONS (Cont.)

## B. Establishment and Furnishing of Services (Cont.)

## 3. Establishment of Credit (Cont.)

## .3 Guarantee in Lieu of Deposit

In lieu of a deposit required by these rules, the Company will accept the written guarantee of a responsible party as surety for a residential service account. A current customer of the same company with at least twelve (12) months' service which has not been discontinued for nonpayment during the most recent twelve (12) months qualifies as a responsible party.

The form of said guarantee shall be as follows:

CONTRACT OF GUARANTEE

KNOW ALL MEN, that, whereas Henry County Telephone Company, an Illinois corporation, hereinafter called the Telephone Company, as a condition to furnishing \_\_\_\_\_, residing at \_\_\_\_\_,

hereinafter called the applicant, telephone facilities and service at \_\_\_\_\_,

has requested said applicant to establish credit by making a cash deposit with said company to secure payment for telephone service, or in lieu of such a deposit at this time, to furnish a satisfactory guarantee of payment for telephone facilities and service, \_\_\_\_\_, the undersigned guarantor residing at \_\_\_\_\_,

in consideration of the telephone company furnishing the applicant telephone facilities and service without requiring such a deposit at this time, hereby guarantees to the telephone company the payment by the applicant of an amount not to exceed \$\_\_\_\_\_, said amount being equal to the cash deposit requested by the Telephone Company.

THE UNDERSIGNED GUARANTOR covenants and agrees that, if said applicant at any time shall be in default in the payment of the charges for telephone facilities and service, the undersigned guarantor will well and truly upon demand of the telephone company, pay the above amount. The telephone company shall not hold the Guarantor liable for sums in excess of that amount.

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PUBLIC UTILITIES RATES AND TARIFFS



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GENERAL REGULATIONS (Cont.)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

THIS GUARANTEE shall remain in full force and effect until 30 days after receipt by the Company of Guarantor's written notice to terminate; provided, however, that the Company is not obliged to release the Guarantor from his obligation if the Company has reason to believe that the customer has used a device or scheme to obtain service without payment, and has so notified the customer. This guarantee shall not be affected by the removal of service from the address stated to a different address nor by any change in the class of service contracted for. (N)

THE UNDERSIGNED GUARANTOR shall be released from this obligation when the applicant becomes eligible to receive service without the payment of a cash deposit.

THE UNDERSIGNED GUARANTOR hereby waives right to notice of acceptance of this guarantee and further waives right to notice of default in payment by said applicant.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_.

\_\_\_\_\_  
GUARANTOR

Subscribed and sworn to before me  
this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_.

\_\_\_\_\_  
Notary Public

(Seal)

The Guarantor must have his/her signature notarized if this agreement is not signed in the presence of the Company's representative. (N)

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

.4 Preferred Payment Dates

When a customer establishes the regular inability to pay the bill on the Due Date because of extenuating circumstances, such as the receipt of a monthly social security or benefit check which is out of the billing cycle, the Company shall provide a Preferred Payment Date for that customer, not to exceed ten (10) days after the Due Date. If the customer fails to pay by the Preferred Payment Date more than one time in a six (6) month period, the arrangement may be cancelled and the original Due Date reestablished.

.5 Deferred Payment Agreement

Residential customers who are indebted to a company for past due utility service shall have the opportunity to make arrangements with the Company to retire the delinquent amount by periodic payments under a Deferred Payment Agreement pursuant to the Illinois Commerce Commission's rules and regulations. (T)  
(T)

Deposits

The Telephone Company shall not request a deposit from an applicant or customer in excess of the estimated charges for two (2) months for residential service, and four (4) months for business service. The estimated charges for customers shall be based on the average monthly billing of the past six (6) months to that customer. In the case of an applicant for service or a present customer who does not have six (6) months service with the Company, the Company may use the average monthly bill for that class and type of service to determine the correct amount for that deposit. The estimated deposit for an applicant may take into consideration past billing history for service or another company if service was provided within the State of Illinois and within six (6) months of the application. The amount of the deposit may be adjusted at the request of the customer, applicant or Company at any time when the character or degree of use of the service materially changes or when it is clearly established that the character or degree of use of the service will materially change in the immediate future.

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

.6 Deposit not to affect regular collection practices.

The fact that a deposit has been made shall in no way relieve the subscriber from complying with the Telephone Company's regulations (T) as to the prompt payment of bills nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for non-payment for services rendered. The Company may discontinue service to any subscriber failing to pay current bills without regard to the fact that such subscriber has made a deposit with the Company to secure payment of such bills or has furnished the Company with a guarantee in writing of such bills.

.7 Interest to be paid on deposits.

.7.1 Interest at the rate determined by the Illinois Commerce Commission shall be paid by the Company on all deposits made for the purpose of establishing credit.

.7.2 At the request of a customer, the Company shall compute the accrued interest upon the deposit and pay such amount to the customer. The Company need not make such payment more often than once in a twelve (12) month period, nor sooner than twelve (12) months after receipt of a deposit.

.8 Discontinuance of service for failure to maintain credit.

Service may be discontinued for failure to maintain credit, as authorized above, within five (5) days after the Company has served notice (or if mailed, eight (8) days after the postmark on the notice) requiring the subscriber so to do. The notice of discontinuance shall not be mailed before the third business day following the due date shown on the bill.

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## GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (Cont.)

## 3. Establishment of Credit (Cont.)

## .8 Discontinuance of service for failure to maintain credit (Cont.)

Notice of discontinuance shall be in substantially the following form:

IMPORTANT. READ THIS IMMEDIATELY

HENRY COUNTY TELEPHONE COMPANY  
111 East First Street  
Geneseo, Illinois 61254  
PHONE: (309) 944-2103

CUSTOMER \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
ACCOUNT # \_\_\_\_\_

(T)

YOUR TELEPHONE SERVICE WILL BE DISCONTINUED ON OR AFTER \_\_\_\_\_  
(Date) .

BECAUSE:

\_\_\_\_\_ YOU OWE \$ \_\_\_\_\_ IN PAST DUE BILLS  
\_\_\_\_\_ YOU OWE \$ \_\_\_\_\_ FOR A DEPOSIT FOR  
TELEPHONE SERVICE

\_\_\_\_\_ OTHER \_\_\_\_\_ (Specify)

TO AVOID DISCONTINUANCE OF TELEPHONE SERVICE,  
YOU MUST PAY \$ \_\_\_\_\_ BEFORE \_\_\_\_\_ (Date) .

\*\*\* If you cannot pay the whole amount now, you may be able to get a payment plan with the Telephone Company. Call us at 944-2103 (T)  
for more information.

\*\*\* The Telephone Company has employees on duty during regular (T)  
office hours to answer your questions or listen to your complaints. If you do not understand why you owe this money, or if  
you think there has been a mistake, call the Telephone Company at 944-2103 as soon as (T)

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

.8 Discontinuance of service for failure to maintain credit (Cont.)

possible. If the person you talk to cannot help you, ask to talk to a supervisor. If the supervisor cannot help you, call the Consumer Affairs Division of the Illinois Commerce Commission at (312) 917-2887 (Chicago) or (217) 782-2024 (Springfield). Call before you are Discontinued! (T)

\*\*\* IMPORTANT! If your services are Discontinued, you will have to pay \$\_\_\_\_\_ before your telephone service will be turned on again.

(Printed on Red Paper)

Notice of discontinuance sent to residential customers shall also include a notice substantially in the following form:

IF DISCONTINUANCE OF SERVICE WILL AGGRAVATE OR CREATE A MEDICAL EMERGENCY FOR A RESIDENT OF YOUR HOUSEHOLD, WE WILL NOT DISCONTINUE YOUR SERVICE.

WHAT YOU MUST DO:

YOU MUST CONTACT A PHYSICIAN OR LOCAL BOARD OF HEALTH. THEY

MUST CALL THE TELEPHONE COMPANY AT 944-2103 RIGHT AWAY. (T)

THEY ALSO MUST SEND A WRITTEN CONFIRMATION, SIGNED BY A PHYSICIAN,

TO THE COMPANY WITHIN 5 DAYS WHICH CONTAINS THE FOLLOWING

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INFORMATION:

Name of the person. A statement that the person is a resident of the premises in question; the name, business address, and telephone number of the certifying physician;

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

3. Establishment of Credit (Cont.)

.8 Discontinuance of service for failure to maintain credit (Cont.)

the nature of the illness; the period of time during which discontinuance of telephone utility service will aggravate the illness.

HOW LONG IS THE CERTIFICATION VALID?

THE CERTIFICATION IS VALID FOR ONE MONTH. IT CAN ALSO BE RENEWED FOR ONE MONTH IF THE PHYSICIAN WRITES TO THE COMPANY AGAIN. IF THE CERTIFICATION IS NOT RENEWED, YOUR TELEPHONE SERVICE MAY BE DISCONTINUED AFTER THE FIRST MONTH.

FOR MORE INFORMATION, CALL HENRY COUNTY TELEPHONE COMPANY AT 944-2103 OR CALL:

CONSUMER AFFAIRS DIVISION  
ILLINOIS COMMERCE COMMISSION  
(217) 782-2024 (Springfield)  
or  
(312) 917-2887 (Chicago)

(T)

(T)

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## GENERAL REGULATIONS (continued)

## 4. Provision of Equipment.

- .1 All equipment outside the customer's premises necessary for the provision of a given service, will be furnished and owned by the Telephone Company except as provided elsewhere in this tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required. (T)
- .2 No equipment, apparatus, circuit, or device not furnished by the Telephone Company shall be attached to or connected with the facilities furnished by the Telephone Company outside the customer's premises, whether physically, by induction, acoustically or otherwise, except as provided in this tariff or otherwise authorized in writing by the Telephone Company. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to remove or disconnect the same, or to terminate the service. (T)
- .3 A customer who attaches any equipment, apparatus, circuit, or device within the customer's premises shall do so in a manner so as not to: (T)
- .3.1 endanger the safety of Telephone Company employees or the public; (T)
- .3.2 damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Telephone Company, unless as provided for elsewhere in this tariff;
- .3.3 interfere with the proper functioning of such equipment or facilities;

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## GENERAL REGULATIONS (continued)

- .3.4 impair the operation of the communication system;
- .3.5 otherwise injure the public in its use of the Telephone Company's services.
- .4 Except as otherwise provided in this tariff, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Telephone Company with any other communication line or channel of the Telephone Company or of any other person.
- .5 The Company shall not be responsible for any loss or damage nor for failure or impairment of service in connection with customer provided facilities unless it is caused solely by the negligence of the Company. The Company shall have no other liability. (T)
- .5.1 (D)
- .5.2
- .6

(D)

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

5. Customer Billing

- .1 The customer is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the customer's telephone.
- .2 Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.
- .3 Bills for service will be rendered monthly. The due date printed on the monthly bill may not be less than 21 days after the date of the postmark on the bill, if mailed, or the date of delivery as shown on the bill if delivered by other means. Any bill unpaid after the due date will be subject to a 5-day notice (if mailed, 8 days after the postmark on the notice) of non-payment prior to disconnection of the service. The notice of discontinuance shall not be mailed before the third business day following the due date shown on the bill.
- .4 For billing purposes each month is presumed to have thirty days.
- .5 Adjustments for unbilled service will not be made for a period exceeding one year, except when service was obtained by the customer through the use of a device or scheme to obtain service without payment.
- .6 Itemization of Charges
  - a. All bills for residential and single-line business customers shall contain an itemization of charges. Itemization of every monthly billing shall include, but not be limited to, the following charges. (T)  
(T)

- (1) local exchange access charge (T)
- (2) (D)
- (3) extended area service charge (T)
- (4) (D)

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## GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (Cont.)

## 5. Customer Billing (Cont.)

## .6 Itemization of Charges (Cont.)

- (5) enhanced and other local services
  - (6) the period of time for which the local service and equipment charges apply
  - (7) if the Company has assumed responsibility of collection for toll calls, it shall include an itemization of all toll calls charged to the account including, but not limited to the date and time of the call, the rate which applied to the call, the length of the call in minutes, the destination of the call, or point of origin for collect and/or third party calls
  - (8) the phone number of the appropriate company business office
  - (9) the due date of the bill
  - (10) the separate listing of the following: additional charges due to state messages tax, municipal messages tax, municipal consumer tax and federal excise tax.
- b. Upon request, the Company shall provide its customers with an itemization of service charges (but excluding message unit charges, as provided for in the Company's tariff) once every calendar year free of charge. This itemization shall also include the phone number of the local company business office which the customer may contact to receive further information concerning the service and equipment charges listed on such itemization. (T)
- c. The Company is not required to furnish itemization of toll calls except as provided for in paragraph .6(5) above. (N)  
(N)

## .7 Special Toll Bills

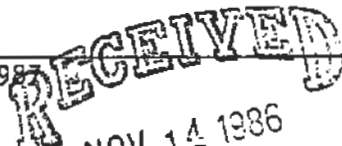
- a. If a customer accumulates unusually high charges for toll calls in a short period of time and that customer's credit record indicates that satisfactory payment may not be made on this amount, the Company may issue a special toll bill. Such special toll bills shall be due ten (10) days from the mailing date of the bill, seven (7) days if delivered by hand.

(T) Change in text

(N) New

Issued: November 14, 1986

Effective: January 1, 1987

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254

NOV 14 1986  
ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS (continued)

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## B. Establishment and Furnishing of Services (cont.)

## 5. Customer Billing (cont.)

## .7 Special Toll Bills (cont.)

- b. The Company may render a special toll bill to a residential customer only during the first twenty-four (24) months of that customer's telephone service. No such limitation, however, shall be imposed in the case of business customers.
- c. An unusually high toll bill shall be considered to be an amount in excess of 175 percent of the average of the past three months' toll bills or an average toll bill for that class of service if three month's actual data is not available.

## 6. Minimum Contract Period

- .1 Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month.

## 7. Duplicate Bill Copy Charges

- .1 Upon request, the Company may render a duplicate copy of a customer's bill if the data is available. If the data does not reside in current computer files, then a research charge may apply as follows:
  - a. \$5.00 for each bill copy accessible through billing software.
  - b. \$100.00 per hour for each bill copy that requires researching via computer tapes.

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CHIEF CLERK'S OFFICE

(N) New

Issued: August 24, 1998

Effective: September 25, 1998

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS (continued)

- .2 The Telephone Company may require a contract period longer than one (1) month at the same location in connection with unusual types or arrangements of facilities, or for unusual construction, necessary to meet special demands.

7. Abuse or Fraudulent Use of Service

- .1 The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

.1.1 the use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;

.1.2 the use of local switched access service (to include EAS) to transmit or receive other than voice messages in such a manner as to interfere with other persons in the use of their service, or otherwise impair the quality of service to other customers;

.1.3 the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;

.1.4 the use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;

.1.4 the use of profane or obscene language;

.1.5 the use of the service in such manner as to interfere unreasonably with the service by one or more other customers;

.1.6 the impersonation of another.

(N) New regulation

Issued: May 14, 1990

Effective: June 28, 1990

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254

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MAY 14 1990

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Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (Cont.)

8. Termination of Service

.1 The Company may discontinue or refuse service for any of the reasons stated below:

- a. For failure to make or increase a deposit pursuant to this tariff.
- b. For failure to pay a past due bill owed to the Company, including one for the same class of service furnished to the applicant or customer at the same or another location, or where the applicant or customer voluntarily assumed, in writing, responsibility for the bills of another applicant or customer.
- c. For failure to provide Company representatives with necessary access to Company-owned service equipment, after the Company has made a written request to do so.
- d. For failure to make payment in accordance with the terms of a Deferred Payment Arrangement entered into pursuant to rules and regulations of the Illinois Commerce Commission. (T)
- e. When the Company has reason to believe that a customer has used a device or scheme to obtain service without payment and where the Company has so notified the customer prior to disconnection. (T)
- f. For violation of or noncompliance with a Commission order.
- g. For violation of or noncompliance with any rules and regulations of the Company on file with the Illinois Commerce Commission for which violation of or noncompliance with the Company is authorized by tariff to deny or refuse service.
- h. For violation of or noncompliance with municipal ordinances and/or other laws pertaining to telephone service.

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Without notice in the event that the customer's use of equipment adversely affects the Company's service to others.

(T) Change in text

Issued: March 17, 1987

Effective: May 2, 1987

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

GENERAL REGULATIONS (continued)

.2 At customer's request.

.2.1 Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Telephone Company and upon agreement to pay all charges due for the service furnished, plus any termination charge which might be applicable.

.2.2 Where a contract for service with a one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.

.2.3 No minimum or termination charge will apply where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.

.2.4 No minimum or termination charges will apply in the event the service is terminated because of the condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

9. Resale of Service.

.1 The resale of any service, provided by the Telephone Company is not permitted except as provided elsewhere in this Tariff or as specifically authorized by the Telephone Company. Furthermore, no payment may be exacted, directly or indirectly from any person by any party other than the Company for the use of any of the Company's services, except in exchanges offering only Usage Sensitive Service as set forth in this Tariff or as otherwise stipulated in the Company's Tariffs.

If an end user in a group or entity served by a public reseller, private reseller or sharer wishes to obtain service from the Company and it is in the Company's best interest to

(N) Denotes New Service

Issued: January 11, 1985

Issued by: Donald F. Anderson  
General Manager  
Geneseo, Illinois 61254

Effective: January 11, 1985  
Pursuant to 3rd  
Interim Order, ILL.  
C.C. Docket #82-0292

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CHIEF CLERK'S OFFICE

Applies to Atkinson and Annawan, Illinois

GENERAL REGULATIONS (continued)

lease or purchase the reseller's or sharer's facilities, the Company will connect its facilities to those of the reseller or sharer to provide service to the end user as set forth below.

- .2.1 When an end user in a group or entity being served by a reseller or sharer wishes to obtain service from the Company, the reseller or sharer must sell or lease necessary facilities to the Company to connect the end user to the Company's facilities.
- .2.2 Facilities will be leased or purchased from the reseller or sharer on the basis of "Cost". The reseller or sharer must provide the Company with a cost statement illustrating applicable cost elements, including, but not limited to, labor, material, and other related items. It shall also be the reseller's or sharer's responsibility to furnish the Company a lease agreement or bill of sale, as appropriate, covering each location and facility obtained. Such leases will be restricted to the period of time facilities are used to provide the end user service from the Company. Bills of sale shall carry reseller or sharer buy back provisions in the event the facility is no longer required by the Company. Such leases and bills of sale shall contain provisions stating that the Company and the reseller or sharer shall not be liable, one to the other, for damages (including, without limitation, service outages, service interruptions or transmission quality) caused by the Company or the reseller or sharer, as the case may be. The reseller or sharer shall indemnify and hold harmless the Company from such damages sought by end users of the reseller or sharer.
- .2.3 If the revenue to be derived from the service provided is not sufficient to warrant the Company assuming the cost of leasing or purchasing such facilities, the end user requesting the Company's services may be required to pay all or a portion of the costs, based on the circumstances in each case.

(N) Denotes New Service

Issued: January 11, 1985

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JAN 11 1985

Issued by: Donald F. Anderson  
General Manager  
Geneseo, Illinois 61254

Pursuant to 3rd Interim  
Order, Ill.C.C. Docket  
#82-0292

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

Applies to Atkinson and Annawan, Illinois

## GENERAL REGULATIONS (continued)

## 10. Telephone Numbers

- .1 The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
- .2 The Telephone Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of the Telephone Company's business.

## 11. Directories

- .1 The Telephone Company will furnish to its customers, without charge, such directories as are necessary for the efficient use of the service. Copies of additional directories may be provided at a nominal charge. (T)
- .2 (D)
- .3 No liability for damages arising from errors in or omissions of directory listings, either in the "white pages" alphabetical directory or in the "yellow pages" classified directory, or any such other "pages" as may be included, or listings obtained from the "Information Operation" shall attach to the Telephone Company. (T)

## 12. Alterations

- .1 The subscriber agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company current charges for such changes.

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MAR 17 1987

ILLINOIS COMMERCE COMMISSION

(T) Change  
(D) Deletion

Issued: March 17, 1987

Effective: May 2, 1987

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254



Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS (continued)

13.

14. Subscriber Service-Use Of

- .1 Subscriber telephone service, as distinguished from public telephone service, is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises.
- .2 If a customer's use of service interferes unreasonably with the service of other customers, the interfering customer will be required to take service in sufficient quantity or of a different class or grade.

(N)

(N)

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MAY 14 1990

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

(N) New regulation

Issued: May 14, 1990

Effective: June 28, 1990

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254

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 Applies to Geneseo and Green River, Illinois
 

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## GENERAL SERVICES (continued)

## Payment of Service

Subscribers are required to pay all rates and charges for exchange service, toll service, or other requested services associated with providing telecommunications access in accordance with provisions contained elsewhere in this tariff. Bills for all services are due and payable when rendered, and in no instance later than 21 days after the date of postmark on the bill, except those subscribers who have established preferred payment dates. Bills may be paid in person at the business office of the Company during published business hours or by utilizing the U.S. Postal Service. Subscribers are held responsible for all costs billed for communication services, both exchange and toll, rendered through their access line including charges for toll messages on which the charges have been reversed. A subscriber who pays for services on or before the due date of the bill, with a subsequently dishonored negotiable instrument, shall not be considered as having paid the bill by the due date. If such dishonored negotiable instrument is not redeemed on a "cash" basis (as explained in 83-ILL ADM Code 735) prior to close of business on the due date of the bill, the subscriber shall be issued a "Notice of Disconnection", with explanation, effective under the conditions of 83-ILL ADM Code 735.

 C  
 C  
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 C

## a. Late Payment Charge

A late payment charge of \$5.00 or one and one-half per cent (1.5%) per month, whichever is greater shall apply to all bills not paid by the due date on the bill. Governmental (tax-supported) entities shall not be charged a late payment charge until forty-five (45) days after the issuance of the bill.

 C  
 C

## b. Not Sufficient Funds (NSF) Checks

- (1) Checks presented in payment for services and subsequently returned to the Company by the customer's bank, savings institution, or other eligible institution for "Not Sufficient Funds (NSF), per customer, per check

 Nonrecurring  
 Charge  
 -----

\$25.00

Checks include those returned with any of the following instructions; not sufficient funds, uncollectible funds, account closed, or account frozen.

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Applies to Annawan and Atkinson, Illinois

## GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (cont.)

## 15. Payment for Service (cont.)

## b. Not Sufficient Funds (NSF) Checks (cont.)

- (2) Upon receipt of two (2) NSF checks, within a twelve (12) month period of time, a customer will be required to make payment for service in one of the following ways: U.S. Currency, cashier's check or money order, U.S. Postal Service money orders, or an instrument denominated in U.S. dollars and guaranteed by or issued by a third party acceptable to the company. The customer will be advised in writing of the restriction and of the various options available in paying by "cash".
- (3) Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of a customer's account and no additional notice shall be required prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instruments.

## 16. Payphone Service

(C)

## a. General

- (1) Payphone Service is basic exchange service, including Coin Supervision Functionality when needed, provided to customers for the connection of payphones. A payphone is defined as any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card. Coin supervision functionality is a central office function that provides the payphone with coin rating capability, coin deposit recognition, and coin collection and return capability. The customer orders the coin supervision functionality from the Company when their payphone instrument is not equipped with these functions.

- (2) Payphone Service:

- (a) Is available in all exchanges of the Company.

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(C)

## (C) Changed Regulation

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Annawan and Atkinson, Illinois

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GENERAL REGULATIONS (continued)

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## B. Establishment and Furnishing of Services (cont.)

## 16. Payphone Service (cont.)

(C)

## a. General (cont.)

- (b) Provides for one directory listing without charge for each customer.
- (c) Consists of exchange service access line from central office up to and including the Standard Network Interface.

## b. Responsibility of the Customer

- (1) The customer shall be responsible for payment of charges of all messages originating from or accepted at his service position.

- (2) All Payphones shall have the following features or markings:

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## (a) Touch Dialing:

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CHIEF CLERK'S OFFICE

- (b) Ability to access 911 Emergency Service (where available) and "O" Operator ("O" - minus) without prior insertion of coins or credit card, to place calls to public safety agencies (i.e., police, fire, rescue) or to access such agencies directly, without prior insertion of coins or credit card:
- (c) Compliance with statutes or rules concerning the use of said coin stations by disabled persons, such as handicapped in wheel chairs or the hearing impaired.
- (d) Ability to complete both local and long distance calls (upon payment of applicable charges);
- (e) A program which would not limit the duration of a local message, as long as the user continues to pay applicable charges, through deposit of additional coins or otherwise;
- (f) An informational message in, on, or adjacent to each coin telephone (i.e., by voice recording, visual display, etc.) explaining the general operation of the coin telephone, dialing instructions for obtaining emergency assistance, the owner's name, the method of reporting service problems and the method of receiving a credit for a faulty call.

(C)

## (C) Changed Regulation

Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Annawan and Atkinson, Illinois

## GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (cont.)

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## 16. Payphone Service (cont.)

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## b. Responsibility of the Customer (cont.)

(g) Payphone Service providers who locate payphones in locations accessible to and used by a large number of the public (i.e., transportation centers and terminals, stadiums, exposition centers, toll service areas, public streets and roads, parks, public areas of shopping malls and shopping centers, hotel lobbies, all telephones located outdoors (except those located on the property of a private club), roadside oases and rest areas, amusement parks, municipal and government buildings, grounds and associated areas, and military establishments) must obtain proper certification from the Illinois Commerce Commission. Payphone Service providers who locate customer owned coin telephones in locations where the telephone is available to a limited group such as family, club members, employees, or patrons are not required to obtain certification from the Illinois Commerce Commission. Providers of payphones in the following locations are illustrative of those providers that are not telecommunications carriers under the Act: banking establishments, restaurants, bars, taverns, rental stores, barbershops, beauty shops, grocery stores, department stores, movie houses, hospitals, doctors' offices, gas stations, and factories.

(h) The Company will not furnish booths or boothettes to be used in conjunction with Payphone Service.

(i) The Application for Payphone Service card (sheet 13.8 of this section) will be sent to applicants for Payphone Service. This card must be returned to the ICC prior to receiving service.

(j) All payphones shall be connected to the Company's access lines provided they have been registered by the Federal Communications Commission under Part 68 or are connected behind suitable registered protective connecting arrangements.

## c. Violation of Regulations

(1) A copy of the Company's current Payphone Service Tariff will be sent to applicants for Payphone Service upon receipt of such an applicant's request.

(C)

## (C) Changed Regulation

Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Annawan and Atkinson, Illinois

GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (cont.)

16. Payphone Service (cont.)

(C)

c. Violation of Regulations (cont.)

- (2) Where any Payphone is in violation of this tariff, the Company will take immediate action as set forth in the Commission's "Procedure for Reviewing Alleged Violations of Regulations Applicable to Customer Owned Pay Telephones," set forth as Appendix C to the Commission's Order in Docket 84-0442, dated June 11, 1986, and will disconnect service upon ICC direction.

d. Rates and Charges

- (1) The rates and charges applicable to Payphone Service, as shown in this tariff, apply in addition to all other rates and charges applicable to service items with which the service is associated.
- (2) Service Connection (non-recurring) and Other Charges apply to Payphone Service as shown in Section 3 of this tariff.
- (3) Directory assistance charges are applicable as shown in Section 6 of this tariff.
- (4) The monthly access charge (per line) for Payphone Service is the Payphone Service access charge for Basic Line Charges, as specified in Section 6.

(C)

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(C) Changed Regulation

Issued: March 21, 1997

Effective: April 20, 1997

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Geneseo, Illinois 61254

Applies to Annawan and Atkinson, Illinois

GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (cont.)

## 16. Payphone Service (cont.)

## d. Rates and Charges (cont.)

## (6) Optional Call Screening (where equipment is available)

(C)

NONRECURRING	
CHARGE	PER MO.

(a) Incoming Screening - Prevents collect or third number calls from being billed to the line (required)  
(The Company does not guarantee the efficiency of Incoming Screening Services and is not liable for any charges incurred due to failure of such services.)

\$20.00\*(I) \$5.00 (N)

(b) Incoming Blocking - Blocks all incoming calls; provides outgoing service only (optional)

\$20.00\* \$5.00 (I)

(c) Outgoing Screening - Calls through an operator shall be restricted to those charged to the called number, a third number, or calling card (required unless the customer can demonstrate that the customer-provided pay telephone equipment can perform this function)

\$20.00\* \$5.00 (I)

(d) Outgoing Blocking - Applicable to coinless lines only; restricts line to non-sent-paid calls (required)

\$20.00\* \$5.00 (I)

(C) Changed Regulation

(I) Denotes increase in rate

(N) Denotes new rate or regulation

Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

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CHIEF CLERK'S OFFICE

Applies to Annawan and Atkinson, Illinois

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GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (cont.)

16. Payphone Service (cont.)

(N)

d. Rates and Charges (cont.)

(7) In addition to the rates and charges set forth above, a Coin Supervision Additive will apply when the Coin Supervision Functionality must be provided by the company. The monthly Coin Supervision Additive (per line) is \$2.21.

\* Not applicable when installed coincidental with initial service installation.

(N)

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CHIEF CLERK'S OFFICE

(N) Denotes new service or regulation

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Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254



Applies to Atkinson and Annawan, Illinois

## GENERAL REGULATIONS (continued)

## B. Establishment and Furnishing of Services (cont.)

## 16. Payphone Service (cont.)

## e. Application Form

## APPLICATION FOR PAYPHONE SERVICE

Service List Name \_\_\_\_\_  
Service List Address \_\_\_\_\_  
\_\_\_\_\_  
Zip Code \_\_\_\_\_  
Service List Telephone Number Assigned ( ) \_\_\_\_\_

Dear Payphone Subscriber:

Geneseo Telephone Company is required to advise you that the Illinois Commerce Commission (ICC) has adopted regulations applicable to Payphone Service. The regulations are set forth in the attachment to this application. You are required to sign the Payphone subscriber card attached below to indicate that the pay telephone you will install at the above service address is in conformance with these requirements and to return this card to the ICC at the address shown within thirty (30) days of your subscription to Payphone Service. Payphone Service will not be provided until you have returned the payphone subscriber card to the ICC and the ICC informs us that it has received the card. Geneseo Telephone Company is also required to notify the ICC on a regular basis of all customers who have subscribed to Payphone Service. This notification, however, does not relieve you of the obligation to return the attached subscriber card to the ICC.

TO: Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62706

I have applied for Payphone Service with Geneseo Telephone Company and by signature on this card indicated the pay telephone I will install at the address shown below is in conformance with all regulations set forth in Geneseo Telephone Company's tariff which I here reviewed.

Signature \_\_\_\_\_  
Service List Name \_\_\_\_\_  
Service List Address \_\_\_\_\_  
\_\_\_\_\_  
Service List Telephone Number Assigned ( ) \_\_\_\_\_

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MAR 21 1997

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CHIEF CLERK'S OFFICE

(N) Denotes new service or regulation

Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

GENERAL REGULATIONS (continued)

B. Establishment and Furnishing of Services (cont.)

17. Private Residential and Business Switch Systems: Effective July 1, 1995, for residence and June 30, 1996, for business as a condition of service to switch systems, the systems shall adhere to the requirements of the Emergency Telephone system Act ("Act") including, without limiting the generality of the foregoing, section 15.5 of the Act (50 ILCS 750/15.5). (C) (C)

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(C) Changed Regulation

Issued: March 21, 1997

Effective: April 20, 1997

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

## GENERAL REGULATIONS (Cont.)

### C. Obligation of Telephone Company

## 1. Furnishing of Service

- .1 The Telephone Company'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 circuits and equipment.

## 2. Maintenance and Repair

- .1 All costs associated with the maintenance and repair of services furnished by the Telephone Company will be borne by the Telephone Company except as specified elsewhere in this Tariff.
- .2 The Telephone Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause except from fire or unavoidable accidents.
- .3 Access to customer's premises, at any reasonable hour, will be given to representatives of the Telephone Company for the purpose of inspecting, repairing, testing or rewiring any part of the Telephone Company's facilities.

### 3. Allowance for Interruptions

If basic service is interrupted and remains out of service for more than 12 hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for 24 hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for telephone service. A check will be issued if the final bill shows no amount owed. This provision shall not apply when the service interruption is caused by:

- a. the negligence or willful act of the customer;
- b. customer-provided facilities; or
- c. electric power failure where the customer furnishes such electric power.

(C) Changed rule or regulation

Issued: August 9, 1983

Effective: September 8, 1983

Issued by: Donald F. Anderson, General Manager  
Geneseo, Illinois 61254

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ILLINOIS COLLEGE COMMISSION  
 2020-2021 FINANCIAL STATEMENT

Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS (Cont.)

C. Obligation of Telephone Company (Cont.)

3. Allowance for Interruptions (Cont.)

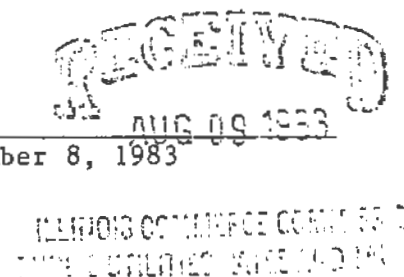
No other liability shall in any case attach to the Company on account (C)  
of interruptions of service. (C)

(C) Changed rule or regulation

Issued: August 9, 1983

Effective: September 8, 1983

Issued by: Donald F. Anderson, General Manager  
Geneseo, Illinois 61254



Applies to Atkinson and Annawan, Illinois

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## GENERAL REGULATIONS

### D. Obligations of the Telephone Company (Cont'd)

#### 1. Basic Local Exchange Service Quality Standards

- A. Basic local exchange service is defined as residential and business lines used for local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act excluding: 1) Services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Telecommunications Act of 1996; 2) Vertical services; 3) Company official lines; and 4) Records work only.
- B. Basic local exchange service installation includes all installation and move orders of residential and business lines, including orders for additional lines, and shall exclude orders for the following: 1) Services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Telecommunications Act of 1996, and special services; 2) Vertical services; 3) Company official lines; 4) Records work only; 5) Orders impacted by the customer including hold for payment, customer will advise, customer requested later due date, and no access.
- C. The Company shall install basic local exchange service within 5 business days after receipt of an order from the customer unless the customer requests an installation date that is beyond 5 business days after placing the order for basic service. If installation of service is requested on or by a date more than 5 business days in the future, the Company shall install service by the date requested. Receipt of an order is defined, for purposes of computing the 5 day period, as the time when the service order process with the customer is completed resulting in a completed written service order which is provided to Company installation personnel.
- D. The Company shall restore basic local exchange service for a customer within 24 hours of receiving notice that a customer is out of service, including those service disruptions that occur when a customer switches existing basic local exchange service from one carrier to another.
- E. The Company shall inform a customer when a repair or installation appointment for basic local exchange service requires a customer to be present, and the Company shall keep all such repair and installation appointments.

06 2001

Applies to Atkinson and Annawan, Illinois

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## GENERAL REGULATIONS

### D. Obligations of the Telephone Company (Cont'd)

#### 1. Basic Local Exchange Service Quality Standards (cont'd)

- F. The Company shall inform the customer of its duty to install, repair, and meet appointments within the specific timeframes set forth in this tariff. At a minimum, the Company shall inform the customer at the time the request for install, repair and/or appointment is made, whether or not the Company has the requisite information to complete the request. If the Company requires additional information or is waiting for the customer to provide information before the install, repair and appointment can be completed, the customer must be informed at the time the installation request is made that the order is incomplete and what additional information is needed.

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Issued: September 10, 2001

Effective: September 15, 2001

Issued By: Alan Anderson, General Manager  
Geneseo, IL 61254

Applies to Atkinson and Annawan, Illinois

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## GENERAL RULES AND REGULATIONS

### D. General Rules and Regulations (Cont'd)

96 2001

#### 2. Customer Credits for Violations

- A. The Company shall credit customers for violations of the basic local exchange service quality standards described in Section 3.12 of this Tariff. The credits shall be applied on the statement issued to the customer for the next monthly billing cycle following the violation or following the discovery of the violation.
- B. If the Company fails to repair an out-of-service condition for basic local exchange service within 24 hours, the Company shall provide a credit to the customer. If the service disruption is for 48 hours or less, the credit shall be equal to a pro-rata portion of the monthly recurring charges for all local services disrupted. Monthly recurring charges include: 1) Monthly access/usage charges including flat rate or EAS charges; 2) Federal and state subscriber line charges; 3) Tariffed vertical services; and 4) Taxes if appropriate based on how the taxes were calculated originally. If the service disruption is for more than 48 hours, but not more than 72 hours, the credit shall be equal to at least 33% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 72 hours, but not more than 96 hours, the credit shall be equal to at least 67% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 96 hours, but not more than 120 hours, the credit shall be equal to one month's recurring charges for all local services disrupted. For each day or portion thereof that the service disruption continues beyond the initial 120 hour period, the Company shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customers option.
- C. If the Company fails to install basic local exchange service as required under Section 3.12(C) of this Tariff, the Company shall waive 50% of any installation charges, or in the absence of an installation charge or where installation is pursuant to the Link Up program, the Company shall provide a credit of \$25. If the Company fails to install service within 10 business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the Company shall waive 100% of the installation charge, or in the absence of an installation charge or where installation is provided pursuant to the Link Up program, the Company shall provide a credit of \$50. For each day that the failure to install service continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the Company shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customer's option until service is installed.

Applies to Atkinson and Annawan, Illinois

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**GENERAL RULES AND REGULATIONS**

**D. General Rules and Regulations (Cont'd)**

**2. Customer Credits for Violations (Cont'd)**

- D. If the Company fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, the Company shall credit the customer \$50 per missed appointment. A credit required by this subsection does not apply when the Company provides the customer with 24 hour notice of its inability to keep the appointment. The 24 hour period will begin at noon for an appointment scheduled for the morning hours (4 hour window) of the next day, and 5:00 p.m. for an appointment scheduled for the afternoon (4 hour window) of the next day.
- E. If the violation of a basic local exchange service quality standard is caused by the Company, when another carrier is providing retail service to the customer, the carrier who is providing retail service to the customer shall credit the customer as provided in this Section. The Company shall reimburse the carrier providing retail service the amount credited the customer. When applicable, an interconnection agreement shall govern compensation between the Company and the retail carrier providing the credit to the customer.
- F. When alternative telephone service is appropriate, the customer may select one of the alternative telephone services offered by the Company. The alternative telephone service shall be provided at no cost to the customer for the provision of local service. Alternative telephone service means, except where technically impractical, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.



Applies to Atkinson and Annawan, Illinois

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**GENERAL RULES AND REGULATIONS**

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D. General Rules and Regulations (Cont'd)

2 Customer Credits for Violations (Cont'd)

- G. Credits required by this section do not apply if the violation of a service quality standard:
1. Occurs as a result of a negligent or willful act on the part of the customer;
  2. Occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
  3. Occurs as a result of, or is extended by, an emergency situation;
  4. Is extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the Company;
  5. Occurs as a result of a customer request to change the scheduled date, provided that the violation is not further extended by the Company;
  6. Occurs as a result of the Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
  7. Occurs as a result of lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the Company is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to the Company's obligation for reasonable facilities planning.
- H. The provisions of this Section are cumulative and shall not in any way diminish or replace other civil or administrative remedies available to a customer or class of customers.
- I. The Company shall be fully subject to the requirements of this Section on August 1, 2001. The Company must track customer eligibility for credits from and after August 1, 2001.
- J. At a minimum, and no less than once a year, the Company shall distribute to customers educational materials about the requirements to install, repair, and meet appointments within the specified amount of time, the availability and issuance of customer credits and alternative telephone service, and the applicable exemptions through a bill insert or direct mail.

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**Issued: September 10, 2001**

**Effective: September 15, 2001**

**Issued By: Alan Anderson, General Manager**  
**Geneseo, IL 61254**

Henry County Telephone Company

ILL. C. C. No. 3

Section No. 2

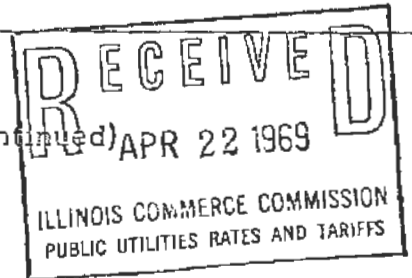
ORIGINAL Sheet No. 15

(Name of Company)

Canceling Sheet No. \_\_\_\_\_

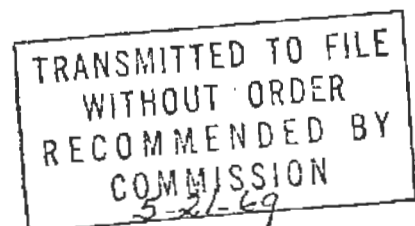
Applies to Atkinson and Annawan Illinois  
(Name of City)

GENERAL REGULATIONS (continued)



4. Liability

- .1 The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing a service and not caused by the negligence of the customer, shall, in no event, exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.
- .2 When the facilities of other companies are used in establishing connections to points not reached by the Telephone Company's facilities, the Telephone Company is not liable for any act or omission of the other company or companies.
- .3 The Telephone Company shall exercise due care in connection with all work done on subscribers' premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscribers' premises resulting from the existence of the Telephone Company's instruments, apparatus, and associated wiring on such premises or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company or its employees.
- .4 Liability for telephone directories is covered elsewhere in this Section under Directories.



Issued APR 22 1969 Effective MAY 22 1969

Issued by Donald F. Anderson General Manager  
Name of Officer Title

Geneseo, Illinois  
Address of Officer

Applies to All Exchanges in Illinois

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GENERAL REGULATIONS (cont.)

D. Trap and Trace Service

1. General

- a. Trap and Trace Service is assigned to a specific line and provides a printout at the Telephone Company of the originating telephone number of every call placed to that line which originated within that same exchange.
- b. Trap and Trace Service allows a person receiving a call from within the same exchange to hold that connection as long as the person does not hang up their phone.

2. Provisioning of Service:

- a. Trap and Trace Service will be initiated by the Company only upon the written request of a duly authorized law enforcement official.
  - b. Information received from Trap and Trace Service will be provided only to a duly authorized law enforcement official and, in the case of information pertaining to a non-published number, only pursuant to the issuance of a grand jury subpoena or a court order or in the event there is insufficient time to obtain a grand jury subpoena or court order, the chief law enforcement officer of the law enforcement agency initiating this request providing a sworn written statement that an emergency does exist, that there is insufficient time for the law enforcement agency to obtain a grand jury subpoena or a court order and that a grand jury subpoena or court order will be obtained within 48 hours.
3. Liability: A company shall not be liable for any damages, claimed, out of the Company provision of information to any law enforcement official, which is obtained in accordance with the provisions of this tariff.

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SEP 09 1992

(N) New Service

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

Issued: September 9, 1992

Effective: October 14, 1992

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to All Exchanges in Illinois

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GENERAL REGULATIONS (CONT.)

D. Trap and Trace Service (cont.)

4. Rates:

- a. A Service Order Charge applies to the ordering of Trap and Trace Service.
- b. Rates for providing Trap and Trace Service information are contained in Section 6.

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ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

(N) New Service

Issued: September 9, 1992

Effective: October 14, 1992

Issued by: Alan C. Anderson, General Manager  
Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

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GENERAL REGULATIONS (continued)

E. Special Construction

1. Private Property

.1 Conditions

.1.1 No charges will apply for facilities constructed on private property when such facilities are used as a part of the general distribution system in furnishing service to customers.

.1.2 Charges will apply for facilities constructed on private property when such facilities are used primarily in furnishing service to a limited number of customers. If attachments are made to another company's facilities in lieu of construction, charges for the attachment privileges will be borne by the customer. (T)

.1.3 The customer may provide his own poles on private property provided they meet the specifications of the Telephone Company. (T)

.2 Charges

.2.1 If pole and wire facilities are constructed, actual costs less an allowance equal to two pole and 500 feet of wire will apply.

.2.2 If buried facilities are constructed, actual costs less an allowance equal to the cost of burying the facilities a distance of 200 feet will apply.

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MAR 17 1987

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

(T) Change in text

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Issued: March 17, 1987

Effective: May 2, 1987

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

## GENERAL REGULATIONS (continued)

## 2. Underground

## .1 Conditions

.1.1 Costs associated with providing underground entrance facilities will be paid by the Company except under the following conditions: (T)

a. when it is determined that the provision of aerial facilities is more economical and the customer demands underground facilities. (T)

b. when the customer furnishes and maintains conduit or trenching specifically for such facilities in accordance with Telephone Company specifications. (T)

c. (D)

.1.2 The costs associated with customer requests for a relocation of underground entrance facilities or a change from aerial to underground entrance facilities will be paid by the customer.

.1.3 Underground distribution facilities may be provided in certain areas, if requested prior to furnishing of services provided satisfactory arrangements can be made with the contracting party involved and where such facilities are economically practical.

## .2 Charges

.2.1 Charges to be paid by the customer for underground entrance facilities constructed by the Company will be based upon the actual cost of constructing such facilities less the estimated cost of constructing aerial facilities which are normally provided. (T)

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MAR 17 1987

ILLINOIS COMMERCE COMMISSION

(D) Deletion

(T) Change in text

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Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254

Applies to Atkinso and Annawan, Illinois

## GENERAL REGULATIONS (continued)

.2.2 Charges to be paid by the customer for relocation at the customer's request of existing underground entrance facilities or from aerial to underground entrance facilities will be based upon the actual costs associated with such relocation or change with no allowance as provided for above. (T)

.2.3 Where the Telephone Company is requested to provide conduit, trenching, backfilling, grading or leveling in situations where they are normally customer provided, the customer will be charged the actual cost for providing such conduit, trenching, backfilling, grading, or leveling. (T)

3.

.1

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NOV 14 1986

ILLINOIS COMMERCIAL COMMISSION  
CHIEF CLERK'S OFFICE

(T) Change in text

(D) Deletion

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Effective: January 1, 1987

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Geneseo, Illinois 61254

Applies to Atkinson and Annawan, Illinois

## F. CUSTOMER PREMISES INSIDE WIRE

1. General

- A. (D)
- B. (D)
- C. A Standard Network Interface is provided as part of local access service at no additional monthly rate and will be installed at the customer's premises at a location determined by the Company which is accessible to the customer. The location of the Standard Network Interface shall be in close proximity to or made a part of the protector. (T)
- D. (D)
- E. (D)
- F. In the event that the customer, or someone on the customer's behalf, provides, maintains or attempts to provide or maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property or death of or injury to any person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's acts or those of anyone acting on the customer's behalf. (D)

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NOV 14 1986

(D) Deletion

(T) Change in text

Issued: November 14, 1986

Effective: January 1, 1987  
ILLINOIS COMMERCE COMMISSION  
CLERK'S OFFICEIssued by: Alan C. Anderson, Vice President  
Geneseo, Illinois 61254



Applies to Atkinson and Annawan, Illinois

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F. CUSTOMER PREMISES INSIDE WIRING (Continued)

2. Responsibility of the Customer

- A. The installation of inside wire and jacks must be in accordance with technical standards as promulgated by the Illinois Commerce Commission and available at the Company's Business Office. (T)
- B. In the event that the customer provides, maintains or attempts to provide or maintain inside wire, the customer assumes the risk of loss of service, damage to property or death to or injury of the customer or anyone acting on behalf of the customer.
- C. In those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer-provided inside wire or jacks that are not installed in accordance with technical standards for such installations, the customer is responsible for the payment of the Visit Charge filed in Section 3, Paragraph 5.2 of this tariff. (D)

(D)

(D)

3. Violation of Regulations

- A. Where any customer-provided inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of the technical standards referenced in Paragraph F.2.A. above, the Company will promptly notify the customer of the violation and will take such immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Company employees.

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(T) Change in text

(D) Deletion

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Issued: November 14, 1986

Effective: January 1, 1987

Issued by: Alan C. Anderson, Vice President  
Geneseo, Illinois

Henry County Telephone Company

ILL. C. C. No. 3  
Section No. 2Original Sheet No. 19.3

(Name of Company)

Cancelling Sheet No. \_\_\_\_\_

Applies to Atkinson and Annawan Illinois  
(Name of City)

## RULES, REGULATIONS AND CONDITIONS OF SERVICE

## F. CUSTOMER PREMISES INSIDE WIRING (Continued)

NOV 30 1981

## 3. Violation of Regulations (Continued)

- B. The customer shall discontinue use of the customer-provided inside wire and jacks or correct the violation and notify the Company in writing within 10 days after receipt of such notice that the violation has been corrected.
- C. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of the tariff.

EFFECTIVE 3-15-82  
BY ORDER IN CASE  
NO. 81-0886  
DATED 3-10-82

DO NOT USE THIS MARGIN

Issued November 30 1981  
Month Day YearEffective January 1 1982  
Month Day YearIssued by Donald F. Anderson  
Name of OfficerGeneral Manager  
TitleGeneseo, Illinois  
Address of Office