

GENERAL RULES AND REGULATIONS

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(RT)

Cause No. PUD 970000141

Order No. 477882

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DIRECTOR OF
REGULATIONS

GENERAL RULES AND REGULATIONS

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DIRECTOR OF
PUBLIC UTILITIES

GENERAL RULES AND REGULATIONS

A. Application

The rules and regulations specified herein are in addition to provisions and conditions of the By-laws of the Company. They apply to the intrastate services and facilities furnished by Oklatel Communications, Inc., DeLeon, Texas hereinafter referred to as the Company. These rules and regulations are in addition to those contained in the Intrastate Access Tariff, the MTS Tariff, the Private Line Service Tariff and the Wide Area Telecommunications Tariff. When service and facilities are provided in part by the Company and in part by other connecting companies, the regulations of the Company apply to the portion of the service or facilities furnished by the Company. Failure on the part of the customers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to discontinue the furnishing of service.

CT

In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in the tariffs of other companies in which the Company concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.

In the event of a conflict between this tariff and the Rules and Regulations of the Oklahoma Corporation Commission the Corporation Commission's rules shall apply unless otherwise established by the courts.

This tariff cancels and supersedes all previous tariff filings of the Company issued and effective prior to the effective date shown on the individual sheets of this tariff.

B. Obligation and Liability of the Company

1. Availability of Facilities

The Company's obligation to furnish telecommunications service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and right of ways for the construction and maintenance of the necessary pole lines, buried cable, circuits and equipment.

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Legal Authority: OAC 165:55-5-10(c)

Effective: 10-8-13

Public Utility Division
201300173
Tariff Sheets Approved
per 165:55-5-10(c)

GENERAL RULES AND REGULATIONS

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B. Obligation and Liability of the Company (Cont'd)

2. Interruptions of Service

Whenever service to any customer is inoperative, other than by reason of negligence or willful act of the customer or causes beyond the control of the Company and remains inoperative for more than 24 consecutive hours after being reported by the customer or having been found to be interrupted by the Company, the Company shall refund upon request of the customer the prorata part of that month's local exchange charges and any regulated equipment charges for the period of days during which the telephone service was not provided. Credit shall be identified on the bill. The maximum credit during a single billing shall be no diminution of allowed message units where billing is on a message unit basis, or for toll charges. The refund may be accomplished by a credit on the next bill for telephone service. No other liability shall in any case attach to the Company for interruptions of service.

3. Directory Errors and Omissions

The Company is not liable for damages arising from errors in or omissions of directory listings for which no charge is made. Liability for errors or omissions of listings for which a charge is made shall be limited to the monthly rate for each such listing for the period during which the directory containing the error or omission is the last published directory of the exchange.

4. Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between customers. If because of transmission difficulties the operator, in order to accommodate the customers, repeats messages she is deemed to be acting as the agent of the customers involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

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GENERAL RULES AND REGULATIONS

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B. Obligation and Liability of the Company (Cont'd)

5. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Company is not responsible or liable for any action of the connecting company.

6. Defacement of Premises

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

7. Adjustment of Charges

In the adjustment of charges for overbilling by the Company, a refund will be made of the full amount of excess charges for a three year period when such amount can be determined; when the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three year period.

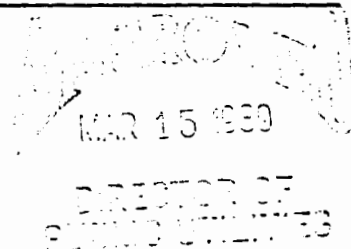
C. Use of Service and Facilities

1. Ownership and Use of Equipment

Facilities, including the network interface device furnished by the Company on the premises of a customer, are the property of the Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such facilities.

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GENERAL RULES AND REGULATIONS

C. Use of Service and Facilities (Cont'd)

1. Ownership and Use of Equipment (Cont'd)

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service and, if such service is furnished, may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

2. Use of Customer Service

Customer local exchange telephone service, as distinguished from pay telephone service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to persons temporarily residing in a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public character when the service is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with his usage, or that of any of his authorized users.

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GENERAL RULES AND REGULATIONS

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C. Use of Service and Facilities (Cont'd)

3. Unauthorized Attachments or Connections

The Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Company which shows any evidence of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with Company facilities except as provided in this tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, or may refuse to furnish or may suspend telephone service during the continuance of said attachment or connection. The customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his premises because of the use of such attachments or connections.

4. Use of Profane Language or Impersonation of Another

The Company may refuse to furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

5. Governmental Objections to Service

The Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

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GENERAL RULES AND REGULATIONS

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C. Use of Service and Facilities (Cont'd)

6. Company Official Toll

Company official toll consists of Long Distance Message Telecommunication Service (LDMTS) and Wide Area Telecommunication Service (WATS) between points necessary to the conduct of Oklahoma Telephone & Telegraph's telephone business.

Messages included as Company official toll are as follows:

- a. LDMTS and WATS messages to conduct telephone business which are billable to official Company telephones.
- b. LDMTS and WATS messages placed to the Company's repair handling locations(s) to conduct telephone business and billed to an official Company telephone.
- c. LDMTS and WATS messages placed to the Company's business and billed to an official Company telephone.
- d. Collect-type message (collect, credit card and third number) originated by a Company employee while away from his official Company station in connection with telephone business and billable to an official Company telephone.

Messages not included as Company official toll are as follows:

- a. Messages billed to Company official telephones and not related to the conduct of Oklahoma Telephone & Telegraph's telephone business. Examples of these exclusions include but are not limited to:
 - (1) Personal messages placed from or received as collect at or charged to official Company telephones.

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GENERAL RULES AND REGULATIONS

C. Use of Service and Facilities (Cont'd)

6. Company Official Toll (Cont'd)

Official Company Telephone is any Company owned telephone located on Oklahoma Telephone & Telegraph's premises within an exchange served by Oklahoma Telephone & Telegraph and used for the conduct of telephone business.

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D. Establishment and Furnishing of Service

1. Application for Service

- a. Applications for service may be taken by telephone or made in writing on the Company's standard form of application. These applications become contracts upon the establishment of service. The terms and conditions specified in such contracts are subject to these General Rules and Regulations, and the General Exchange Service Tariffs and the Local Exchange Service Tariffs for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of the contract to that extent, without further notice.

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GENERAL RULES AND REGULATIONS

(AT)

D. Establishment and Furnishing of Service (Cont'd)

1. Application for Service (Cont'd)

b. Verbal requests from customers may be made for optional services and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally. Requests for additional access will necessitate completion of a separate application for service.

2. Telephone Numbers

The customer has no property right in the telephone number or any right to continuance of service through any particular central office. The Company may change the telephone number or the central office designation, or both, of a customer upon reasonable notice whenever necessary for expansion or better service. A customer who supersedes an account in order to obtain the telephone number of a previous customer will accept all liabilities for that account. The superseding customer will then retain the telephone number until the account is superseded or has no further use of it for service purposes.

3. Alterations

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's drop wire, network interface device or other facilities; and the customer agrees to pay the Company's current charges for such changes.

4. Payment for Service

The customer is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in these General Rules and Regulations. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed. All applicable taxes are due in addition to the tariffed rates for services provided.

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(AT)

D. Establishment and Furnishing of Service (Cont'd)

5. Unusual Installation Costs

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay all or a reasonable proportion of such costs. Title to all facilities constructed wholly or partly at cost to the customer is vested in the Company.

6. Abandonment of Telephone Service

The Company may discontinue service which has been abandoned or which appears to have been abandoned. The customer shall be responsible for all charges for service incurred at such location prior to the actual discontinuance of service.

E. Initial Contract Periods and Termination of Service

1. Initial Contract Periods

- a. Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
- b. The length of contract period for directory listings where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.
- c. The Company may require a contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of facilities, or for unusual construction necessary to meet special demands, and involving extra costs. (AT)

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RULES AND REGULATIONS

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E. Initial Contract Periods and Termination of Service (Cont'd)

2. Termination of Service

a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

(1) In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.

(2) In the case of directory listings where the listing has appeared in the directory, the charges due will be continued only to the date of termination of the listing, to a minimum charge for one month.

(3) Contracts for periods of longer than one month covering services whose installation required extended access lines may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will be responsible for the service effective on termination by the original customer.

b. Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

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GENERAL RULES AND REGULATIONS

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F. Establishment and Maintenance of Credit

1. Establishment of Credit

The Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Company, doubtful. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:

- a. By furnishing references acceptable to the Company.
- b. By providing a suitable guarantee in writing, in form prescribed by the Company.
- c. By means of a cash deposit.

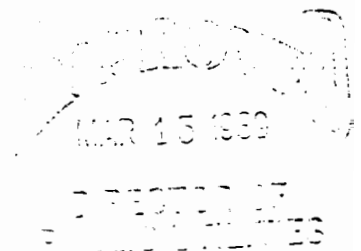
A residential applicant shall not be required to pay a deposit or furnish a guarantee to secure payment of bills under the following circumstances:

If it can be verified that the residential applicant has been a customer of any telephone company in Oklahoma for the same kind of service within the last two years and is not delinquent in payment of any such telephone company service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such telephone company service was paid after becoming delinquent, did not present a dishonored check, and never had service disconnected for nonpayment.

In the case of business service, if the credit of an applicant has not been established satisfactorily to the Company, the applicant may be required to make a deposit or present a guarantor.

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GENERAL RULES AND REGULATIONS

(AT)

F. Establishment and Maintenance of Credit (Cont'd)

2. Amount of Deposits

The amount of deposit required for the purpose of establishing a customer's credit shall not exceed his actual or anticipated usage for one month's exchange service and two months toll charges. The Company may require the customer to increase the amount of the deposit at any time if, within a twelve month period, the customer has been delinquent on more than two occasions or has presented a check subsequently dishonored.

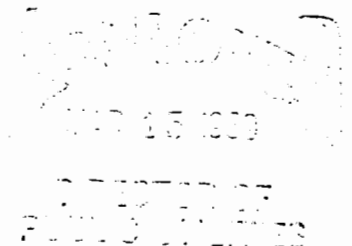
Actual usage deposits are calculated by using six months' previous toll usage, averaging it and then doubling to arrive at the two months figure.

3. Deposit Not to Affect Regular Collection Practices

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation; nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company for services rendered. The Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer 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. (AT)

*Toll average on master file is for a year
do actual average of 6 mo.*

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GENERAL RULES AND REGULATIONS

(AT)

F. Establishment and Maintenance of Credit (Cont'd)

4. Interest to be Paid on Deposits

The Company shall pay interest on deposits at the rate of 6 1/2% per annum. No interest shall be paid on a deposit held for less than thirty days, or after discontinuance of service. Interest payments are made annually during the month the deposit was initially collected. In addition the deposit and any accrued interest remaining due will be credited on the final bill on termination of service or a refund check issued if no balance remains due to Company.

Application of deposits to final billings is made to the various types of calls, i.e., intraLATA, interLATA or interstate on a percentage basis computed by determining each categories percentage of the total balance due. When toll billings are made over more than one interexchange carrier, the deposit will still be applied on the same percentage basis.

5. Guaranty Contract

Guaranty contracts shall be on a form provided by Company which shall include the Company's right to transfer charges from a defaulted bill of the guaranteed account to the account or accounts of the guarantor. Guarantors must be present Company customers and must be acceptable as guarantors as determined by the Company.

When the customer has paid bills for service for 12 consecutive residential billings or 24 consecutive business billings without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent, and did not present a dishonored check and when the customer is not delinquent in the payment of current bills, the Company shall void and return the guaranty contract or other evidence of the voiding of said guaranty.

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GENERAL RULES AND REGULATIONS

F. Establishment and Maintenance of Credit (Cont'd)

6. Discontinuance of Service for Failure to Establish Credit

Service may be discontinued for failure to establish credit, as authorized above, not less than ten days after the Company has served or mailed written notice requiring same. Notice will be deemed given to the customer three days after mailing.

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7. Restoral of Service Charge

Where service has been discontinued for failure to establish credit as authorized above, the reconnect charge will always apply.

8. Existing Service

The Company may require a residential or business customer to post collateral or additional collateral when the customer has, within a twelve month period, been delinquent on more than two occasions or has presented a check subsequently dishonored.

9. Refund

If the service is not connected, or after disconnection of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these sections, and no additional deposit may be required unless otherwise permitted by these sections.

When the customer has paid bills for residential service for twelve consecutive months or for business service for twenty-four consecutive months, without having service disconnected for nonpayment and without having more than two occasions in which a bill was delinquent, and has not presented a dishonored check, and when the customer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest in the form of a credit to the customer's bill.

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GENERAL RULES AND REGULATIONS

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G. Special Services and Facilities

Special services and facilities, not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Company, may be furnished or leased pursuant to special contract for such special service or facility for such period as may be agreed upon, not to exceed one year, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of the telephone service by the Company, the Company may terminate such contract and cease to furnish such special service or facility after thirty days written notice to the customer; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

H. Application of Business and Residence Rates

1. Business Rates Apply at the Following Locations:

- a. In offices, stores, factories, mines, and all other places of a strictly business nature.
- b. In boarding houses, except as noted under 2.b., offices of hotels, halls, and offices of apartment buildings; public, private or parochial schools or colleges, hospitals, libraries, and other similar institutions.
- c. At residence locations when the customer 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, handbills, billboards, circulars, motion pictures, 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 telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
- d. At residence locations, when an extended access line is located in a shop, office, or other place of business.

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GENERAL RULES AND REGULATIONS

H. Application of Business and Residence Rates (Cont'd)

1. Business Rates Apply at the Following Locations: (Cont'd)

- e. In college fraternity houses.
- f. In any other location where the listing of service at that location indicates a business, trade or profession, except as specified under 2.c. below.
- g. Churches - only when a key system trunk access line applies.
- h. Premises occupied by clubs or lodges which are operated on a day-to-day business basis.

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2. Residence Rates Apply at the Following Locations:

- a. In private residence.
- b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, provided business listings are not furnished.
- c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinary, provided the customer does not maintain an office in the residence.
- d. Churches, other than where a key system trunk access line applies.
- e. Club and lodge locations not operated on a day to day business basis but used only for fraternal meetings.

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I. Telephone Directories

1. Distribution

The Company will furnish to its customers, without charge, at the service address, one directory for each access line. Other directories will be furnished at the discretion of the Company at a reasonable charge.

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GENERAL RULES AND REGULATIONS

(AT)

I. Telephone Directories (Cont'd)

2. Ownership and Use

Directories regularly furnished to customers are the property of the Company. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the customer.

J. Private Line Service

1. Private Line Service - channels and other facilities (when provided by the Company) provided solely for the use of a customer and his authorized users.
2. Private line service is subject to all rules, regulations and rates as found in the Private Line Service Tariff.
3. Private line service will be provided where facilities are available and where such service will not jeopardize the quantity of facilities used for local access. Where special construction is warranted, the expense must be paid for by the customer as negotiated before construction begins and service is established.

K. Cable Pair Rental

Cable pair rental is the use of a cable pair without dial tone. This is used for radio loops, radio towers, etc.

All existing service as of the effective date of this tariff will be "grandfathered".

Future service requests will be billed under the Private Line Tariff.

If construction is necessary to provide this service then construction charges will also apply.

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GENERAL RULES AND REGULATIONS

L. Foreign Exchange and P.A.B.X. Extension Mileage

Extensions for foreign exchange service and P.A.B.X. stations that are located on premises other than those on which the main service is located (when facilities are provided by the Company) will be provided subject to the rules, regulations and rates applicable to private line service as found in the Private Line Service Tariff.

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