

**LUMOS NETWORKS OF WEST VIRGINIA INC.
D/B/A SEGRA**

Telecommunications Services Tariff

P.S.C. No. 1

**Public Service Commission
West Virginia**

**LUMOS NETWORKS OF WEST VIRGINIA INC.
D/B/A SEGRA
TELECOMMUNICATIONS SERVICES TARIFF**

**One Lumos Plaza
Waynesboro, Virginia 22980**

**RATES, RULES AND REGULATIONS FOR FURNISHING
TELECOMMUNICATION SERVICES
WITHIN THE STATE OF WEST VIRGINIA**

**Filed with THE PUBLIC SERVICE COMMISSION
of
WEST VIRGINIA**

Issued: February 20, 2019

**Effective: February 20, 2019
or as otherwise provided herein**

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 18-1571-T-NC dated February 20, 2019 or as otherwise provided herein. This tariff is issued to reflect the new name of LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA which replaces the LUMOS NETWORKS of West Virginia Inc. WV - P.S.C. Tariff No. 1.

**Issued by LUMOS NETWORKS OF WEST VIRGINIA INC.
D/B/A SEGRA**

By: _____
Associate General Counsel

APPLICATION AND EXPLANATION OF SYMBOLS

TELECOMMUNICATIONS SERVICES TARIFF
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LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA

Symbols
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A. APPLICATION

This Tariff applies to the Telecommunications Services of LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA (hereinafter referred to as SEGRA or the Company) in its service territories in West Virginia. LUMOS will provide service as a Long Distance provider and a Competitive Telecommunications Carrier (CLEC). Services will be provided through resale, purchase of unbundled network elements or with facilities provided by LUMOS, or any combination thereof. Although this tariff contains reference to residence services, only business services are offered at this time.

The provision of service is subject to the Rates, Charges, Rules and Regulations contained in the Telecommunications Services Tariff of the Company, which Tariff, as it now exists, or as it may be revised, added to, or supplemented by superseding issues.

B. EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issued canceling the tariff page affected; such changes will be identified through the use of the following symbols:

- (C) -to signify changed regulation or text
- (D) -to signify a decrease in rate
- (I) -to signify an increase in rate
- (N) -to signify new rate, and/or new regulation, and/or text
- (O) -to signify omission
- (T) -to signify a temporary rate and/or surcharge
- (M) -to signify a regulation moved to/from another page

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SECTION 1

DEFINITION OF TERMS

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1. DEFINITION OF TERMS

ACCESS LINE

The serving central office line equipment and all Company plant facilities up to and including the Company-provided network interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to the communications path of the telecommunications systems.

ADDITIONAL DIRECTORY LISTING

Any listing of a name of other authorized information in connection with a customer's telephone number that is in addition to the listing(s) provided with the regular service.

ADDITIONAL PERIOD (TOLL)

The unit of time used for measuring and charging in excess of the initial period. All additional period rates shown in this tariff are for each additional minute of any fraction thereof that the connection continues beyond the initial period.

ADVANCE PAYMENT

A charge equal to one month's local service that applicants may be required to pay in addition to the established service connection charges.

AIRLINE MILEAGE

See "Mileage Charges".

APPLICANT

A person, firm, partnership, corporation, cooperative organization, governmental agency, etc., requesting service from the Company.

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1. DEFINITION OF TERMS

AUTHORIZED USER

A person, firm, or corporation (other than the customer) on whose premises circuits are located and who may communicate over these circuits in accordance with the terms of this tariff.

BASE RATE

The rate for primary classes of exchange service that does not include extra exchange line mileage charges.

BASE RATE AREA

A specified section of an exchange area within which primary classes of service are available without extra exchange line mileage zone charges.

BILL TO THIRD PARTY

Denotes a billing arrangement where a call can be charged to an authorized line as determined by the Company other than the line originating the call or the line where the call is terminated.

BRIDGED SERVICE

Provides for the serving of two or more different premises where one or more outside plant facilities must be bridged in the central office in order to be served by the same line circuit.

BUILDING (SAME)

A structure under one roof, or two or more structures under separate roofs but connected by passageways in which the wires or cables of Company can be safely run, provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways, and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduit are not considered passageways.

BUSINESS SERVICE

Exchange service furnished to a customer at a business address or where the service has a business listing in the directory or where the use of the service is primarily or substantially of a business, professional or occupational nature.

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CALLING AREA

See "Local Service Area".

CALLING CARD

Denotes a billing arrangement where a call may be charged to an authorized Company calling card number.

CANCELLATION CHARGE

A charge applicable under certain conditions when application for service is canceled in whole or in part prior to the completion of the work involved.

CENTRAL OFFICE

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer access lines and automatic access lines only. There may be more than one central office in a building or exchange.

CENTREX SERVICE

A central office-based communications system arrangement provided in connection with individual business lines from digital central office equipment located on Company premises.

CHANNEL

A path for communication furnished in such a manner as the Company may elect, whether by wire, radio or a combination, and whether or not by a single physical facility or route.

CHANNEL TERMINATION

That portion of a channel required to terminate an interoffice or interexchange channel in a wire or rate center.

CIRCUIT

A channel used for the transmission of electrical energy in the furnishing of telephone and other communications service.

CLASS OF SERVICE

A description of telecommunications service furnished to a customer which denotes the characteristics as nature of use (business, residence or semi-public service) or type of rate (flat, measured or message).

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1. DEFINITION OF TERMS

COLLECT CALL

The procedure where the charge for certain messages, upon request, may be reversed (charged to the called line) upon acceptance of the charge at the called line.

COMMISSION

The term "Commission", as used in this tariff, refers to the Public Service Commission of West Virginia.

COMPANY

The term "Company", as used in this tariff, refers to LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA (LUMOS).

COMPETITIVE TELECOMMUNICATIONS CARRIER (CLEC)

A communications carrier providing local services in an area previously served only by an Incumbent Telecommunications Carrier (ILEC).

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or facilities of the Company with other facilities of the Company.

CONNECTING COMPANY

A corporation, association, firm or individual licensed and operating as a communications common carrier with whom traffic is interchanged.

CONNECTION CHARGE

See "Service Charge"

CONSTRUCTION CHARGE

A separate initial charge made for the construction of facilities (pole lines, circuits, etc.) in excess of those included under the rates tariffed for normal service charges.

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1. DEFINITION OF TERMS

CONTINUOUS PROPERTY

A continuous plot of ground occupied by the customer, which is not separated by a public thoroughfare or space, occupied by others.

CUSTOMER

The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatuses and their associated wirings, provided by customers, which do not constitute a communications system, and which are connected to the Company's exchange network either electrically, acoustically or inductively.

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line, protective facilities and procedures to determine compliance with criteria set forth in Section 15 of this tariff.

DEMARCATIION POINT

That point on the customer's premises that allows the disconnection of all Customer Premises Inside Wiring from the Company network through an industry registered jack of a type provided for in FCC Regulation Part 68.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communications path.

DIRECT INWARD DIALING (DID)

A service that provides for Inward dialing from the telecommunications network directly to stations associated with switching equipment located on the customer's premises.

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1. DEFINITION OF TERMS

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's name, other identification and telephone number to enable callers to ascertain the number of a desired station.

- a. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- b. Dual-Name Listing: A directory listing consisting of a combination of name and/or initials of two individuals who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.
- c. Foreign Exchange Listing: The listing of a subscriber in the alphabetical listings of an exchange other than that of the exchange from which the subscriber is served.
- d. Indented Listing: A directory listing indented under another listing.
- e. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DISCONNECTION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for a permanent interruption of telephone service. Once affected, Company equipment will be removed from the subscriber's premises and a "final" bill will be rendered showing monies owed to the Company at the date service was disconnected.

DROP WIRE

Wires used to connect the circuits of aerial or underground distribution facilities to the point of demarcation on the customer's premises.

EMERGENCY NUMBER SERVICE 911

See "Universal Emergency Number 911 Service".

EXCHANGE

A central office or group of central offices, together with the subscriber's connected lines and equipment, forming a local communications system furnishing a means of telephonic intercommunication without toll charge between customers within a specified area, usually a single city, town or village.

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1. DEFINITION OF TERMS

EXCHANGE LINE

Any line (circuit) directly or indirectly connecting exchange service with a central office. Exchange lines are subdivided as follows:

- a. Central Office Line: A circuit extending from a central office to the location of an individual line or a PBX.
- b. Main Station Line: The circuit portion of a main station; the main station line extends from the main service location to the central office.
- c. Extension Service Line: The circuit portion of an extension; the extension service line extends from the extension service location to the main service location or a central connecting point to the main service. Extension service provides the capability of connecting terminal equipment at a location other than the location of the main service. Charges for extension service are applicable, in accordance with this tariff, for each additional equipment location whether or not the Company furnishes the terminal equipment.
- d. Extension Line: A circuit with characteristics similar to an extension service line.
- e. PBX Station Line: The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.
- f. Tie Line: A circuit connecting PBX and/or Automatic Call Distributor Systems.

EXCHANGE SERVICE

The general telephone service rendered in accordance with tariff provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

- a. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.
- b. Individual Service: A classification of exchange service which provides that only one access line shall be served by the connection of the access line with the central office or other switching unit.
- c. Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

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EXCHANGE SERVICE (continued)

- d. Measured Service: A classification of exchange service furnished to subscribers in specified exchanges where monthly rates are based upon access and telephone usage. The measured rate options included a specified number of calling units and are payable in advance.
- e. Pay Telephone Service: A classification of exchange service established under tariff provisions for the use at locations where coin or coinless telephones are provided.
- f. Touch Tone Calling Service: A classification of exchange service furnished from certain specified central offices where calls are originated through the use of push buttons in lieu of rotary dial.
- g. Universal Service: A classification of exchange service furnished to a subscriber who qualifies for a Universal Service Plan.

EXPANDED LOCAL CALLING PLANS

Local calling extended to areas outside an exchange's local and EAS calling scope for which charges to those areas are paid on a usage basis.

EXTENDED AREA SERVICE (EAS) and EXTENDED LOCAL SERVICE (ELS)

A type of telephone service furnished under tariff provisions where subscribers of a given exchange may complete calls to, and where provided by the tariff, receive messages from one or more exchanges without the application of long distance charges.

GRADE OF SERVICE

The grades of subscriber telephone service are individual line and branch exchange service (PBX).

GRANDFATHERED EQUIPMENT

Nonregistered equipment that was directly connected to the telecommunications network without a Company-provided protective connecting arrangement or data access arrangement in accordance with Company tariffs on or before the grandfather eligibility date as specified in Part 68 of the Federal Communications Commission's Rules and Regulations.

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1. DEFINITION OF TERMS

HOLD

Hold is a feature which allows a user to hold a line, thus allowing the equipment user to access another line.

HOME EXCHANGE

The exchange in which the customer is physically located.

ILLUMINATION

Illumination is a feature which provides for visual identification of the status of a call or other conditions requiring visual indications.

INCUMBENT TELECOMMUNICATIONS CARRIER (ILEC)

Telecommunications Carrier as defined in the Telecommunications Act of 1996, Section 251h.

INDENTED LISTING

See "Directory Listing".

INDIVIDUAL LINE

An access line designed for the exclusive use of one subscriber.

INDUCTIVE CONNECTION

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

INITIAL NON-RECURRING CHARGE (INC)

A non-recurring charge applying to the provision of certain items of equipment, facilities, or services as distinguished from the service charges applicable for establishing primary classes of telephone service. The non-recurring charge is normally associated with optional services, features or equipment.

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INITIAL PERIOD (TOLL)

The interval of time allowed at the rate quoted for long distance connection between given points. All initial period rates specified in this tariff are for connections of the time periods specified in the various sections.

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INSIDE WIRING

That wiring within a customer's premises that extends between the termination of the exchange access line at the demarcation point, and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line

INSTALLATION CHARGE

A non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "Initial" charge.

INTERCONNECTION

The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment or other telephone companies.

INTEREXCHANGE CHANNEL

A Company-provided channel which interconnects two or more exchanges in which station terminals or channel terminals in Company offices are located.

LATE PAYMENT CHARGE

A late payment charge is applied to the current month's unpaid balance, both local and toll, but not applied to any amount billed as taxes by local governments.

LINE

See "Exchange Line".

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1. DEFINITION OF TERMS

LINK UP AMERICA

A program designed to assist in the payment of service connection charges for qualified residential customers by providing lower service connection charges for the initial installation of service.

LISTING

See "Directory Listing".

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Geographic area established for the purpose of defining the territory within which a telecommunications company may offer its telecommunications service.

LOCAL CALLING AREA

See "Local Service Area".

LOCAL CHANNEL

Denotes that portion of a service required for connecting, (1) the interoffice channel to a station location, or (2) station locations within the same wire center serving area.

LOCAL DIRECTORY ASSISTANCE SERVICE

A service furnished by the Company to its local service subscribers for the obtaining of local telephone numbers of other Company subscribers. Generally, Local Directory Assistance Service is furnished by dialing "4-1-1".

TELECOMMUNICATIONS SERVICE

Exchange service which permits calling within the customer's local service area without the payment of long distance charges.

LOCAL MESSAGE

See "Message".

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1. DEFINITION OF TERMS

LOCAL SERVICE AREA

The area within which telephone service is furnished to subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for telecommunication between stations in different local service areas in accordance with the regulations and system of charges specified in this tariff.

- a. Station-to-Station Call: A service where the person originating the call either dials the telephone number desired, or gives the Company operator the telephone number to be called, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, or PBX station which is reached directly rather than through an attendant, or gives only the name and address under which the number is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX attendant.
- b. Person-to-Person: A service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department or office to be reached through a PBX attendant.

MAINTENANCE VISIT CHARGE

The charge for each visit by the Company to the premises of the customer, or authorized user, where the difficulty or trouble report results from the use of equipment provided by the customer or authorized user.

MEASURED SERVICE

See "Exchange Service".

MESSAGE

A completed telephone call regardless of length of call or time and distance involved. Messages may be classified as follows:

- a. Local Message: A message between stations within the same local service area.
- b. Expanded Local Calling Message: A message between stations with Expanded Local Calling Plans.
- c. Long Distance Message: A message between stations in different exchange areas for which a long distance message charge applies.

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1. DEFINITION OF TERMS

MILEAGE CHARGES

A charge applying for the use of part or all of a circuit furnished by the Company.

- a. Air Line Mileage: The shortest distance between two points.
- b. Extension Line Mileage: The measurement applying on an extension line, for the use of which a circuit charge is made in accordance with tariff provisions.
- c. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main service or PBX system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate.
- d. Route Measurement: The actual length of a circuit between two points.
- e. Tie Line Mileage: The measurement upon which the rate for tie line service is based in accordance with tariff provisions.
- f. Zone Charges: A charge applying in addition to the base rate for service when a customer's main service is located outside the base rate area but is located within the exchange area.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for the minimum length of time.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of subscriber service.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

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1. DEFINITION OF TERMS

NETWORK INTERFACE DEVICE (NID)

A registration jack provided by the Company to provide network interface. This device must readily permit the connection and disconnection of Customer Premises Wiring (CPW) by a plug, to and from the Company network for testing purposes.

NON-PUBLISHED SERVICE

A non-published telephone number is one for which no listing appears in the alphabetical section of the Company- provided telephone directories or in the "Directory Assistance" records. Calls are completed to non-published service customers only when the number is given by the calling party.

OFF PREMISES EXTENSION

A channel which extends an exchange service line to a different building. Not to be used to connect more than one household.

PAY TELEPHONE SERVICE

Pay Telephone Service is access line and other services provided to coin or coinless telephones.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service".

PREMISES (SAME)

The terms "Same Premises" (except in connection with inside moves) shall be interpreted to mean:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others;
- (b) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or,

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PREMISES (SAME) (continued)

- (c) the continuous property operated as a single farm whether or not intersected by a public road. In connection with inside moves, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor or space occupied by others.

In connection with inside moves, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of business or as a residence or a combination thereof, and not intersected by a public thoroughfare, a corridor or space occupied by others.

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)

An arrangement of equipment consisting of switching apparatus with attendant's telephone, trunks to a central office and stations connected with the switching apparatus, providing for intercommunication between these stations and communication with the general exchange and interexchange systems. Throughout this tariff, the commonly used abbreviation "PBX" will be substituted for the words Private Branch Exchange. Effective October 1, 1987, Company-provided switching equipment and stations are provided on a deregulated basis.

PRIVATE BRANCH EXCHANGE TRUNK

A circuit connecting a private branch system (PBX) with a central office.

PRIVATE LINE SERVICE

As opposed to exchange service, this refers to channels furnished to a customer for direct communication between various points without access to the Company's exchange switching network.

PRIVATE TELEPHONE NUMBER

See "Non-Published Service".

RATE CENTER

A geographical point used to calculate airline distances for the determination of long distance message telecommunications rates and interexchange channel rates.

REFERENCE LISTING

See "Directory Listing".

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1. DEFINITION OF TERMS

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.

RESIDENCE SERVICE

Exchange service furnished to a customer at a residential address where the service is not listed as a business in the directory, and where the use of the service is primarily or substantially of a residential nature.

RESTORATION CHARGE

A charge applying to restore service following a temporary suspension of the service for nonpayment of charges.

SERVICE CHARGE

A non-recurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

STATION

The network control signaling unit or other terminal equipment on the customer's premises/property which enables the customer to establish the communications connections and to effect communications through the connections.

SUBSCRIBER

See "Customer".

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date.

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1. DEFINITION OF TERMS

TARIFF

The rates, charges, rules and regulations adapted and filed by the Company and approved by the Public Service Commission of West Virginia.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Telecommunications Services Tariff.

TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

TEMPORARY SERVICE

A form of short term service furnished where in the Company's judgment, the service is not of a permanent nature, i.e., at Fairs, for telephone solicitation of sales, etc.

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for the item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

TOLL RESTRICTION SERVICE

A service which enables customers to restrict certain types of outgoing calls from being placed over their exchange access lines. This capability is provided only where facilities are available.

TOLL SERVICE

See "Long Distance Message Telecommunications Service".

TOUCH CALLING SERVICE

See "Exchange Service".

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1. DEFINITION OF TERMS

TRUNK

A circuit over which customers' messages are sent between two central offices or between a central office and a PBX.

USOC

Uniform Service Order Code.

UNIVERSAL EMERGENCY NUMBER 911 SERVICE

A telephone exchange service where the appropriate Public Safety Answering Point (PSAP) may receive and answer calls to 9-1-1 and transfer and dispatch emergency personnel in response to public emergency telephone calls.

VACATION DISCONNECT

See "Suspension of Service".

ZONE CHARGES

See "Mileage Charges".

SECTION 2

GENERAL REGULATIONS

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2. GENERAL REGULATIONS

2.1 APPLICATION

The regulations specified herein are in addition to the regulations contained in other sections of this Telecommunications Services Tariff.

2.2 LIMITATIONS AND USE OF SERVICE

2.2.1 Use of Customer's Service

Customer's telephone service is furnished only for communications by the customer, his family, employees or representatives, or persons residing in the customer's premises, except as the use of service may be extended to joint users.

2.2.2 Unauthorized Attachments or Connections

Customers must not use or permit to be used any electrical or mechanical apparatus or device in connection with the equipment or facilities furnished by the Company unless the equipment is registered or Grandfathered as covered by Part 68 of the FCC Rules. In case any instrument, apparatus or device of any kind other than as covered herein is attached to or connected with

any part of the Company's property, the Company reserves the right to remove such instruments, apparatus or device or to terminate the service.

2.2.3 Identification of Automatic Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements is subject to the following conditions:

- A. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message, the name of the organization or individual responsible for the service and the address where the service is provided.
- B. Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the above condition.
- C. Non-published telephone service will not be furnished for use with recorded public announcements.
- D. Failure to comply with the provisions of this Tariff may result in termination of the service.

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2. GENERAL REGULATIONS

2.2 LIMITATIONS AND USE OF SERVICE (continued)

2.2.4 Transmitting Messages

The Company will not transmit messages but offers the use of its facilities when available and will not be liable for errors in transmission or failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the lines of the Company or its connecting companies.

2.2.5 Use of Service for Unlawful Purposes

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

2.2.6 Denial or Disconnection of Service

The Company may, without notice, either suspend the service or terminate the service without suspension for the following:

- (a) the abandonment of service
- (b) the non-payment of any sum due
- (c) the use of foul or profane language
- (d) impersonation of any other person
- (e) the making of nuisance calls
- (f) the use of telephone service by a customer in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customer at or about the same time, or which may result in preventing, obstructing or delaying the telephone service of others, or
- (g) any violation of the Company's regulations.

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE

2.3.1 Availability of Facilities

The 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, maintenance or lease of the necessary lines, circuits and equipment. The Company may also resell services provided by the Incumbent Telecommunications Company (ILEC).

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.2 Application for Service

Applications for the establishment of service must be made on such standard forms of application as the Company may adopt for this purpose. Requests from customers for additional service, equipment, etc. may be made verbally or in writing and may be made a part of the original application. Any change in rates or regulations authorized by the legally constituted authorities will act as a modification of the contract to the extent without further notice.

2.3.3 Applications for Business and Residence Service

- A. Determination as to whether customer's service shall be furnished at business or residence rates is based on the character of use to be made of the service.
- B. Service shall be classified and charged for as business service where the use is primarily or substantially of a business professional or occupational nature. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.
- C. Although the location at which telephone service is established, or the type of directory listing may in some cases, serve as a satisfactory basis in determining whether business or residence rates apply, the character of use will be controlling in all instances regardless of location or type of directory listing.

2.3.4 Ownership and Use of Equipment

Equipment, instruments and lines on customer's premises, furnished by the Company, shall be and remain the property of the Company, whose agents shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting or repairing the instruments and lines, and upon termination of the service, for the purpose of removing such instruments and lines. Such equipment is not to be used for performing any part of the work of transmitting, delivering, or collecting any message where any toll or consideration has been or is to be paid a party other than the Company without the written consent of the Company.

2.3.5 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in the Company's Tariffs is borne by the Company. In case of damage to or destruction of any Company property not due to ordinary wear and tear, the customer except where such damage is not occasioned by his negligence, is held responsible for the cost of replacing the equipment destroyed or restoring the equipment to its original condition. Customers may not rearrange, disconnect or remove or permit others to rearrange, disconnect or remove any apparatus or wiring installed by the Company, except upon the written consent of the Company.

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.6 Arrangements with Other Companies

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

2.3.7 Alterations

The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises occupied by him necessitate changes in the Company's equipment and the customer agrees to pay the Company's current charges for such changes.

2.3.8 Special Assemblies and Arrangements

The rates quoted in the various sections of this Tariff contemplate the use of standard equipment involving standard wiring. Where special arrangements or assemblies are provided, the rates for such special arrangements or assemblies of equipment will be determined by the circumstances in each case. Also, where due to the peculiar construction of a building occupied by the applicant, it is necessary to make non-standard arrangement of telephone equipment, the Company reserves the right to require the applicant to bear the unusual expense involved.

2.3.9 Telephone Numbers

A. The customer has no property right in the telephone number and no right to continuance of service through any particular central office, and the Company reserves the right to change the telephone number or central office designation of a customer whenever it deems it desirable in the conduct of its business.

B. The Company is not responsible for errors or omissions in the assignment of a telephone number.

The liability for damages or expenses arising out of mistakes, omissions, delays, errors, or duplication, in number assignment shall be limited to an amount equal to the charges applied to change the number (Service Order and Line Connection

Charges).

2.3.10 Telephone Directories

Telephone directories are the property of the Company and loaned to customers only as an aid to the use of the telephone service. The Company reserves the right to make a charge for directories issued in replacement of directories defaced or mutilated while in possession of customers.

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.11 Initial Contract Periods

- A. Except as hereinafter provided, the initial contract period will be one month (30 days).
- B. The contract period for alternate call number listings, where the listing actually appears in the directory, will extend to the end of the directory period.

2.3.12 Suspension of Service

- A. Upon request, the service of a business or residence individual customer may be suspended.
- B. Suspension of service with a reduction in rate will not be permitted for periods of less than one month.
- C. The maximum period of suspension to which the rates for the suspended service will apply shall not exceed six months unless, because of the probability of reconnection, the removal of the equipment is not justified in the opinion of the Company, then the suspension may be continued for a second period of six months.
- D. The reduction in rate for the period of suspension will be equal to 50% of the customer's total monthly exchange service charge.

2.3.13 Termination of Service

- A. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company a reasonable period in advance and upon payment of the charges given below in addition to all charges for the period service has been rendered.
 - 1. In the case of service for which the initial contract period is one month, the charges due for the balance of the month.
 - 2. In case of listings of alternate call numbers, where the listing has appeared in the directory, the monthly rate for the period of listing in the directory, or until termination of contract for service connection with which the listing is furnished.

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2. GENERAL REGULATIONS

2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (continued)

2.3.13 Termination of Service (continued)

B. Service may be terminated after the expiration of the initial contact period, upon the Company being notified a reasonable period in advance (ten days in ordinary cases) and upon payment of all charges due to the date of termination of the service, except in the case of listings of alternate call numbers. Such listings which have once appeared in the directory, will be automatically included in each subsequent issue of the directory unless notice is received from the listed party prior to the closing of the directory list. Each directory period will be considered as a separate initial contract period and termination may be arranged for only under conditions specified in 2.3.11B.

1. For flat rate service, mileage charges and equipment not provided for above, the customer is charged at schedule rates up to the date of termination, the charge for the fractional part of the month being the proportionate part of the monthly rate.

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

The Company reserves the right to refuse service to applicants who are indebted to the Company for service previously rendered until the indebtedness is satisfied.

2.4.1 Advance Payments

Those applicants whose financial responsibility is not a matter of general knowledge or who are not connected in a substantial way with a firm, corporation or other concern of established credit may, in addition to the established service connection charge or any charge applicable as a result of unusual installation costs, be required to make an advance payment equal to at least one month's service, the latter payment being applied to any indebtedness under the contract, including charges for both local and toll messages.

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits

- A. Applicants for service unable to establish a satisfactory credit rating with the Company, or existing customers whose credit rating has become impaired, may be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service; the amount of such deposit shall not, however, exceed the amount of charges for telephone service which it is estimated will accrue for a period of two months. However, after service has been established and experience demonstrates that the amount of the existing deposit is not suitable to safeguard the interests of the Company, the Company may require an adjustment of the deposit not exceeding the local and toll charges which it is estimated will accrue for a period of two months. When service is terminated, any balance of the deposit remaining after deduction of all sums due the Company will be returned to the customer, plus interest.
- B. Interest on deposits will be paid in accordance with West Virginia Public Service Commission's requirements.
- C. Customer deposits will be automatically reviewed annually on the anniversary date of the deposit. If a satisfactory credit rating has been established, the deposit, including interest, may be credited to the customer's subsequent bill, or if requested by the customer, refunded by check. The accrued interest will be credited annually to the bills of customers who have not achieved a satisfactory credit rating. Deposits will be retained for these customers until a satisfactory credit rating has been established.
- D. The fact that a deposit is held by the Company shall in no way relieve the applicant or customer from compliance with the Company's regulations as to advance payments and payment for service, nor constitute a waiver or modification of the regulations pertaining to the discontinuance of service for non-payment of any sums due the Company for the service rendered.
- E. Surety deposits in conjunction with special contracts for specific periods of time are not subject to the Automatic Annual Review and Refund. Refund of such deposits will be controlled by the provisions of said contracts.
- F. When the total deposit required for residential service exceeds \$40.00, the customer will be permitted to pay in three (3) equal monthly payments; however, the Company shall have the discretion to allow payment of any deposit (more or less \$40.00 total) over a longer period of time to avoid undue hardship.

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.3 Payments for Service

A. The Customer shall pay, in accordance with the Company's established collection and billing practices, all charges for local service and equipment monthly in advance and for all toll messages, including miscellaneous services, upon rendition of bills. The customer assumes responsibility for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages received at the customer's telephone on which the charges have been reversed, i.e., sent collect.

2.4.4 Late Payment Charge

A. A Late Payment Charge applies to any unpaid balance carried forward from a monthly bill to the next month's bill, including all long distance charges billed by the Company on behalf of interexchange carriers and alternate operator service providers.

B. A bill will not be considered overdue if payment is received by the Company within 20 days of mailing.

C. The Late Payment Charge will not be applied to Enhanced 911 Fees or to any amount billed as taxes by Federal and Local Governments.

D. Late Payment Charge.....1.5% of the total unpaid
balance from the previous bill
(excluding taxes as shown in 2.4.4C)

2.5 LIABILITY OF THE COMPANY

2.5.1 General

In view of the fact that the customer has exclusive control over the use of the service and facilities furnished by the Company and because of unavailability of errors incident to the services and to the use of such facilities of the Company, services and facilities are furnished by the Company subject to the terms, conditions and limitation herein specified:

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2. GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.2 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities 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 service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to the Company.

When facilities of others are used in establishing connections to points not reached by the Company facilities, the Company is not liable for any act of omission of others furnishing such facilities.

2.5.3 Claims of Misuse of Service

The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement or copyright arising directly or indirectly from the material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.

2.5.4 Equipment in Explosive Atmosphere

The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so provided.

The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

The customer shall furnish, install, and maintain sealed conduit with explosion-proof fittings between such equipment and points outside the hazardous area where connection may be made with regular facilities of the Company.

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2. GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.5 Equipment in Hazardous or Inaccessible Locations

When the customer requests that equipment and facilities of the Company be located in areas which, in the opinion of the Company is hazardous to its employees or property or inaccessible to its employees, the customer may be required to furnish the equipment and facilities. The customer shall install and maintain equipment and facilities within inaccessible areas or areas where injury or damage to Company employees or property might result from the installation or maintenance of such equipment by the Company. All equipment and facilities furnished in such areas, either by the customer or the Company, shall be installed and maintained by the customer and in accordance with the Company's specifications.

The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

2.5.6 Limitations

The services furnished by the Company, in addition to the limitations set forth preceding, also are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omission, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company, caused by customer-provided equipment except where a contributing cause is the malfunctioning of a Company provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs, not prevented by customer-provided equipment, but which would have been prevented had Company-provided equipment been used.

2.5.7 Interruption of Service

In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause therefore, the customer assumes all risks connected with the service except as follows: If service is interrupted otherwise than by negligence or willful act of customer, an allowance at the minimum rate for the telephone facilities and class of service in effect at the time of the interruption shall be made for the time such interruption continues after notice and demand to the Company. No other liability shall in any case attach to the Company.

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2. GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.8 Listings

- A. The Company's liability arising from errors or omissions in directory listings (other than charged listings) shall be limited to the amount of actual impairment to the customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service for network access lines and telephones, branch exchange telephones, network access trunks and switching equipment or mobile telephone service affected during the period covered by the directory in which the error or omission occurs.
- B. In cases of charged directory listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listing or listings involved during the period covered by the directory in which the error or omission occurs.
- C. In accepting listings as prescribed by applicants or subscribers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising by the subscribers or others as a result of listings published in its directories.

2.5.9 Defacement of Premises

No liability shall attach to the Company by reason of any defacement or damage to customers' premises resulting from the existence of the Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.

SECTION 3

LOCAL EXCHANGE SERVICES

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3. LOCAL EXCHANGE SERVICES

3.1 SERVICE AREAS

3.1.1 General

- A. The Company is certified to provide local exchange services in West Virginia.
- B. The Company will provide local service throughout the State of West Virginia in areas currently served by the following Incumbent Local Exchange Companies:
 - Frontier West Virginia Inc.
 - Citizens Telecommunications Company of West Virginia, d/b/a Frontier Communications of West Virginia
- C. The boundaries and description of Exchange Areas are described in the Incumbent local exchange Carrier's Tariff for each individual exchange and by maps on file at the West Virginia Public Service Commission.
- D. All systems (PBX or multifunctional) that permit access to outgoing central office lines through dial access, or systems that maintain within their operating capabilities features that permit dial access, will be billed the PBX trunk rate.
- E. All subscribers will be permitted to connect customer premises equipment (CPE) to the telephone network. Such connection must be made through standard jacks or equivalent in a manner to allow for easy and immediate disconnection from the telephone network. Upon request, customers must provide notice to the Company of the particular lines to which such connection is made. The customer may also be requested to provide the Company the FCC registration number and the ringer equivalence number of such CPE equipment.
- F. The Company will be responsible for advising the customer, upon request, of the technical parameters that exist in connecting customer premises equipment (CPE) to the telephone network. The Company will also provide the specific ringer equivalence requirements to the customer if his equipment is not compatible to the network. Subscribers will be responsible for any necessary modifications required to their connections. The connection and use of customer-provided equipment is subject to the same guidelines and conditions as set forth in Section 15 of this Tariff.
- G. The non-usage-sensitive monthly local exchange rates specified are payable in advance. They entitle the subscriber in any given exchange to unlimited calling, without additional charge, within that exchange and to certain additional exchanges specified for extended area service, except in exchanges where the Optional Local Calling Plan and the Extended Area Calling Plan are available.

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ISSUED: January 29, 2020

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3. LOCAL EXCHANGE SERVICES

3.2 EXCHANGE RATE SCHEDULE

Monthly Local Exchange Service Rates BUSINESS			Termination Charge**	
	Rate	USOC	Per Line	USOC
Single Line Unlimited				
No Term/Monthly	\$80.50	5CBUL	NA	NA
1 Year Term	\$71.50	5B1YT	\$9.00	51YET
3 Year Term	\$69.50	5B3YT	\$11.00	53YET
5 Year Term	\$67.50	5B5YT	\$13.00	55YET
Single Line Measured per minute * (a)				
No Term/Monthly	\$54.50	5CBM	NA	NA
1 Year Term	\$53.50	5BM1T	\$9.00	51YET
3 Year Term	\$52.50	5BM3T	\$11.00	53YET
5 Year Term	\$50.50	5BM5T	\$13.00	55YET
Single Line Measured per message * (b)				
No Term/Monthly	\$54.50	5CBM	NA	NA
1 Year Term	\$53.50	5BM1T	\$9.00	51YET
3 Year Term	\$52.50	5BM3T	\$11.00	53YET
5 Year Term	\$50.50	5BM5T	\$13.00	55YET
PBX 2-Way DID/DOD Trunk Unlimited	\$82.50	5CPBX	NA	NA
PBX 2-Way DID/DOD Trunk Measured*(a,b)	\$46.50	5CPXM	NA	NA
Centrex Unlimited	\$82.50	5CCEN	NA	NA
Pay Phone Unlimited	\$53.50	5CPAY	NA	NA

- * (a) Originating calls within the local calling area are charged at \$0.02 per minute
- * (b) Originating calls within the local calling area are charged at \$0.09 per message

** This is a one-time charge applied to any line terminated prior to the end of the term. The fee is calculated by multiplying the number of months the customer has been in service by the applicable fee by the number of lines.

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3. LOCAL EXCHANGE SERVICES

3.3 DIRECTORY ASSISTANCE SERVICE

3.3.1 General

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

3.3.2 Regulations

- A. The rates set for the following apply when customers request Company assistance in determining telephone numbers of customers who are located in the same local service area or who are not located in the same local service area but who are located within the LATA.
- B. A Customer is allowed three Directory Assistance Service calls per dial tone line each month.
- C. Call allowances are not transferable between separate accounts of the same customer.
- D. Charges for Directory Assistance are not applicable to calls to the Directory Assistance Service attendant from telephones where the customer, and in the case of residence service where the customer or a member of the customer's household, has been affirmed in writing as unable to use a Telephone Company provided directory because of a visual or physical handicap.

3.3.3 Rates

Directory Assistance Calls

- A. Customer Dialed, per call* .. \$0.75
- B. Operator Dialed, per call* 2.00

* Maximum of two requested telephone numbers per call.

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3. LOCAL EXCHANGE SERVICES

3.4 OPERATOR SERVICES

3.4.1 Local Operator Services

- A. Operator assisted local calls are calls placed within the customer's local service area through an operator.
- B. Local message charges for calls placed through an operator will be charged the same as for local calls dialed direct by the customer.
- C. Operator Assistance charges do not apply for the following calls:
 - calls to listed official public emergency agencies
 - calls to official Company numbers
 - calls from persons experiencing dialing difficulty
 - calls from persons who are visually and/or physically disabled
- D. Rates - the following charges are in addition to any charges for local messages as specified in this Tariff. Rates apply in addition to toll charges.

Charge, per call

Operator Dialed Calling Card	\$0.60
Operator Completed	\$0.75
Billed to Third Number	\$0.75
Collect	\$0.75
Person to Person	\$1.50

SECTION 3A

EXPANDED LOCAL CALLING PLANS

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3A. EXPANDED LOCAL CALLING PLANS

3A.1 GENERAL

The Company will provide Expanded Local Calling Plans for calling on a 7-digit dialing basis to specified exchanges located outside of the customer's Local Calling Area shown in Section 3A.2.2 following. Calls to Expanded Local Calling exchanges are rated on a usage basis.

3A.2 COMMUNITY CONNECTIONS

3A.2.1 General

- A. Community Connections is an Expanded Local Calling Plan that provides 7-digit calling.
- B. Charges for calls to the Community Connections calling areas are per minute charges and partial minutes are rounded to the next minute.
- C. Community Connections calls does not apply toward any local service usage allowances.
- D. Community Connections plan is applied on a per line basis.
- E. The monthly flat rates for Local Exchange Service shown in Section 3.2 provide unlimited calling to the Local Calling Areas and measured calling with usage charges to Community Connections calling areas.
- F. Directory Assistance charges as shown in other sections of this tariff are applicable under Community Connections.

3A.2.2 Exchanges with Community Connections

<u>Exchange</u>	<u>Community Connections Calling Area</u>
Charleston	WV: Huntington, Barboursville, Kenova, Prichard, Union Ridge, Wayne, Branchland, East Lynn, Hamlin, Milton OH: Burlington, Chesapeake, Proctorville
Huntington	WV: Charleston, Dunbar, Kanawha City, South Charleston, Belle, Elkview, Alum Creek, Brushton, Cross Lanes, East Bank, Nitro, Pocatalico, Sissonville, St. Albans, Clendenin, Dutch Ridge, Griffithsville, Hurricane, Montgomery, Scott Depot, Seth, Winfield

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3A. EXPANDED LOCAL CALLING PLANS

3A.2 COMMUNITY CONNECTIONS (continued)

3A.2.3 Usage Rates

Community Connections provides calling to the areas in 3A.2.2 for the per minute usage rates shown below. With this plan, customers pay only the Local Exchange Service monthly rates shown in Section 3.2 (no additional monthly charges are applied).

A. Per minute rates:

Rates (per minute)

Residence Lines	N/A
Business Lines	\$0.06

SECTION 4

SERVICE CHARGES

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4. SERVICE CHARGES

4.1 GENERAL

Service Charges are those charges associated with work performed by the Company in connection with the provision of service for a customer.

4.2 APPLICATION OF CHARGES

4.2.1 Service Ordering Charge

- A. One Service Ordering Charge is applicable for work performed to comply with a customer's request for new connections, To and From orders, inside moves or changes in telephone service or restoral of service after disconnection.
- B. The term "per order" means all work or service requested at the same time by the customer, and is performed or provided on the same premises.
- C. One Service Ordering Charge is applicable for each special circuit between points on separate premises. Multiple channels between the same point, or multi-point channels, or extensions on mileage channels requested at the same time are included under the same Service Ordering Charge.
- D. Unless otherwise specified, the appropriate Service Ordering Charge is applicable for a customer request for service and is in addition to any Non-Recurring Charge (NRC) which may apply.
- E. A Change of Record Order Charge will apply for each request for inside wire maintenance work from residential and single line business customers who have not subscribed to the Inside Wire Maintenance Plan.

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4. SERVICE CHARGES

4.2 APPLICATION OF CHARGES (continued)

4.2.2 Line Connection Charges

A. Line Connection Charges are applicable but not limited to connecting, restoring or changing the following services:

1. Main line services, including individual lines
2. PBX trunks, manual or dial
3. Centrex lines and trunks
4. Channel services
5. Key system trunks

In addition to the services listed, line connection charges are applicable to other services as specified in this Tariff.

Note: One line connection charge applies for connecting each line between the appropriate cable terminals serving different premises in the same building.

B. A line connection charge is applicable per line for telephone number changes made at the customer's request.

C. Line Connection Charges apply each time service is established at a location except for the following:

1. When service is assumed prior to disconnection and no outstanding balance/charges are due, and,
2. When there is only a change in account name/responsibility.

4.2.3 Premises Visit Charge

A. A Premises Visit Charge applies per account for each visit to a customer's premises to perform work requested by the customer.

B. However, when a Company employee is on the customer's premises for the purpose of repair, maintenance or changes in class or grade of service necessitating a premises visit, or where the visit is initiated by the Company, no Premises Visit Charges apply.

C. No Premises Visit Charge will apply for visits when the customer requests installation of a Network Interface Device.

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4. SERVICE CHARGES

4.2 APPLICATION OF CHARGES (continued)

4.2.4 Payment of Charges

If the total of all applicable service charges associated with a customer request exceeds \$25.00, the Company may allow the payment to be made in three (3) equal monthly payments; however, the Company shall have the discretion to allow payment of service charges over a longer time period if necessary to avoid undue hardship on a customer.

4.3 SCHEDULE OF CHARGES

A. Service Ordering Charge

	<u>Residence</u>	<u>Business</u>	<u>USOC</u>
Install or "To and From," Order Charge	N/A	\$20.00	5SOI
Change of Record, Order Charge	N/A	\$10.00	5SOC
Line Connection Charge	N/A	\$20.00	5LC
Premises Visit Charge	N/A	\$10.00	5PV

4.4 TERMINATION CHARGE

- A. A termination charge is determined by applying to the basic termination charge the percentage of the unexpired portion of the initial service period relative to the full initial service period. The basic termination charge and the initial service period are indicated in the section of this Tariff covering the service items to which they apply. The initial service period is shown in brackets following the amount of the basic termination charge.
- B. When a subscriber cancels an order for service carrying a basic termination charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal; the termination charge in this event will not exceed the basic termination charge.

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4. SERVICE CHARGES

4.5 SERVICE CHARGES DO NOT APPLY TO:

- Service reestablished after destruction of the customer's premises by Act of God or a public enemy, whether at the same or another location. Regular Service Charges apply to service reestablished in the old location after disconnection of service or after its establishment at another location under the above conditions.
- Inside moves or changes required for the proper maintenance of service.
- Inside moves or changes made at the initiation of the Company for service reasons.
- Changes from rotary dial to touch calling service and touch calling service to rotary dial.
- The establishment and discontinuance of custom calling service.

4.6 RESTORAL OF SERVICE

In the event service is suspended for non-payment, service will be restored upon payment of charges due or at the discretion of the Company. Service Ordering Charges and Line Connection Charges apply.

When at the request of a customer, service is temporarily suspended, a Service Ordering Charge and Line Connection Charge will apply for the restoral of that service.

4.7 RETURN CHECK CHARGE

A service charge applies when a check issued for deposit or payment is returned by the bank unpaid, as follows:

	<u>Rate</u>	<u>USOC</u>
Service charge per occasion, Residence	N/A	N/A
Service charge per occasion, Business	\$15.00	5RTCK

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4. SERVICE CHARGES

4.8 NETWORK INTERFACE DEVICES

4.8.1 General

All new wiring connected to the Company network for single or two-line customers must be connected through a company provided network interface device (NID). This device must readily permit the connection and disconnection of Customer Premises Wiring (CPW) for testing purposes, to and from the Company network using an industry registered jack, of a type provided for in FCC Regulations Part 68.

4.8.2 Station Equipment

A. The Network Interface Device (NID) permits access to the Company's network. All wiring on the customer's premises that is connected to the Company's network shall connect to the network through the Company-provided NID. Any necessary maintenance, repair or upgrade work to the NID shall be the responsibility of only the Company. The Company will make the decision whether to place the NID inside or outside the customer premises. In the event the customer requests that the NID be placed in a location other than the location selected by the Company, any additional cost to the Company will be charged to the customer. Additionally, the customer shall be responsible for premises wiring, which is not provided by the Company, that is connected to the NID.

Where a NID exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premises), a maintenance charge is applicable as shown in Section 4.7. In the event there is no NID and/or the Company is unable to test for a dial tone, then no maintenance charge will be assessed.

B. Terminal equipment on the Customer's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer. The Customer is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.

SECTION 5

SPECIAL ARRANGEMENTS

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5. SPECIAL ARRANGEMENTS

5.1 CONTRACTS

- A. The Company may offer customized service packages under special arrangements on a case-by-case basis. Service offered under this tariff provision will be provided to customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the tariff.

5.2 PROMOTIONAL OFFERINGS

- A. The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. No individual promotional offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.
- B. At the Company's option, a letter outlining the promotion may be filed with the Commission Staff in lieu of filing language in the tariff.

5.3 CONSTRUCTION CHARGES

5.3.1 GENERAL

- A. Construction charges are applicable to customers under certain conditions for extending, establishing or rearranging telephone service when plant facilities are not available or when constructing the necessary facilities involves extensive costs. Construction charges do not apply to reinforcing or adding capacity to existing facilities.
- B. Construction charges are in addition to the rate for the class of service furnished and for any service charge, installation charge, nonrecurring charge, mileage charge or other similar charges that apply. When more than one section of this tariff applies, all charges are applicable.
- C. Ownership of all facilities, provided wholly or partly through construction charges applied under this tariff, shall be vested in the Company unless otherwise provided for in this Section. The responsibility for maintenance of such construction shall remain with the Company.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.2 DEFINITIONS

- A. Actual Costs
Those costs recorded by the Company during construction.
- B. Aerial
Construction where cable or wires are supported above ground.
- C. Allowance
That portion of facilities which is provided to the customer without charge.
- D. Base Rate Area
See Definition of Terms.
- E. Buried
Construction where cable or wires are placed directly into the ground.
- F. Conduit
Any dedicated passageway which provides protection for the cable or wires.
- G. Cost
The word "cost" when used in this Section means those expenses incurred by the Company associated with the construction that will be recovered from the customer through the construction charges. Generally, cost will include such items as loaded labor, engineering, materials, supervision and other overhead expenses. Cost will also include such items as obtaining and recording right-of-way, securing permits, payments to contractors, tree trimming, etc.
- H. Distribution Facilities
Those cables or wires (other than drop-wire) intended to serve customers in a given geographical area.
- I. Drop Wire
The wire or wires which connect the customer premises with the distribution facility.
- J. Estimated Costs
Those costs anticipated by the Company using their normal procedure for determining such costs.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.2 DEFINITIONS (continued)

- K. Network Interface Device
An apparatus that is located at the point of demarcation between inside wire and Company distribution facilities.
- L. Normal Construction
The type of construction which the Company would provide for the area and quantity and class of service involved if the decision rested solely with the Company.
- M. Permanent Service
Will be considered as providing continuous communications service for a period exceeding three years.
- N. Point of Connection
A predetermined point where the Company's facilities stop and the customer provided facilities start. In most instances this will be the station protector (or network interface device, if installed), but could include any predetermined point (i.e., pedestal, terminal, etc.).
- O. Pole
Includes the anchors, braces, guys, stubs and other fixtures required to support the poles.
- P. Private Property
Land owned by individuals or nonpublic entities.
- Q. Public Roads
Roads owned or maintained by State or Federal bodies or political subdivisions or municipalities and which provide right-of-way for telephone facilities.
- R. Special Construction
The type of construction other than that usually provided by the Company for the area and quantity and class of service furnished.
- S. Service and Entrance Facilities
The reusable means provided for entrance into a structure on the customer's premises which includes, but is not limited to, poles, conduit, manholes and trenches.
- T. Supporting Structure
The facility used to hold or house the cable or wire. It is normally a pole line, trench, or conduit.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.2 DEFINITIONS (continued)

- U. Temporary Construction
Construction required for service where disconnection is anticipated prior to three years from the in-service date, and there is no immediate potential for reuse within six months.
- V. Underground
Construction where conduit is placed below ground for cable or wires.

5.3.3 CONDITIONS FOR CHARGES

- A. Construction charges stated in the following are not applicable when in the Company's judgment it can be demonstrated that the revenue to be received or the immediate prospect of securing sufficient additional revenue, or both, to justify the necessary investment.

- B. Customer-Provided Construction

If the customer desires to provide construction in lieu of Company provided construction, the following guidelines will apply:

1. When a charge is applicable for construction on either a public road or on private property, the customer may undertake such construction in whole or in part, in lieu of the construction charges which apply. In all cases of construction by the customer, the material furnished and the method of construction are subject to the approval of the Company, no charge applying for the Company's supervision.
2. When an allowance would normally be applicable (See Section 5.3.3D following) and the customer elects to provide the construction, the customer is entitled to the same allowance as if the Company provided the construction.
3. Any poles, conduit, underground or buried construction or other plant provided by the Company at the expense of the customer, on either a public road or on private property, shall not be used by the customer for any purpose other than service furnished by the Company, except upon approval of the Company.
4. When construction is provided by the customer, any poles, cable, conduit, buried or underground construction, etc., necessary to furnish service shall be maintained and replaced at the expense of the customer and shall remain the property of the customer.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.3 CONDITIONS FOR CHARGES (continued)

5. The point of connection (i.e., network interface device, protector, box, etc.) will be specified and furnished by the Company.
- C. Construction charges apply when one or more of the following conditions are present, and whenever more than one of such conditions is present, the charge for each condition applies.
- D. Normal Construction for Permanent Service outside the Base Rate Area.
 1. Construction charges will apply only for the supporting structure. The wire or facility carrying central office circuits will be furnished by the Company at no charge.
 2. When construction is for permanent service, the customer will be required to bear the costs of construction as stated in Section 5.3.4 following under the following conditions:
 - a. The Company will construct at no charge the first 1,000 route feet of normal construction on private property for each customer requesting permanent service.
 - b. The Company will construct at no charge the first 2,000 route feet of normal construction along public roads for each customer requesting permanent service.
 3. When a customer is located so that is necessary to use private right-of-way to furnish service, the customer will be required to pay the entire cost involved in securing and clearing such right-of-way.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.3 CONDITIONS FOR CHARGES (continued)

E. Special Construction

1. When the customer requests the Company to provide construction, either on a public road or on private property, which is other than that normally provided for the area and quantity and class of service furnished, the customer or other party requiring such special construction is required to pay the difference between the estimated cost of normal construction and the cost of the type of construction provided. Such special construction includes but is not limited to:
 - a. Routing facilities different from that which the Company would normally utilize.
 - b. Buried or underground construction where aerial construction would normally be provided.
 - c. Greater quantity or a different type of facility than that which the Company would otherwise construct in order to fulfill the customer's requirements for service.
 - d. Expediting constructing facilities at greater expense than would otherwise be incurred.
 - e. Submarine Cable.
 - f. Fire Retardant Cable.
 - g. Changing the transmission characteristics from Company design (e.g., deloading or loading, 4-wire in lieu of 2-wire, etc.)
 - h. Locating the network interface device at a point other than that which the Company would normally use.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.3 CONDITIONS FOR CHARGES (continued)

F. Temporary Construction

When construction is required for temporary service (less than three years), the customer is required to bear the costs of such construction plus the estimated cost of removal minus the estimated net salvage.

G. Service Entrance Facilities

1. It is the responsibility of the customer to provide a reusable means of entrance into a building or structure which is satisfactory to the Company.
2. If the customer desires the Company to provide a satisfactory reusable means of entry into a structure, the customer will be required to bear the associated costs.
3. If the customer desires the Company to rearrange the entrance facilities into a structure, the customer will be required to bear the costs of such rearrangements.

H. Relocations and Rearrangements

1. If the customer desires the Company to relocate or rearrange its facilities, drop wire, poles, etc., the customer will be required to bear the associated costs. However, this condition shall not preempt any conflicting right-of-way agreements that provide for relocation at the Company's expense.
2. When a political subdivision of the State, or any agency thereof, requires by ordinance, franchise provision, administrative ruling or otherwise that existing aerial facilities be relocated underground, or the transfer of existing overhead service from the front to the rear of property, the entire cost incurred by the Company properly attributable to such relocation, after deducting therefrom any reimbursements received, any increase in value of the new facility and any salvage value derived from the old facility, will be charged pro rata to the exchange customers receiving service within the political subdivision.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.3 CONDITIONS FOR CHARGES (continued)

I. Construction for Real Estate Subdivisions

1. Where builders or developers require advance construction of facilities for the anticipated use of others, a guaranty or payment bond satisfactory to the Company to cover the cost of such construction may be required before work is started.
2. It will be the responsibility of the developer or contractor to provide, at no charge to the Company, a dedicated easement for the placement of telephone facilities serving the customer therein. The easement must provide access to each building lot and allow access for maintenance.

J. Construction for Political Subdivision

When a political subdivision of the State, or any agency thereof, required by ordinance, franchise, provision, administrative ruling or otherwise, the location, construction and maintenance for overhead service at the rear of property or underground service be required, which is other than normally provided for the area, the additional cost incurred by the Company properly attributable to such location, construction and maintenance, will after deducting therefrom any reimbursements received, be charged pro rata to the exchange customers receiving service within the political subdivision.

5.3.4 APPLICATION OF CHARGES – NORMAL CONSTRUCTION

A. When a construction charge applies for normal construction, it will be calculated as follows:

1. The total footage on private property less an allowance of 1000 feet per customer will be multiplied times the applicable rate in 5.3.4B following. That amount will be divided by the total number of customers requesting service. The resulting charge will be billed each customer.
2. The total footage along public roads less an allowance of 2000 feet per customer will be multiplied by the applicable rate in 5.3.4B following. That amount will be divided by the total number of customers requesting service. The resulting charge will be billed each customer.
3. If both components as described in 1 and 2 preceding apply to a customer requesting normal construction, the sum of two components will be billed to the customer.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.4 APPLICATION OF CHARGES – NORMAL CONSTRUCTION (continued)

- B. When construction charges apply for normal construction, the following rate will be used:
1. The charge is cost per foot in excess of the allowance.
 2. The points of measurement for the route distance shall be from the Company's closest existing distribution facilities to the point of connection with the customer provided facilities.

5.3.5 APPLICATION OF CHARGES – SPECIAL AND TEMPORARY CONSTRUCTION

- A. When it has been determined by the Company that special construction charges are applicable, the charges shall be in accordance with the following:
1. When a customer is required to pay construction charges prior to commencing construction, the charges will be the Company's estimated construction costs.
 2. After the construction is completed, the Company will, at the customer's option, render a final billing in accordance with actual costs.
 - a. If the actual costs underrun the estimated costs paid by the customer by more than \$50, a refund without interest for the difference will be made to the customer.
 - b. If the actual costs exceed the estimated costs paid by the customer and there were no customer changes made subsequent to quoting charges, the customer shall not be required to pay for additional costs.
 - c. In those cases where the customer desires changes after construction has commenced, the customer will be billed total actual costs for the total project.
 - d. The minimum construction charge assessed will be \$50.00.
 3. When special construction is required by the customer in lieu of normal construction, the customer will be required to pay the estimated costs of the special construction less the estimated costs of normal construction. The final billing of actual costs will be rendered in accordance with 5.3.4.A2.

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5. SPECIAL ARRANGEMENTS

5.3 CONSTRUCTION CHARGES (continued)

5.3.6 CONSTRUCTION CHARGES

Construction charges shall, at the option of the Company, be paid prior to commencing construction after notification by the Company that such charges apply. If the customer desires, the charges may be paid in equal monthly payments over a mutually agreed upon period of time. A written agreement will be signed by the customer.

5.3.7 REFUND

When the construction for which the Company has received a construction charge is utilized by the Company for the purpose of serving additional customers within a period of three (3) years from the date it was placed in service, refunds, without interest, will be made to those customers who have paid such charges, provided they are still served by such construction. The refund will be based on the difference between the construction charge actually paid by that customer and the construction charge which would have been paid if all customers served through that construction within the three (3) year period had been connected at the time of the original construction. The Company is responsible for notifying the customer of the refund. When the constructed facilities are used within a period of three years for supporting local or long distance facilities connecting central offices, the total amount of cash construction charges paid by the customers will be refunded without interest.

5.3.8 TERMINATION CHARGE

When the construction is provided by the Company and the construction charge paid by the customer does not fully cover the Company's actual costs, the customer is liable for the difference should service be discontinued within 10 years. This liability will be prorated based on the number of years service is continued, and will be reduced 10% per year. A written agreement will be signed by the customer. If the facilities are reused, a termination charge will not apply.

If there is more than one physical route or method available to provide service to a customer, the customer will be charged the least costly construction charge of all feasible routes or methods, regardless of the actual route or method the Company elects to use.

SECTION 6

DIRECTORY LISTINGS

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6. DIRECTORY LISTINGS

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6. DIRECTORY LISTINGS

6.1 GENERAL

- A. The rates and regulations for directory listings in this Section apply only in connection with primary and additional listings in the alphabetical section of the telephone directory and/or listings in the information directory.
- B. The alphabetical list of names of customers is designed solely for the purpose of identifying customers and those entitled to use the customer's service as an aid to the use of the telephone system and special prominence or arrangement of names is not contemplated.
- C. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby.
- D. Listings must conform to the Company's specifications with respect to its directories.
- E. One listing without charge and additional listings are regularly provided only in connection with the following classes of service: business and residence individual and private branch exchange service and hotel service. When two or more lines are arranged in sequence, only the first or primary line will be listed.

6.2 DUAL NAME LISTINGS – RESIDENCE

- A. A residence dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names.
- B. Dual name listing may be provided as the primary listing at no recurring charge for the addition of the second name of the listing.
- C. Dual name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.

6.3 REGULAR ADDITIONAL LISTINGS

- A. In connection with business and residence service, regular additional listings are available only in the names of those persons having the right to use the customer's service as specified in Section 2.2.1 of this Telecommunications Services Tariff. In connection with hotel service, regular additional listings are available only to the customer-agent or his employees except that in connection with service at hotels and boarding houses, listings of permanent season guests may be arranged by the management.

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6. DIRECTORY LISTINGS

6.3 REGULAR ADDITIONAL LISTINGS (continued)

B. Regular additional listings are provided at the following:

		Monthly Rate		
		<u>Residence</u>	<u>Business</u>	<u>USOC</u>
1.	Normal Listing	N/A	\$0.89	5DIRL
2.	Foreign Listing	N/A	\$1.50	5DIRF

6.4 NON-PUBLISHED SERVICE

Upon request, a customer may have his name omitted from the directory but included on information records (non-listed) or omitted from both the directory and information records (non-published). Such arrangements are discouraged because of their effect on incoming calls, but they will be accepted subject to the following rates and conditions:

- A. Non-published, non-listed service will be furnished at a monthly charge plus the applicable service charge for establishing the service.
- B. The applicable service charge will be made each time a non-listed, non-published, telephone number is changed to another number to be either non-listed or non-published.
- C. No charge will be made to change a non-listed or non-published number to a listed number.
- D. Calls to subscribers with non-published numbers will be initiated by the Company only when the number is given by the calling party. The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
- E. When non-published service is provided, the Company will not disclose the subscriber's telephone number to any person except as follows:
 - 1. When presented a court order by duly authorized representatives of law enforcement agencies.
 - 2. To the Company's own employees who are required to know the number in the conduct of its business.
- F. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be disclosed inadvertently.

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6. DIRECTORY LISTINGS

6.4 NON-PUBLISHED SERVICE (continued)

G. The following customers and/or service will not be subject to the monthly charge and non-recurring charge.

1. Business or residence subscribers who have their primary telephone number published in the Company's directories and have other telephone numbers, associated with the same business or residence, deleted from the Company's directories.
2. Foreign Exchange Service where the subscriber is also furnished exchange service from the normal central office.

H. Rates:	<u>Monthly Rate</u>	<u>USOC</u>
Non-Listed Service	\$1.49	5DIRN
Non-Published Service	\$2.38	5DIRP

6.5 CUSTOMIZED NUMBER SERVICE

6.5.1 General

- A. Subscribers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the subscriber are available, the Company may assign the number or numbers to the subscriber.
- B. The Company reserves and retains the right:
 1. To discontinue, change or reassign telephone numbers in any exchange area wherever it is necessary or appropriate in the conduct of business, or in accordance with the rules and procedures of the Company.
 2. To reject or refuse any request for specific telephone numbers for any reason including, but not limited to, numbers that may, in the Company's opinion, be offensive.
 3. Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any subscriber to another, except as otherwise provided in this tariff.

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6. DIRECTORY LISTINGS

6.5 CUSTOMIZED NUMBER SERVICE (continued)

- C. The Company shall not be liable to any subscriber for direct, indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another subscriber whether prior or after establishment of service. In any case the Company shall not be liable to any subscriber for an amount greater than the subscriber has paid to the Company for the Customized Number Service.

6.5.2 Application of Charges

- A. The Customized Number Service Charge applies whenever a subscriber:
1. Requests a telephone number other than the next available number from the assignment control list.
 2. Requests a number change from the present number to a customized telephone number.
- B. Subscribers who request telephone numbers they formerly used for residential or business service will not incur the Customized Number Service Charge if the telephone number requested is available for assignment and is listed in the present local directory under the same name as the new application.

6.5.3 Charges

- A. The following charge applies for Customized Number Service in addition to the appropriate Service Charge as described in Section 4 of this Tariff and to all other rates and charges applicable to the associated telephone service.

	<u>Nonrecurring Charge</u>		
	<u>Residence</u>	<u>Business</u>	<u>USOC</u>
Each Customized Telephone Number Requested and placed in service	N/A	\$40.00	5DIRC

SECTION 7

CUSTOM CALLING FEATURES

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7. CUSTOM CALLING FEATURES

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7. CUSTOM CALLING FEATURES

7.1 GENERAL

Custom Calling Services consist of optional service features for use in connection with a customer's local exchange service.

7.2 REGULATIONS

- A. Custom Calling Services may be associated with residential and business individual line service.
- B. Custom Calling Services require special facilities and will be provided only where such facilities are available.
- C. The Company reserves the right to offer a promotional period of up to 30 days for a customer to assess the effectiveness of a Custom Calling Service feature requested by the customer. If during the promotional period the customer requests the feature or features be disconnected, neither the applicable monthly rate nor any other applicable charges will apply. If the customer retains any of the features beyond the 30-day promotional period, the monthly rates for the feature or features retained will apply from the end date of the promotional period.

7.3 FEATURE DESCRIPTIONS

- A. The following Customer Calling Services are available at rates shown in Section 7.4.

- 1. Call Forwarding

- Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local (where applicable) and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

- 2. Call Waiting

- Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversation between parties.

- 3. Extension Intercom

- Extension Intercom is an arrangement whereby a customer may make another telephone on his line ring.

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7. CUSTOM CALLING FEATURES

7.3 FEATURE DESCRIPTIONS (continued)

4. Enhanced Call Forwarding

- a. Call Forwarding – Busy enables the Company to forward a call to a predetermined directory number (DN), which activates when the called party's line is busy. If the customer requests a change in the DN to which the call is forwarded, a service order change charge will apply.
- b. Call Forwarding – Don't Answer enables the Company to assign this option to a line or hunt group by programming a predetermined DN, which activates when a call is unanswered. The Company on an office-wide basis establishes the number of ringing cycles before the call is transferred. If the customer requests a change in the DN to which the call is forwarded, a service order change charge will apply.
- c. Call Forwarding – Busy and Don't Answer This service is a discounted billing arrangement that allows customers to select both Call Forwarding-Busy and Call Forwarding-Don't Answer into one package. These features are described in Sections 7.3.4a and 7.3.4b.

5. Speed Calling

Speed Calling is an arrangement that provides for the calling of a local or long distance telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or a thirty-code capacity, but not both on the same line.

6. Three-Way Calling

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

6A. Three-Way Call Transfer

Three-Way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

7. Toll Denial

This service blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance. This prevents the customer from dialing an operator for all purposes including emergencies, assistance and the placing of toll calls. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages by restriction of access to operator services.

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7. CUSTOM CALLING FEATURES

7.3 FEATURE DESCRIPTIONS (continued)

8. Cancel Call Waiting

Cancel Call Waiting is a feature which allows the customer with Call Waiting to inhibit the operation of Call Waiting for one call. When the customer dials the cancel code, a distinctive dial tone is returned and a call is then placed normally. During this call, Call Waiting Service is inactive so that anyone calling the Call Waiting customer will receive the normal busy treatment, and no Call Waiting tones will interrupt the customer's call.

9. Call Hold

Call Hold allows a station user to put any call in progress on hold by flashing the hookswitch and then dialing a hold code. This frees the line to originate another call. Only one call per station may be held at a time. The held call cannot be added to the other call. Dialing the hold code a second time can retrieve the original connection. If the station user hangs up with a party on hold, the user is automatically rung back and reconnected when answered.

10. Automatic Call Back

The customer subscribing to this service can, after reaching a busy station, hook flash and dial the activation code. When the busy station goes on-hook and the calling station is on-hook, the calling station receives a distinctive ringing pattern. When answered, a call will automatically be completed to the previously busy station.

Automatic Call Back is available on a flat rate or usage sensitive basis. Under the usage sensitive offering, the customer will incur an activation charge regardless of whether the customer chooses to advance or abandon the call. Upon the customer's request, blocking of this feature is available at no charge.

11. Enhanced (Distinctive) Ringing

This allows distinctive ringing to be applied to individual lines in addition to normal ringing by assigning two directory numbers to the same line. A distinctive ring for each number allows the customer to determine which number is being called.

12. Toll Control

This service provides individual line and multi line hunt customers with the capability to control placement of chargeable calls on the basis of the calling line identity and the caller themselves by the "authorized" user dialing a preselected access code.

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7.3 FEATURE DESCRIPTIONS (continued)

13. Rotary Line Break

This service is available to customers with multiple incoming lines or trunks. It provides a customer the ability to decrease the total number of trunks available for incoming calls. Feature activation and deactivation is accomplished by dialing an access and an activation or deactivation code on a trunk member. When requesting service, the customer must specify the number of incoming calls to be allowed after feature activation.

14. Caller ID

This service enables the customer to receive the calling party's directory number, if within a central office base unit, during the ringing cycle and to display the number on customer premises equipment.

15. Call Trace (Customer Originated Trace)

At the request of the customer, for up to 60 days, the Company will activate the call trace feature. This service allows the subscriber receiving an obscene, harassing or threatening call the ability to request an automatic trace of the last call received. The call trace record is recorded on a printer located on the Telephone Company premises. The Telephone Company will provide this information to the appropriate law enforcement agency upon receipt of a valid court summons. This service is billed to the customer per call traced.

16. Selective Call Acceptance

This service allows the subscriber to accept calls only from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive a message that the called number is not accepting calls at this time. Call Acceptance can be turned on and off by the subscriber.

17. Selective Call Rejection

This service allows the subscriber to reject calls from a pre-defined list of up to twelve directory numbers. Callers with directory numbers found in the screening list will receive a message that the called number is not accepting calls at this time. Call Block can be turned on and off by the subscriber.

18. Selective Call Forward

This service allows the subscriber to only forward calls from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive standard ringing or busy indication. Selective Call Forwarding can be turned on and off by the subscriber.

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7. CUSTOM CALLING FEATURES

7.3 FEATURE DESCRIPTIONS (continued)

19. Selective Call Waiting

This service allows the subscriber to provide call waiting indication only from a pre-defined list of up to twelve directory numbers. Callers with directory numbers not found in the screening list will receive busy indication if the line is busy. Selective Call Waiting can be turned on and off by the subscriber.

20. Return Call

This service allows a subscriber to automatically recall the last incoming directory number to their line. This feature is accomplished without knowing the directory number of the last calling party.

Return Call is available on a flat rate or usage sensitive basis. Under the usage sensitive offering, the customer will incur an activation charge regardless of whether the customer chooses to advance or abandon the call. Upon the customer's request, blocking of this feature is available at no charge.

21. Priority Call (Distinctive Ringing/Call Waiting)

This service allows the subscriber to provide a distinctive ringing indication (or distinctive call waiting indication, if applicable) when calls are received from a pre-defined list of up to twelve directory numbers. Priority Call can be turned on and off by the subscriber.

22. Custom Calling Volume Discounts

Volume discounts apply for customers subscribing to two or more custom calling services listed in Section 7.3 with certain exceptions. Excluded from this volume discount plan are Toll Denial, Rotary Line Break, and Call Trace. The specific volume discounts applicable for two or more services will be provided to the customer as a monthly credit. Monthly credits available under the plan are detailed in Section 7.4.

23. Message Waiting

For subscribers utilizing a compatible Voice Message Service, this feature provides a message indication at the subscriber's station that messages are waiting. The message-waiting indicator will be provided in the form of stutter dial tone or as a visual indication dependent upon the type of customer premises equipment used.

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7.3 FEATURE DESCRIPTIONS (continued)

24. Per Call Blocking

Per Call Blocking allows a calling customer to block the display or delivery of his/her directory number on a terminating or called party set which has Caller ID as a purchased feature.

Activation of this feature is affected by dialing an activation code prior to placing a call. When the caller hangs up the feature is deactivated.

Per Call Blocking will be provided subject to availability of facilities and equipment both at the serving central office and customer's premises.

25. Anonymous Call Rejection

Anonymous Call Rejection is an arrangement, available to Caller ID customers and non-Caller ID customers, that allows a called party to reject calls from parties that have activated the per call blocking feature to prevent the display of their telephone numbers to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the per call blocking feature. Customers may activate or deactivate this arrangement by dialing an activation code.

26. Call Waiting with Distinctive Tone and Distinctive Ring

This feature allows Call Waiting customers to determine if an incoming call is long distance by providing either a distinctive tone when the customer is on a call or by providing a distinctive ring when the phone is on the hook. The feature is also offered to non-Call Waiting customers who wish to have a distinctive ring inform them an incoming call is long distance.

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7. CUSTOM CALLING FEATURES

7.3 FEATURE DESCRIPTIONS (continued)

27. Enhanced Caller ID

Enhanced Caller ID is an arrangement which permits a customer with Local Exchange Service (other than Foreign Exchange service) to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Enhanced Caller ID customer from seeing the calling telephone number and name display by activating Per Call Blocking. There is no charge for using Per Call Blocking. When the calling party uses this blocking capability, the Enhanced Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number and name has been suppressed. Enhanced Caller ID customers may redirect incoming calls with Per Call Blocking to an announcement by activating the Anonymous Call Rejection arrangement. Where facilities permit and when requested by a subscriber to Call Waiting, the calling name and number will display when Call Waiting is activated, provided the customer has the proper version of Caller ID display equipment.

28. Call Forwarding – Remote

Call Forwarding – Remote allows customers to activate or deactivate Call Forwarding from a telephone other than the one to which the service is assigned. Customers dial a special number to access the Call Forwarding – Remote service, then listen to instructions before dialing the telephone number that has Call Forwarding – Remote. The customer then dials a Call Forwarding code followed by the new forward-to telephone number. There is no need to travel back to the home or office to change the forward-to number.

29. Call Block

Call Block is an arrangement which prevents future calls from up to twelve pre-specified telephone numbers. Callers from the pre-specified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multi-line hunt group, the call will be blocked only when the main telephone number is included as one of the twelve pre-specified telephone numbers.

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7. CUSTOM CALLING FEATURES

7.3 FEATURE DESCRIPTIONS (continued)

30. Special Business Package

The Special Business Package is a discounted billing arrangement offered to business customers which includes the following specified features: Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Variable, Three-Way Calling, and Call Transfer.

31. Per-Line Blocking

This arrangement blocks the calling number from being displayed to others for every originating call made on a specific line.

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7. CUSTOM CALLING FEATURES

7.4 RATES

A. Monthly Rates, per line:

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC
1.	Call Forwarding	N/A		\$2.00	5CF
2.	Call Waiting	N/A		\$2.25	5CW
3.	Extension Intercom	N/A		\$1.75	5EI
4.	Enhanced Call Forwarding	N/A			
	a. Busy			\$1.85	5CFB
	b. Don't Answer			\$1.85	5CFDA
	c. Busy and Don't Answer			\$2.00	5CFBN
5.	Speed Calling	N/A			
	a. Eight Codes			\$2.00	5SC8
	b. Thirty Codes			\$2.85	5SC30
6.	Three-Way Calling	N/A		\$3.25	53WC
6A.	Three-Way Call Transfer	N/A		\$1.75	53WCT
7.	Toll Denial	N/A		\$2.00	5TD
8.	Cancel Call Waiting	N/A		\$0.00	5CCW
9.	Call Hold	N/A		\$1.75	5CH
10.	Automatic Call Back, per month	N/A		\$1.75	5ACBM
	Automatic Call Back, per activation			\$0.50	5ACBA
11.	Enhanced (Distinctive) Ringing	N/A		\$1.75	5ER
12.	Toll Control	N/A		\$2.25	5TCON
13.	Rotary Line Break	N/A		\$7.50	5RLB
14.	Caller ID	N/A		\$6.95	5CID
15.	Call Trace (Customer Originated Trace)	N/A		\$3.00	5CTT
16.	Selective Call Acceptance	N/A		\$3.25	5SCA
17.	Selective Call Rejection	N/A		\$3.25	5SCR
18.	Selective Call Forward	N/A		\$3.25	5SCF
19.	Selective Call Waiting	N/A		\$3.25	5SCW
20.	Return Call, per month	N/A		\$3.25	5RCM
	Return Call Usage			\$0.75	5RCA
21.	Priority Call (Distinctive Ringing/Call Waiting)	N/A		\$3.25	5PC
22.	Custom Calling Volume Discounts	N/A			
	a. Credit for Two Features			(\$0.25)	5CCD2
	b. Credit for Three Features			(\$0.50)	5CCD3
	c. Credit for Four Features			(\$0.75)	5CCD4
	d. Credit for Five Features			(\$1.00)	5CCD5
	e. Credit for Six Features			(\$1.25)	5CCD6
	f. Credit for Seven Features			(\$1.50)	5CCD7
	g. Credit for Eight Features			(\$1.75)	5CCD8
	h. Credit for Nine or More Features			(\$2.00)	5CCD9

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7. CUSTOM CALLING FEATURES

7.4 RATES (continued)

A. Monthly Rates, per line: (continued)

Feature No.	Features	Residence Rate	USOC	Business Rate	USOC
23.	Message Waiting	N/A			
	a. Stutter Dial Tone Per Line				
	Business (1-39 Lines)			\$1.00	5ST39
	Business (Over 39 Lines)			\$0.50	5ST40
	b. Visual Indication Per Line				
	Business (1-39 Lines)			\$1.00	5V139
	Business (Over 39 Lines)			\$0.50	5V140
24.	Per Call Blocking	N/A		\$0.00	5CBL
25.	Anonymous Call Rejection	N/A			
	a. Caller ID Customers			\$0.00	5ACRC
	b. Non-Caller ID Customers			\$2.75	5ACRN
26.	Call Waiting with Distinctive Tone and Distinctive Ring	N/A		\$1.00	5CWDR
	Non-Call Waiting with Distinctive Ring			\$1.00	5NCWR
27.	Enhanced Caller ID	N/A		\$7.95	5CNAM
28.	Call Forwarding – Remote	N/A		\$1.00*	5CFR
	* Rate is in addition to Caller ID rate				
29.	Call Block	N/A		\$3.25	5CBLK
30.	Special Business Package, includes Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Variable, Three-Way Calling, Call Transfer	N/A		\$2.00	5SPKG
31.	Per-Line Blocking	N/A		\$2.00	5PLBK

SECTION 8

MISCELLANEOUS SERVICE ARRANGEMENTS

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 TOUCH CALLING SERVICE

8.1.1 General

- A. Touch Calling Service provides for the origination of telephone calls through the use of push buttons in lieu of a rotary dial.
- B. Touch Calling Service is provided, at no additional charge, on all lines capable of use for outgoing calls.

8.2 REMOTE CALL FORWARDING

8.2.1 General

- A. Remote Call Forwarding (RCF) is a network service that uses a telephone number and electronic central office facilities to forward automatically all calls dialed to the RCF telephone number to the customer's telephone number in another exchange (Terminating Telephone Number). This offering is equivalent to automated Enterprise Service.
- B. Remote Call Forwarding is offered subject to the availability of suitable facilities.
- C. A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.
- D. Remote Call Forwarding may be associated with PBX or Centrex Service and with individual line service.
- E. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers in order to handle calls adequately without interfering or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required, the customer will be responsible for subscribing to these additional arrangements or numbers. In the event the customer refuses to subscribe to these additional arrangements or numbers, the customer's Remote Call Forwarding service shall be subject to termination.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 REMOTE CALL FORWARDING (continued)

8.2.1 General (continued)

- F. Where additional terminating telephone numbers are requested by the customer or required by the Company for association with the same RCF number, the additional numbers must be of the same class and grade of service and on the same premises as the first terminating telephone number.
- G. Remote Call Forwarding is not represented as satisfactory for data transmission.
- H. Call Forwarding service is not offered for use with a Remote Call Forwarding terminating station.
- I. The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
- J. The classification of residence or business service for Remote Call Forwarding arrangements is determined by the class of service of the terminating telephone number.
- K. Charges for calls from originating stations to a RCF telephone number are the responsibility of the originating station, unless the calls are accepted as collect at the terminating telephone number. Charges as shown in Section 8.2.2 for the forwarding of calls from the RCF number to the terminating telephone number, are the responsibility of the Remote Call Forwarding customer.
- L. For any collect calls placed to the RCF number, charges as shown in Section 8.2.2 for calls forwarded to the terminating telephone number, apply regardless of whether or not these calls are accepted as collect at the terminating telephone number.

8.2.2 Rates

	<u>Monthly</u>	<u>USOC</u>	<u>NRC</u>	<u>USOC</u>	
A. Each arrangement associated with a Remote Call Forwarding Number	\$48.00*	5RCF	\$10.00	5RCFI	(I)

* In addition, for each call forwarded to a terminating telephone number in the local service area of the exchange or zone in which the RCF telephone number is located, charges apply as shown elsewhere in this Tariff for Additional Business or Residence Message Units, as appropriate. For each call forwarded to a terminating telephone number not in the local service area of the exchange or zone in which the RCF telephone number is located, long distance charges apply.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.3 CALL SCREENING SERVICES

8.3.1 General

- A. Outgoing Call Screening – is an optional arrangement where outgoing calls which are routed to a Company operator will be processed only on a bill to third number, collect call or calling card basis as instructed by the calling party. This service is offered only where facilities are available and is limited to those areas served by central offices arranged for this service.
- B. Incoming Call Screening – is an optional arrangement where incoming third number and/or collect calls to a number are restricted and cannot be billed. Incoming Call Screening is available through the Line Information Data Base (LIDB) and does not restrict calls from all areas of the United States. The incoming call must be placed through an operator with access to LIDB in order for screening to take place.
- C. Incoming Call Screening charges do not apply when the service is initiated by the Company as a means of fraud control.

8.3.2 Rates and Charges, Per Line Equipped, Per Month

		<u>Residence</u>	<u>Business</u>	<u>USOC</u>
A.	Outgoing Call Screening	N/A	\$2.00	50CS
B.	Incoming Call Screening - Third Number and Collect	N/A	\$0.00	
C.	Incoming Call Screening – Third Number Only	N/A	\$0.00	
D.	Incoming Call Screening – Collect Only	N/A	\$0.00	

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CENTRAL OFFICE BLOCKING SERVICE

8.4.1 General

- A. Central Office Blocking Service is an offering that allows a customer to restrict selected outgoing calls on each access line or trunk. This offering does not apply to local calls, calls to Company numbers such as repair service, directory assistance and emergency service (911).
- B. Central Office Blocking Service is provided subject to the availability of suitable central office facilities.

8.4.2 Central Office Blocking Service Options

- A. Option #1 – This option allows customer to restrict outgoing calls on the following:
1 + 700, 0 + 700
- B. Option #2 – This option allows customers to restrict outgoing calls on the following:
1 + 900, 0 + 900
- C. Option #3 – This option allows customers to restrict outgoing calls on the following:
1 + 700, 0 + 700
1 + 900, 0 + 900

8.4.3 Rates and Charges

The following rates and charges are for Central Office Blocking Service and are in addition to the applicable service charges, monthly rates and nonrecurring charges for exchange access lines and other associated services or equipment.

A.	<u>Recurring</u>	<u>Monthly Rates</u>		
		<u>Residence</u>	<u>Business</u>	<u>USOC</u>
1.	Option #1	N/A	\$0.00	5BL7
2.	Option #2	N/A	\$0.00	5BL9
3.	Option #3	N/A	\$0.00	5BL79

B. Nonrecurring

Nonrecurring service charges and Service Order charges are not applicable to Central Office Blocking Service options 1, 2 and 3.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.5 DIRECT INWARD DIALING (DID) SERVICE

8.5.1 General

- A. DID service permits incoming dialed calls from the exchange network to reach a specific PBX station line without the attendant's assistance.
- B. The service is provided subject to the availability of facilities, telephone numbers and compatibility of PBX facilities.
- C. Provision of this service includes central office switching equipment necessary for in-dialing from the exchange and long distance network directly to PBX station lines associated with switching equipment located on the customer's premises.
- D. The service must be provided on all lines in a trunk group arranged for inward service.
- E. The minimum contract period for the service is one year. In case of discontinuance or reduction of service within the minimum contract period, a termination charge equal to the DID trunk equipment rate for each full month of service unexpired shall be applied.
- F. The rates shown consider the use of standard company equipment and serving arrangements and are in addition to rates and charges for other services with which it is furnished.
- G. Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- H. The Company shall not be responsible to the customer or authorized user or joint user if changes in any of the facilities, operations or procedures of the Company render the facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of the equipment or system or otherwise affect its use or performance.
- I. Directory listings will be provided in accordance with the regulations of Section 6 of this Tariff for PBX service. DID numbers furnished are not entitled to free directory listings.
- J. Customer provided switching systems must provide for the intercepting of assigned but unused telephone numbers in a manner consistent with Company standards.
- K. The Company will not modify its equipment from the original manufacturer's specifications in order for it to be compatible with customer provided equipment.
- L. Customers are prohibited from sharing DID service since it is provided on a per customer basis only.
- M. Temporary suspension of service as described in Section 2 does not apply to DID service.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.5 DIRECT INWARD DIALING (DID) SERVICE (continued)

8.5.2 Rates and Charges

	<u>Per Month</u>	<u>USOC</u>
A. Each DID Trunk Equipment**	\$10.00*	5DTE
B. Each 20 DID Telephone Numbers	\$10.00	5D20

* In addition to the Basic Local Exchange Trunk Rate

** The customer is required to subscribe to a sufficient number of trunks in the DID trunk group to maintain an incoming Trunk Completion rate of 99 percent.

8.6 DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE

8.6.1 General

- A. Direct Inward-Outward Dialing (DIOD) Service provides the subscriber with a two-way trunk allowing direct inward and outward dialing on the same trunk. DIOD Service does not require separate trunks for outward dialing.
- B. DIOD Service is furnished subject to the availability of facilities, telephone numbers and the compatibility of PBX facilities.
- C. Station billing detail, where outward calling is recorded on a per number basis, is not provided with DIOD trunks. DIOD Service provides outward call billing on a per trunk basis.
- D. DIOD rates are the equivalent of the PBX Trunk rate in the exchange in which the service is provided.
- E. To establish DIOD Service, a DID Trunk Equipment Charge, as shown in Section 8.5.2 of this Tariff, will apply.

8.7 TELECOMMUNICATIONS RELAY SERVICE (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A customer will be able to access the state provider to complete calls.

In accordance with an Order of the Public Service Commission, a monthly surcharge will be assessed the following lines to support this service: each residence line (except Tel-Assistance), each business line, each PBX trunk, each Pay Telephone Network line, and Centrex (one charge for every eight Centrex lines or equivalent).

TRS Surcharge	<u>Per Month</u>	<u>USOC</u>
	\$0.05	5TRS

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.8 PRESUBSCRIPTION CHARGE

After a customer's initial selection of a presubscribed long distance carrier, for any change thereafter, a Presubscription Charge* will apply. Customers who request a change in Intralata and Interlata carriers with the same order will be assessed a single charge per line.

* Reference NECA Tariff F.C.C. No. 5 for Presubscription Charge rate.

8.9 EMERGENCY 911 SERVICES

8.9.1 General

- A. Emergency 911 Services provide customers a means of accessing a Public Safety Answering Point (PSAP) designated by a local government authority or its agent(s). The PSAP is accessed by dialing the telephone number 911.
- B. Local exchange facilities and other features or services provided by the Company for the local government authority's or its agent's use in administering Emergency 911 Services are offered subject to the General Regulations Section of this Tariff and, in particular, the liability of the Company's provisions as specified in that section of the Tariff.
- C. The Company's entire liability to any person for interruption or failure of Emergency 911 Services, whether due to the Company's network facilities, shall be limited to the terms set forth in this section and other sections of this and other applicable Company Tariffs.
- D. Agents of the local government authority for the purpose of administering this Tariff may include, but are not limited to, other local exchange telephone companies acting on behalf of local government authorities.

8.9.2 Provision of Service and Rates

- A. The Company will provide local exchange facilities which interconnect PSAPs or other locations designated by local government authorities or their agent(s) to Company central offices based on the availability, rates, terms, and conditions specified in this Tariff or other applicable Company Tariffs from which facilities may be ordered. These facilities are generally available through Private Line or Special Access Tariffs in which the Company concurs.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.9 EMERGENCY 911 SERVICES (continued)

8.9.2 Provision of Service and Rates (continued)

- B. The Company will provide Automatic Number Identification (ANI) subject to the rates specified in 8.9.2.E. Automatic Number Identification provides for the transmission of the caller's telephone number to the public safety answering point where it may be recorded and/or displayed on the display and transfer unit, or another local telephone company where it is forwarded to the public safety answering point. When Automatic Number Identification is provided by the Company, no separate Private Line or Special Access charges will apply for the Company's facilities which interconnect the Company's central office switch and the public safety answering point, or the Company's share of facilities jointly provided with another local telephone company which interconnect the Company's central office switch and the public safety answering point.
- C. The Company will provide addresses or other available location information to assist local government authorities or their agent(s) in providing Enhanced 911 Service. The frequency and medium in which address or location information is provided will be mutually agreed upon by the Company and the local government authority or its agent(s). The Company cannot guarantee the existence or accuracy of address or location information provided. Address or location information will be provided based on rates and charges developed on an individual case basis by the Company. Such rates and charges will be designed to recover the Company's full reasonable cost of providing said information.
- D. The Company will provide Selective Routing subject to the rates specified in 8.9.2.E. Selective Routing is a feature that routes an Enhanced 911 Service call from a central office to the designated primary public safety answering point based upon the identification number of the calling party.
- E. The following rates will apply for Automatic Number Identification (ANI) and Selective Routing.

	Per Month	USOC
1. ANI, per Local Exch Service Line	\$0.03	5ANI
2. Selective Routing, per Local Exch Service Line	\$0.085	5ASRT
3. Combined ANI and Selective Routing, per Local Exch Service Line	\$0.093	5ACOM

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.9 EMERGENCY 911 SERVICES (continued)

8.9.3 Conditions

- A. This service is offered solely as an aid in routing calls in connection with fire, police, and other emergency services. In the event of service interruption, the Company shall not be liable to any person, corporation, or other entity for any loss or damage. No allowance shall be made if the interruption is due to the negligence or willful act of the local government authority or its agent(s).
- B. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence of the local government authority or its agent(s), a pro rata adjustment of the fixed monthly charges involved may be allowed as covered by the General Regulations Section of this Tariff.
- C. Each end user and local government authority or its agent(s) also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the end user, local government authority, or PSAP, for personal injury or death to any person or persons, or for any loss, damage or destruction of any property, whether owned by the end user, local government authority or others.
- D. The Company's liability for any loss or damage arising from errors, interruptions, defects or failures of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- E. The local government authority and its agent(s) recognizes that addresses, location information, and Automatic Number Identification (ANI) are the business records of the Company and the Company cannot guarantee the accuracy in emergency situations.
- F. The 911 Service calling party forfeits the privacy by nonpublished telephone service to the extent that the telephone number, address, and name associated with the originating station location are furnished to the PSAP.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.9 EMERGENCY 911 SERVICES (continued)

8.9.4 Billing, Collection, Dispersal of Enhanced 911 (E911) Fees

An E911 fee is imposed on telephone service by localities in West Virginia to offset the costs of installing and maintaining an E911 telephone system. The Company shall act as the billing agent for the applicable E911 fee(s) for each county in which Company provides local exchange telephone service while such county has an E911 Ordinance in effect.

- A. The E911 fee shall appear as a separate line item on each regularly issued local exchange service telephone bill rendered by the Company. The amount and the application of the fee shall conform to the current E911 ordinance of the county in which the service, for which the bill is rendered, is provided. Where a single bill is rendered for multiple lines, the total applicable fee amount may appear as a single line item on the bill.
- B. The E911 fee shall be due and payable on the same bases, except for denial, disconnection or interruption of service considerations, as the charge(s) levied for local exchange access service.
- C. Except as specified in the applicable county E911 ordinance, the E911 fee shall be applied to each telecommunications line which is configured so as to receive dial tone from the end office serving the line. The following are considered telecommunications lines for the purposes of application of the E911 fee:
 1. Tariffed and special assembly access lines, both business and residence
 2. Semi-public telephone service access lines
 3. Access lines connected to customer-owned public telephones
 4. PBX trunks
 5. Centrex lines, with the proviso that, except where specified otherwise in a county E911 ordinance, a PBX trunk equivalent of eight (8) centrex lines to one (1) PBX trunk shall be used for fee application. Fractional amounts shall be rounded up to the nearest whole cent amount. For example, where the fee is \$1.75, each Centrex line would be billed 22¢ unless the applicable county E911 ordinance specified otherwise.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.9 EMERGENCY 911 SERVICES (continued)

8.9.4 Billing, Collection, Dispersal of Enhanced 911 (E911) Fees (continued)

Application of the centrex 911 fees is done on an account by account (per county) basis. Within a given county, location of the Centrex lines' customer termination points is irrelevant as long as all of the lines are on a single account.

For example, if a subscriber has 5 service locations in Alpha County (for this example, Alpha County charges the full E911 fee {which is \$2.00 in the example} for the first 8 Centrex lines and 1/8 of the fee for additional Centrex lines) and has 4 Centrex lines at each location and only one account, he or she will pay 8 times \$2.00 + 12 times 25¢ (25¢ is 1/8 of the full Alpha County business E911 fee of \$2.00) for a total of \$19.00 per month. If the customer has a separate account at each location he or she will pay \$2.00 times 4 on each of the 5 accounts for a total monthly payment of \$40.00. In this example, if one of the 5 locations is in another county, the E911 fee must be figured on those 4 lines separately even if all 5 locations are on a single account. This would reduce the Alpha County E911 monthly fee total to 8 times \$2.00 + 8 times 25¢ for a total of \$18.00. The total monthly E911 fee paid by the multi-county customer would be that \$18.00 plus whatever the fee amount would be for the location in the other county.

6. Each Primary Rate Interface (PRI) shall be liable for monthly application of five E911 fees.
 7. Lines used by Company for official business and Company public telephone lines shall be exempted from otherwise applicable E911 fees.
- D. Company shall remit to the county all E911 fees collected monthly by Company to the proper authority less a billing and collection fee of 3% of the monies collected.
- E. If a subscriber notifies the Company, in writing, that he or she refuses to pay the E911 fee, Company shall remove all fee amounts from the customer's account and shall, as soon as feasible, notify the affected county. Fee billing shall remain halted until such time as the subscriber notifies the Company that fee billing should resume. The Company shall not back bill any E911 fee amounts which would have been billed during the period of fee billing cessation or which were removed from the customer's account, as described above. The county is responsible for collection of E911 fee amounts not billed by Company due to a subscriber's refusal to pay.
- F. Except where written refusal to pay the E911 fee has been provided, Company shall back bill all unpaid fee amounts.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.9 EMERGENCY 911 SERVICES (continued)

8.9.4 Billing, Collection, Dispersal of Enhanced 911 (E911) Fees (continued)

- G. Failure to pay the E911 fee shall not constitute cause for refusal or denial of service by Company.
- H. A full month's E911 Fee shall be billed even for a fractional month's service.
- I. The Company shall be given a period of at least 90 calendar days in which to put into effect any change in the amount of a county's E911 fee(s).
- J. The Company shall, for a period of time of no less than two years prior to the current date, and in accordance with generally accepted accounting principles and practices, keep full and appropriate records, by month and by county, of E911 fee amounts billed, collected and disbursed. Such records shall be made reasonably available to appropriate county, state and Public Service Commission officials for legitimate auditing purposes.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.10 RESERVED TELEPHONE NUMBER SERVICES

8.10.1 General

- A. Reserved Telephone Number Service provides a customer with the option of having a telephone number or group of telephone numbers reserved for their assured future use. Reserved Telephone Number Service can be used either to withhold a telephone number associated with a disconnected Local Exchange Service from possible reassignment to another Local Exchange Service, or to reserve telephone numbers from the pool of currently available telephone numbers.

8.10.2 Regulations

- A. Reserved Telephone Number Service is offered only in connection with exchange service.
- B. Reservations of telephone numbers are initiated in response to customer requests and are terminated at the customer's request or at such time the service with which the telephone number is associated is established.
- C. The provision of a reserved number is based on current availability of the particular number requested.

8.10.3 Rates

	<u>Monthly</u>	<u>USOC</u>
A. Residential and Business Service		
For each reserved telephone number	\$1.00	5TNRS

SECTION 9

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.1 BASIC RATE INTERFACE (BRI)

9.1.1 General

A. Individual Line Basic Rate Interface (BRI) Service is a stand alone service arrangement which uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, BRI provides the customer with the service capabilities and features as respectively described in B and D through F following.

B. Service Capabilities

Customers shall configure Individual Line BRI using one of the following service capabilities:

1. Featured voice on the B channel(s).
2. Circuit-switched data on the B channel(s) at speeds up to 64 kbps.
3. Alternating circuit-switched voice and circuit-switched data on the same B channel.
4. D channel for signaling purposes only. ¹

¹ Packet Service on D channel is not available at this time.

C. Customers subscribing to Individual Line BRI must comply with ISDN Basic Rate Network Interface specifications as specified by the Company. The ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

A two-wire interface is the physical interface between a central office switch equipped with ISDN and the customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

D. Caller ID is included in all packages shown in Section 9.1.1F of this Tariff.

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.1 BASIC RATE INTERFACE (BRI) (continued)

9.1.1 General (continued)

E. System Features

1. Closed User Group – allows the user to establish subnetworks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes:
 - Outgoing Access – the data terminal originates outgoing calls only.
 - Incoming Access – the data terminal receives incoming calls only.
 - Incoming Calls Barred – the data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.
 - Outgoing Calls Barred – the data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.
 - Unrestricted Access – the data terminal receives and originates both incoming and outgoing calls.
2. Configuration Group – associates a button or buttons of an ISDN CPE station to a feature or group of features. Each different terminal button arrangement requires that a different Configuration Group be assigned.

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9.1 BASIC RATE INTERFACE (BRI) (continued)

9.1.1 General (continued)

F. Capability Packages *

Customers shall subscribe to one of the following configurations specifying the assignment of each B channel.

1. Package 1:
 - 1 – B Voice only
 - 1 – B Circuit-switched data only
2. Package 2: High-speed data only application. End points must support bonding (multiplexing) of the bearer channels for 128 kbps circuit-switched data.
 - 1 – B Circuit-switched data only
 - 1 – B Circuit-switched data only
3. Package 3:
 - 1 – B Circuit-switched data only
 - 1 – B Alternate voice/circuit-switched data
4. Package 4:
 - 1 – B Alternate voice/circuit-switched data
 - 1 – B Alternate voice/circuit-switched data

ELECTRONIC KEY TELEPHONE SYSTEMS (EKTS):

If terminating your BRI ISDN line into an EKTS, the customer shall order one of the following Capability Packages(Additional Call Offering (ACO) is incorporated):

5. Package 5:
 - 1 – B Voice only
 - 1 – B Circuit-switched data only
6. Package 6:
 - 1 – B Circuit-switched data only
 - 1 – B Alternate voice/circuit-switched data

*ISDN terminal equipment must support the subscriber chosen configuration and is the customer's responsibility.

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.1 BASIC RATE INTERFACE (BRI) (continued)

9.1.1 General (continued)

G. Optional Services

The BRI ISDN offering provides the customer with the option to access the following features where available:

1. Call Pickup – Originating and Terminating – Allows a station user to answer any call within an associated predesignated pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the central office switching system.
2. Flexible Calling (CPE must support)
 - Hold/Retrieve
 - B-Channel Reservation
 - Three-Way Conference Calling
 - Add-on (previously held conference call)
 - Drop Last Call
 - Transfer
 - No Transfer Restriction
 - Consultation Hold
3. Automatic Callback (Repeat Dial) – This feature provides automatic callback to last dialed number.
4. Additional Call Offering (ACO) – This feature allows multiple call appearances per telephone number (B-channel) per telephone set. Example: You could put up to 3 calls on hold and receive another call on your phone, with all calling parties dialing the telephone number associated with voice on B-channel.
5. Call Forwarding (Voice Mail Users) – This feature provides the customer with Call Forward Busy and Call Forward Don't Answer with message waiting indicator (CPE must be compatible).

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.1 BASIC RATE INTERFACE (BRI) (continued)

9.1.2 Regulations

- A. This service is offered only where facilities and appropriate technology exists.
- B. Toll charges shall apply when circuit-switched data or voice calls are made outside of the customer's designated local calling area.
- C. ISDN-compatible customer premises terminal equipment is required for proper operation. It is the customer's responsibility to provide necessary power and obtain such equipment.
- D. This service is available only from offices that have the necessary facilities to provide ISDN on the standard network platform. In the event that a customer is serviced by a non-conforming office, the Company may provide ISDN service from an alternative serving central office at no additional charge to the customer, where adequate facilities exist. Such provisioning may be elected where, at the discretion of the Company, service can be provided at a reasonable cost to the Company. By accepting the service, the customer accepts the serving central office location assigned by the Company and agrees to move their service to the local serving central office at such time as service is made available in that office or assume the additional FX charges applicable.
- E. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the company has electrically compatible facilities available, or where existing facilities can be made electrically compatible when regenerated or extension service is provisioned.
- F. This tariff does not apply to the transmission of packet data on either the D channel or one of the B channels.
- G. Individual Line BRI service does not preclude Business or Residence Individual Exchange Access Line customers from originating or receiving circuit-switched voice calls from either inside or outside the serving central office of their calling area. Where facilities are available, the customers will be able to originate and receive Circuit-Switched Data calls outside of the serving central office.
- H. Individual Line BRI service is available to customers subscribing to single line residence and business service. Individual Line BRI service is available as a stand-alone service only to customers who subscribe to Rotary Access and/or Centrex services.
- I. Suspension of service is not allowed.

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.1 BASIC RATE INTERFACE (BRI) (continued)

9.1.3 Rates and Charges

- A. The monthly rates for Service Capabilities apply per Service Capability provided.
- B. Individual Line BRI is offered on a flat rate basis.
- C. The Non-Recurring Charge applies per Service Capability for the installation and move of the Individual Line BRI Access in addition to the applicable Service Connection Charge(s).
- D. Individual Line BRI provides for one Configuration Group to be established at the initial implementation of service. Subsequent additions of Configuration Groups following the initial establishment of service will result in the application of an installation charge per Configuration Group.
- E. A Service Order – Change Charge, in addition to the Non-Recurring Charge applies per Individual Line BRI service configuration for customer-requested changes or additions to call appearances, features in an existing configuration group, or BRI features.
- F. Flat Rate Service

<u>Service Capability Package</u>	<u>Monthly Rate</u>	<u>USOC</u>	<u>Non-Recurring Charge</u>	<u>USOC</u>
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(Individual Line Access includes 2 Bearer (B) channels, 1 D channel for signaling only and Calling Number Identification.)

Package 1	\$66.50	5ISD1	\$115.00	5ISDN
Package 2	\$75.50	5ISD2	\$115.00	5ISDN
Package 3	\$80.00	5ISD3	\$115.00	5ISDN
Package 4	\$84.50	5ISD4	\$115.00	5ISDN
Package 5 (EKTS)	\$84.50	5ISD5	\$115.00	5ISDN
Package 6 (EKTS)	\$84.50	5ISD6	\$115.00	5ISDN
Extension Service	\$20.00	5ISDE	N/A	

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.2 PRIMARY RATE INTERFACE (PRI)

9.2.1 GENERAL

Primary Rate Interface Service is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The basic channel structure of Primary Rate Interface is twenty-three 64 Kbps B Channels and one 64 Kbps D Channel. PRI Service is a service for the transmission of digital signals only. PRI Service is provided from central offices where appropriate ISDN facilities are available as determined by the Company.

9.2.2 REGULATIONS

- A. Customer Premises Equipment (CPE) that is compatible with PRI Service is the responsibility of the customer.
- B. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of PRI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- D. The minimum service period for Primary Rate Access Service is one month.
- E. This service is available only from offices which have the necessary facilities to provide ISDN on the standard network platform.
- F. Voice service is limited to customers served by offices which have the necessary facilities to provide PRI on the standard network platform.
- G. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible when regenerated or extension service is provisioned.

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.2 PRIMARY RATE INTERFACE (PRI) (continued)

9.2.3 DEFINITIONS

B Channel – A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capacity (CCC) – A B Channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

9.2.4 APPLICATION OF RATES

- A. PRI Service Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.
- B. PRI Primary Rate Access Line rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface charges.

9.2.5 SERVICE COMPONENTS

- A. The customer may choose any number of channels up to twenty-three per Primary Rate Access (facility) to be active with a corresponding number of services (i.e., inward/outward trunks, WATS lines, 800/888 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.2 PRIMARY RATE INTERFACE (PRI) (continued)

9.2.5 SERVICE COMPONENTS (continued)

B. The components for PRI Service will be as follows:

- Primary Rate Access Line
- Primary Interface
- Primary Rate Channels
- Incoming Call Identification

1. Primary Rate Access Line – will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop support Clear Channel Capability.
2. Primary Rate Interface – provides the multiplexing to supports up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps.
3. Primary Rate Channels – will provide a flat rated channel that will allow either voice or data transmission up to 64 Kbps.
 - a. Voice calls may be completed to both ISDN and non-ISDN lines.
 - b. Data Transmission on the B Channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices.
 - c. The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 series Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.
4. Incoming Call Identification – This optional feature provides the customer with the telephone number or name and number of the calling party. Incoming call identification is provided via the D Channel associated with incoming calls on a B Channel(s) to a PBX. Caller ID Blocking is available.
5. D Channel Backup – This optional feature provides a backup for the primary D Channel under those circumstances where two or more Primary Rate Access Lines share a single D Channel. A predetermined channel on another connection would automatically take over call control signaling for Circuit Switched Voice and Data calls.

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9. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

9.2 PRIMARY RATE INTERFACE (PRI) (continued)

9.2.6 RATES AND CHARGES

A. All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the Telecommunications Services Tariff apply to the activation, move, or change of channel equivalents within PRI Service packages as well as for installation of the basic system.

B. PRI Primary Rate Access Line *

	<u>Per Month</u>	<u>USOC</u>	<u>Installation Charge</u>	<u>USOC</u>
1-Year Contract	\$200.00	5PRIL	\$500.00	5PRMI
3-Year Contract	\$175.00	5PR13	\$ 0	
5-Year Contract	\$160.00	5PR15	\$ 0	

* Must be installed at the same customer designated premises on the same trip and placed on the same order.

C. PRI Access Line Channel Mileage

PRI Channel Mileage is furnished when transmission facilities are required between serving central offices. Channel mileage monthly rates are per airline mile or fraction thereof.

For High Capacity mileage and fixed rates, refer to Section 20.4.C.

D. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate.

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9.2 PRIMARY RATE INTERFACE (PRI) (continued)

9.2.6 RATES AND CHARGES (continued)

1. Primary Rate Interface Arrangements, each

	<u>Monthly</u>	<u>USOC</u>	<u>NRC</u>	<u>USOC</u>
23B+D				
Month-to-Month Option	\$500.00	5P23M	\$500.00	5PRMI
3-Year Contract	\$450.00	5P233	\$ 0	
5-Year Contract	\$400.00	5P235	\$ 0	
24B				
Month-to-Month Option	\$500.00	5P24M	\$500.00	5PRMI
3-Year Contract	\$450.00	5P243	\$ 0	
5-Year Contract	\$400.00	5P245	\$ 0	

2. Primary Rate Channels (Voice or Data)

a. One-Way Channel, Each channel	\$5.00	5PIWC	\$0.00
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Note: Without the two-way channel adder charge (See Section 9.2.6D.2.b) PRI channels will be arranged for one-way (from Central Office) communication (voice or data); only the Caller ID feature will be available in conjunction with one-way PRI channels.

b. Two-Way Channel Adder Charge, Each channel	\$5.00	5P2WC
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3. Incoming Call Identification
(Name and Number)
Primary Rate Interface, each

Month-to-Month Option	\$100.00	5PCIM
3-Year Contract	\$ 75.00	5PCI3
5-Year Contract	\$ 50.00	5PCI5

4. D Channel Backup** each channel	\$ 50.00	5PDCH
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** Certain equipment restrictions apply.

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9.2 PRIMARY RATE INTERFACE (PRI) (continued)

9.2.6 RATES AND CHARGES (continued)

E. Move Charge

A move charge, per PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access line nonrecurring charge, Service Change Charge – Inside Moves and Premises Visit Charge specified in F following.

F. Service Connection Charges.

1. Service Establishment Charges are applicable for each PRI Primary Rate access line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
2. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access line. A Service Change Charge is applicable for each Primary Rate Access line associated with the customer request (in lieu of a Service Establishment Charge).
3. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

4. Charges for PRI Service

	<u>NRC</u>	<u>USOC</u>
(a) Service Change Charge per Primary Rate Access Line		
1. For termination change at the same premises, physical, each	\$300.00	5PRCL
2. For termination change at the same premises, programming, ea \$ 65.00		5PRCP

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9.2 PRIMARY RATE INTERFACE (PRI) (continued)

9.2.6 RATES AND CHARGES (continued)

G. Termination Liability Charges

If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay the early termination liability charges and applicable taxes which is determined by the difference between the month-to-month price and the applicable term price times the number of months in service. If the customer disconnects before one year, the waived installation fees equal to the month-to-month option should be recovered in full.

SECTION 10

(RESERVED FOR FUTURE USE)

SECTION 11

(RESERVED FOR FUTURE USE)

SECTION 12

CENTREX SERVICE

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LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA

Section 12
Second Revised Check Sheet 1
Cancels First Check Sheet 1

ISSUED: January 29, 2020

EFFECTIVE: March 1, 2020

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12. CENTREX SERVICE

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12. CENTREX SERVICE

12.1 GENERAL

- A. Digital Centrex is a local exchange telecommunications service available from suitably equipped central offices and remote switching units. The Company reserves the right to deny service if central office or cable facilities are not available. Digital Centrex is no offered in association with Pay Telephone service.
- B. Centrex Service is a service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange telecommunications access, intrasystem communications, and feature packages as set forth in Section 12.2 following.

12.2 FEATURES

Centrex Service offers feature packages I, II, and III shown below at rates and charges set forth in Section 12.5 following.

Features provided via Centrex Service from host central office equipment and software include:

- A. Centrex I
- | | |
|---|---|
| Call Transfer (Internal Only) | Direct Access to Private Facilities |
| Station Transfer Security | Attendant and Transfer (All Calls) |
| Consultation Hold-All Calls | DTMF/DP Dialing |
| Station-to-Station Dialing | Direct Outward Dialing |
| Tandem Tie Trunk Facility Dialing | Add on Conference |
| Call Transfer (All Calls) | Manual Lines |
| Direct Inward Dialing | Abbreviated Dialing |
| Call Transfer (Outside) | Call Forward (No Answer) |
| Speed Call Individual Eight Numbers | Call Waiting |
| Call Forward (Fixed) | Call Pick-Up |
| Call Forward (Busy) | Call Forward (Within Group Only) |
| Call Forward (All) | Call Transfer (To Fully Restricted Station) |
| Call Forward Variable | Call Hold |
| Call Transfer (Individual-Incoming Only) | Consultation Hold (Incoming Only) |
| Distinctive Alerting/Call Waiting Indication | Second Dial Tone |
| Trunk Answer from any Station | Code Call Access |
| Fully Restricted Termination | Immediate Ringing |
| Loud Speaker Paging Access | Toll Restriction |
| Simulated Facility Group (SFG) for In/Out Calls | Fully Restricted Origination |
| Denied Termination | CCSA/ESPCS Trunk Access |
| Denied Origination | Predetermined (Fixed) Night Answer |
| FX/Tie Trunk Access | Code Restrictions (3/6 Digits) |
| Semi-Restricted Originating | Voice Paging (Meet-Me-Trunk) |
| Semi-Restricted Terminating | Predetermined (Flexible) Night Answer |

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12. CENTREX SERVICE

12.2 FEATURES (continued)

B. Centrex II – Centrex I plus:

Meet-Me-Conference	Automatic Callback (Station Camp-on)
Call Park	Speed Call Individual (30 Numbers)
Cancel Call Waiting	Direct Switched Line
Data Line Security	Expanded Direct Switched Line
Speed Calling (Group)	Recorded Telephone Dictation
Secretarial Hunt	Off-Hook Queuing

C. Centrex III – Centrex I and II plus:

Circular Hunting	Automatic Callback (Trunk Camp-on)
Conference Calling (16 port)	Add-On Conference (Incoming Only)
Station Forced Busy	Call Forward Busy (Incoming Only)
Saved Number Redialed	Call Forwarding to Private Facilities
Single Digit Dialing	Repeat Number Dialing
Call Forwarding – All Calls (Incoming Only)	Call Forward – No Answer (Incoming Only)
Extended Dial Pick-up	Route Advance
Return to Home Hunting	Automatic Route Selection (ARS)
Distributive Hunting	Most Economical Route Selection (MERS)
Stop Hunt	Make Busy
Authorization Codes	Expensive Route Warning Tone
Remote Access to Features	

Definitions of features are kept on file in the Company Business Office.

12.3 LIABILITY OF THE COMPANY

The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Centrex Service. Credit adjustments for interruptions of service will be made as provided in Section 2 of the Telecommunications Services Tariff.

12.4 CONDITIONS

- A. The Company will furnish one alphabetical and one classified directory listing on a per Centrex Service summary account, without charge. Additional directory listings are offered subject to the provisions set forth in Section 6 of the Telecommunications Services Tariff.
- B. The rates and charges shown for Centrex Service apply to establishment of Centrex Service only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- C. Each request for establishment of a Centrex Service system must be placed in writing by the customer. Should the customer elect to cancel such a request after acceptance by the Company and before the start of the initial contract period described below, he may do so subject to notice in writing and payment to the Company for all resulting non-recoverable labor and material costs.

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12.4 CONDITIONS (continued)

- D. Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Centrex Line, Feature package, and Line/Trunk charges as set forth in Section 12.5 following apply each month from the time the System is placed in service until the Centrex service is discontinued.
- E. In the event that the Centrex Service is terminated by the customer prior to completion of the initial contract period, the Company will develop the applicable contract termination charge using the formula described below and levy it for payment by the customer.
 - 1. In the event of termination of Centrex Service during the contract period, the customer will remain liable for the balance of contract period rates adjusted to their then present worth equivalent based on the then current authorized rate of return, which shall upon any such termination immediately become due and payable in its entirety.
 - 2. In the event the customer reduces the number of Centrex Service lines initially contracted, by 10 percent or more, the termination liability as specified in 12.4.E1 above is applicable and will be applied to the total number of lines rendered under the initial contract.
- F. Rotary dial stations are not capable of accessing all Centrex Service features shown in Section 12.2 of this Section.
- G. Centrex Service system lines are not eligible for Vacation Service Rates.
- H. Direct Inward Dialing Service Rates do not apply to Centrex Service lines.
- I. Centrex Service system lines are not subject to Business Touch Calling Service Rates.
- J. Centrex Service line rates shown herein do not include provisions for stations or inside wire maintenance.
- K. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- L. This Tariff (including the rates and charges shown herein) for Centrex Service is subject to such changes or modifications as the appropriate regulatory authority may from time to time direct or allow in the exercise of its jurisdiction.

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12. CENTREX SERVICE

12.5 RATES

The following rates and charges apply.

- A. Centrex Service is offered via the following rate stability plans: 12 months, 36 months and 60 months. If an existing business line, or PABX trunk is enhanced by software classification as a Centrex line, a contract is not needed if the 12-month rate stability plan rates are utilized.
- B. The rates and changes shown apply in addition to all other applicable rates and charges shown elsewhere in the Telecommunications Services Tariff.
- C. Upon the expiration of the contract period the customer must:

- 1. Renegotiate a new contract for the services offered, or,
- 2. Revert to the 12-month rate stability plan rates.

- D. The following Centrex Service system line rates apply:

	<u>Monthly Rate</u>	<u>USOC</u>	
1. Centrex Trunk Access Unlimited	See Section 3.2		
2. Centrex Individual Line – Measured *	\$49.50	5CEN1	(I)
3. Centrex Station Connections (2-30 lines), per line	\$25.00	5CEN2	(I)
4. Centrex Station Connections (31 + lines), per line	ICB **		

- E. The following Feature Service rates apply per line as long as the system is in service.

	<u>RATE</u>	<u>USOC</u>
Centrex I	\$1.95 per line	5CEX1
Centrex II	\$2.45 per line	5CEX2
Centrex III	\$2.95 per line	5CEX3
Centrex Line	\$6.00 per line	5CEX4

- F. If the digital centrex is provided as a line enhancement to the applicable Business Individual Line, or PABX Trunk rates as stated in Section 3 of the Telecommunications Services Tariff, the centrex line rate is billed in addition to the applicable line/trunk rate.
- G. If the digital centrex is provided by serving each station with copper pairs and by the use of a simulated trunk group, the centrex line rate is billed in addition to the following centrex trunk rate.
- H. End user charges will apply for each centrex line.

* Originating calls within the local calling area are charged at \$0.02 per minute.

** Individual Case Basis

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12. CENTREX SERVICE

12.5 RATES (continued)

- I. Appropriate Nonrecurring Charges set forth in Section 4 of the Telecommunications Services Tariff apply to installation of a Centrex Service System up to and including the Network Interface.
- J. Centrex data base program changes resulting from customer requested work activities.
 - 1. When the change is made to: (1) establish a new line, (2) change the class of service for an existing line, (3) establish or change a line's dial call pickup group assignment or feature series, or (4) for any other modification in service.

	<u>Rate</u>	<u>USOC</u>
a. First line programmed or reprogrammed	\$25.00	5CEP1
b. Each additional line programmed or reprogrammed	\$2.50	5CEP2
- K. Subsequent line additions/deletions.
 - 1. Subsequent line additions will be rated under the same rate stability plan contracted.
 - 2. Subsequent line deletions resulting in reductions equal to or exceeding 10% of the initial lines under a rate stability plan will be treated as set forth in Section 12.4.E.
- L. If a customer requests an upgrade of an existing feature package (i.e., from Centrex I to Centrex II or from Centrex II to Centrex III), the existing per line contract rate will be changed to reflect the appropriate rate applicable to the new feature package, as set forth in Section 12.5.E. The new rate would apply for the duration of the existing contract period. No down grade of feature packages will be permitted during the contract period.
- M. Centrex pricing for more than 30 line Centrex systems will be priced on an Individual case basis.

SECTION 13

(RESERVED FOR FUTURE USE)

SECTION 14

DIGITAL NETWORK SERVICES

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14. DIGITAL NETWORK SERVICES

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES

14.1.1 General

- A. Digital Channel Service provides an intraexchange digital common line connection between the end user's premises and the local serving wire center. The digital transmission rate available is either DS1 (1.544 Mbps) or DS3 (44.736 Mbps).
- B. Digital Channel Service will be used by the customer to aggregate the customer's telecommunication services onto a digital local loop. The services that can be combined include private line and switched services, intraexchange, intraLATA and interLATA services. A representative list of services, which can use Digital Channel Service facility, includes:
 - 1. Exchange Dial Tone service, e.g. exchange lines/trunks, Centrex, Station Lines.
 - 2. Analog Transmission Services, e.g. foreign exchange service, Private Line, Off-premise extensions, Tie Lines, Intrastate WATS.
 - 3. Digital Data Services (2.4, 4.8, 9.6, 56 or 64 Kbps)
 - 4. DS1 (1.544 Mbps) Services
 - 5. DS3 (44.736 Mbps) Services
- C. Digital Channel Service is comprised of the following rate elements:
 - Digital Channel Capacity
 - Service Activation
 - 1. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in 14.1.6 of this Tariff.
 - 2. Digital Channel Service customers will order capacity in quantities of DS1 or DS3 facilities, (increments of 24 channels for a DS1 facility or increments of 28 channels for a DS3 facility).

14.1.2 Digital Architecture

- A. Digital Channel Service provides only the common line link between the End User and the local serving wire center. End-to-end private line and exchange services will utilize this digital link to the customer's premises, rather than the analog loop, which might otherwise be provided. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.2 Digital Architecture (continued)

- B. The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.
- C. Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises extensions and PBX trunks, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, the Company will provide them on DS0 channels. Both Company and customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) or 44.736 Mbps (DS3) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 or DS3 loop. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired channelized services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

14.1.3 Definitions

- A. Digital Channel Capacity. A multifunctional DS1 or DS3 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated, multijurisdictional services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in quantities of DS1 or DS3 facilities.
- B. Service Activation. A service activation is the connection between the Digital Channel Service facility and the network service accessed.
- C. Channel Service Unit. The term CSU denotes network channel terminating equipment provided by the customer to terminate digital facilities on the customer's premises.
- D. DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmission rates may be limited to 56 Kbps by existing or available central office equipment.

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.3 Definitions (continued)

- E. DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with company equipment. The required format and interface specifications are available from CFW. DS1 facilities are normally provided on copper transmission medium.
- F. DS3. The term DS3 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission bit rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. The required format and interface specifications are available from CFW. DS3 facilities are normally provided on fiber optic transmission medium.

14.1.4 Regulations

- A. Digital Channel Service is furnished subject to availability and type of digital equipment located in a central office building owned, or leased by the Company. Service inquiries will be necessary to determine availability.
- B. Construction Charges as specified in Section 5 of this Tariff may be applicable.
- C. The 1.544 Special Transport mileage as specified in Section 20 will apply when a customer's request for Digital Channel Service is provisioned in a central office other than the customer's local service wire center.
- D. The customer may activate any number or combination of digital channels within the limitations as set forth in Section 14.1.4G. Digital channels may be activated coincident with or at any time subsequent to the initial installation of Digital Channel Service.
- E. All Digital Channel Service Capacity/facilities must be terminated at a single equipment location on a customer's premises. Digital Channel Service Capacity cannot be split between premises, or multiple locations within a premises.
- F. When individual digital channels are activated to provide the local loop link for services offered in other sections of this Tariff, the regulations, rates and charges specified in this Tariff will apply.

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14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.4 Regulations (continued)

- G. The total number of digital channels activated by the customer may not, at any time, exceed the Digital Channel Capacity. Additionally, there are some types of service which require two DS0 channels to be combined. This restructuring of the channels within the DS1 or DS3 signal will reduce the normal quantity of channels available. The Company will notify the customer when the Digital Channel Capacity is altered by the types of services activated.
- H. Central Office Channelization (component of Digital Channel Capacity) generally provides analog to digital conversion, to permit individual exchange services and multi-jurisdictional dedicated services to be combined and transported over digital high capacity facilities. This channelization is also intended for use at Company locations where different high capacity network links terminate in the same Central Office, and must be converted to individual analog or digital channels before the service links can be cross-connected.
- I. Channelization on a customer's premises will be provided by the customer. Joint provisioning of channelized services introduces joint responsibilities between customer and the Company as specified following:
 - 1. Responsibilities of the Company:
 - a) The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
 - b) The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
 - c) The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
 - d) The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
 - e) The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.4 Regulations (continued)

I. (continued)

f) Digital synchronization timing for Digital Channel Service will be provided by the Company.

2. Responsibilities of the Customer:

a) The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.

b) The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

3. Trouble resolutions

a) The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assure responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in Maintenance of Service Charge as set forth in Section 4 to the customer.

J. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

K. Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line applications. Rates, charges, and availability of this equipment will be negotiated with the customer under a Special Service Arrangement.

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.4 Regulations (continued)

- L. When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a prorata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

14.1.5 Application of Rates

- A. There are two rate elements: Digital Channel Capacity and Service Activation, which are applicable to each Digital Channel Service.
- B. The Digital Channel Capacity element provides for the transport between the end user premises and the serving central office. Digital Channel Capacity is offered on a month-to-month basis.
- C. Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable.
- D. Monthly rates and charges as specified in Section 14.1.6 for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- E. Rates and charges specified in other Tariff sections for services such as Custom Calling features and Subscriber Line Charge, etc., are in addition to the monthly rates for Digital Channel Service. The rates and charges for other services connected to or extended beyond Digital Channel Service (i.e., off-premises extensions and private lines, etc.) are in addition to the rates specified in this Tariff for the Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other tariffs for activities involving the non-Digital Channel Service portion of the customer end-to-end service.
- F. A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the commitment period.

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.5 Application of Rates (continued)

- G. If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay the early termination liability charges and applicable taxes which is determined by the difference between the month-to-month price and the applicable term price times the number of months in service. If the customer disconnects before one year, the waived installation fees equal to the month-to-month option should be recovered in full.
- H. Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, 1.544 Special Transport mileage as specified in Section 20 of this Tariff will apply. This charge will apply in addition to Digital Channel Service charges for each premises for which Digital Channel Service is provisioned.

14.1.6 Rates and Charges

A. Nonrecurring Charges

- 1. Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Services are those listed below.
- 2. Service Order Charges
 - a) Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations.

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.6 Rates and Charges (continued)

A. Nonrecurring Charges (continued)

b) Service Change Charge

This charge is associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as, but not limited to:

- Change of associated channel assignment.
- Additions of supplemental features.
- Activate/Deactivate Service Activations.

c) Installation of Digital Channel Service

These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for each service activation.

In addition to these charges, the appropriate Local Service Order Charges in Section 4.1 of this Tariff will apply.

d) Service Order Charges

		<u>Nonrecurring Charge</u>	
(1)	Service Establishment Charge, per Digital Channel Service	\$275.00	5DCSE
(2)	Service Change/Addition Charge, Per Digital Channel Service Order	\$ 50.00	5DCSC

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.6 Rates and Charges (continued)

B. Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

1.		<u>Monthly Rate</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>USOC</u>
	DS1 Facility (24 DS0 Channels) 1 year commitment	\$200.00	5DC1	\$250.00	5DCIN
	Each Additional DS1 Facility	\$200.00	5DC1	\$250.00	5DCIN
	DS3 Facility (28 DS1 Channels) 1 - 3 DS3 Facilities	ICB		ICB	
	4 or more DS3 Facilities	ICB		ICB	
2.	DS1 Term Discounts	<u>Monthly</u>	<u>USOC</u>	<u>Nonrecurring</u>	<u>USOC</u>
	2 Year Commitment	\$187.00	5DC12	\$250.00	5DCIN
	3 Year Commitment	\$175.00	5DC13	\$ 0	
	5 Year Commitment	\$160.00	5DC15	\$ 0	

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WV - P.S.C. No. 1

LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA

Section 14
 Second Revised Sheet 10
 Cancels First Sheet 10

ISSUED: January 29, 2020

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14. DIGITAL NETWORK SERVICES

14.1 DIGITAL CHANNEL SERVICES (continued)

14.1.6 Rates and Charges (continued)

C.	Service Activations - Per Network Service	<u>Monthly Rate</u>	<u>USOC</u>
1.	Exchange Line/Trunk:		
	No Term/Monthly	\$40.50	5DCLT (I)
	3-Year Term	\$21.50	5DCL3
	5-Year Term	\$20.50	5DCL5
2.	Centrex Station Lines	\$ 5.50	5DCEN
3.	Foreign Exchange	\$25.00	5DFX
4.	Off-Premises Extension	\$15.00	5DOPX
5.	Tie Line	\$25.00	5DTIE
6.	Private Line	\$25.00	5DPRL
7.	Switched Data	\$10.00	5DCSD
8.	Digital Data Service		
	a. 2.4 kbps	\$25.00	5DCDD
	b. 4.8 kbps	\$25.00	5DCDD
	c. 9.6 kbps	\$25.00	5DCDD
	d. 19.2 kbps	\$25.00	5DCDD
	e. 56 kbps	\$25.00	5DCDD
	f. 64 kbps	\$25.00	5DCDD
9.	DS1 Service		
	1.544 Mbps	\$90.00	5DCD1

SECTION 15

INTERCONNECTION WITH CUSTOMER- OWNED FACILITIES OR EQUIPMENT

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Section 15
Original Check Sheet 1

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.1 NETWORK INTERFACE DEVICES

15.1.1 General

- A. All one and two access line installations accomplished on and subsequent to May 1, 1984, and requiring a premise visit, shall have a Network Interface Device (NID) installed. The NID will be of a type provided for FCC Regulation Part 68, for testing purposes.
- B. In single or duplex residences or business structures, the NID will be located on the outside, unless impractical, or on the inside, if requested by the customer. If located inside a structure, the NID will be located at a point closest to the protector that is convenient to the customer. If the customer requests an inside installation, where an outside location is practical, associated costs shall be at the customer's expense. If a customer requests the installation of a NID at an existing location, the installation will be at the tariffed rates, as applicable.
- C. In multi-story or multi-occupancy buildings, campuses, malls, etc., the NID may be located in a provided telephone equipment room, wiring closet, inside or outside the customer premises, or other designated location that is accessible to the customer and acceptable to the Company. If the customer selects a location other than that selected by the Company, and it is mutually acceptable, associated costs shall be at the customer's expense.
- D. The Company will retain ownership of the NID and be responsible for maintenance up to and including the NID. Also, the Company will instruct the customer of the location, purpose and use of the NID.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.2 CONNECTION OF CUSTOMER-PROVIDED DATA EQUIPMENT

15.2.1 General

Customer-provided data transmitted and receiving equipment (includes teletypewriter equipment) and customer-provided teletypewriter equipment may be connected to lines of the Company for the transmission and reception of data signals.

15.2.2 Basis of Connection

Data transmitted and receiving equipment and teletypewriter equipment will be connected to lines of the Company by means of a DATA-PHONE Data Set furnished by the Company. This set is required to condition signals generated by data or teletypewriter equipment to signals suitable for transmission on Company facilities and to condition signals received from Company facilities for delivery to data or teletypewriter equipment.

The magnitude and the character of the voltages and currents delivered to the DATA-PHONE Data Set from customer-provided equipment and the operation and maintenance of such equipment shall be such as not to interfere with any of the services offered by the Company or interfere with others. Such equipment shall operate in such a manner as to avoid hazard of damage to Company plant or of injury to Company employees or customers because of the character or location of the customer-provided apparatus and of sources of power to which it is connected. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

15.2.3 Responsibility of the Company

The Company shall not be responsible to the customer for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in Section 2 of this Telecommunications Services Tariff.

15.2.4 Obligation of the Customer

The customer indemnifies and saves the Company harmless against claims for infringement of patents arising from, combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.3 CONNECTION OF CUSTOMER-PROVIDED ALARM SERVICES

15.3.1 General

Customer-provided alarm sending equipment may be connected with the facilities of the Company by means of an Alarm Coupler or Automatic Dialer.

An alarm coupler provides a one-way transmission path to connect a customer-provided alarm-sending device to an individual line, a private branch exchange line or a centrex line for transmission of the customer's signal. The alarm coupler is arranged so that a telephone instrument associated with the line can be used to monitor the progress of an alarm call.

15.3.2 Regulations

- A. The alarm coupler is provided for use as an adjunct to a regular or touch calling telephone service where facilities and operating conditions permit.
- B. Power outlets and power required for operation of the alarm coupler shall be provided by and at the expense of the customer.
- C. A customer-provided alarm-sending device must provide signals acceptable to the Company for the operation of the alarm coupler.
- D. The alarm coupler is connected to a customer-provided alarm-sending device through a jack associated with the alarm coupler. The customer will provide a suitable plug, cable and any other equipment or arrangement necessary to connect an alarm-sending device to the alarm coupler.
- E. The Company does not represent the alarm coupler and the equipment and service associated with it to meet all requirements for burglar and fire alarms and other alarms essential to the protection of life and property.
- F. Responsibility of the Company – the Company shall not be responsible to the customer for damage arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, except those caused by its failure to furnish facilities in a manner proper for telephone service. The liability of the Company for damages caused by its failure to furnish suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in the Telecommunications Services Tariff.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.3 CONNECTION OF CUSTOMER-PROVIDED ALARM SERVICES (continued)

15.3.2 Regulations (continued)

G. Obligation of the Customer

The operating characteristics of the customer-provided alarm sending equipment shall be such that the equipment will function properly with the facilities of the Company and will not interfere with any of the services offered by the Company. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazards or interference.

The customer indemnifies and saves the Company harmless against claims for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities, against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus or systems of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES

15.4.1 General

- A. This service is available for use only with business and residence private line and private branch exchange stations where full selective ringing is employed.
- B. Either type of equipment automatically disconnects the called telephone after the completion of the period provided for the incoming message.
- C. Since the customer and calling parties have exclusive control over the quality and characteristics of speech used in the messages recorded, the Company has no liability for the quality of, or defects in, the recordings of such messages.
- D. The subscriber indemnifies and saves the Company harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright, or any other claims, and against all claims arising of any act or omission of the subscriber or of the calling party in connection with facilities provided by the Company.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES (continued)

15.4.2 Recording of Two-Way Telephone Conversations

- A. Connection of customer-provided voice recording equipment with facilities of the Company for the recording of telephone conversations shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except that in the case of a private line service which has no connective with exchange or toll system of the Company recorder connector equipment which does not contain the automatic tone device may be used at the option of the customer. However, recorder connector equipment without the automatic tone device will be furnished:
 - 1. In connection with the lines of public fire and police departments provided that the proper public authority certifies that such lines will be used exclusively for the receipt of emergency fire and police calls.
 - 2. For Federal Communications Commission licensed broadcast stations for the purpose of recording two-way telephone conversations solely for broadcast over the air.
- B. Permanent connection shall be made only through recorder connector equipment furnished, installed and maintained by the Company.
- C. When requested by a customer, a recorder connector with an amplifier-filter unit will be provided to lower the level of the warning tone on the recording and to approximately equalize the levels of the local and distant talkers. This unit is designed so that its use will not interfere with the reception of the warning tone by the distant talkers.
- D. The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.
- E. Recording of Incoming Messages Only

Connection of customer-provided recording equipment with the facilities of the Company for the recording of incoming messages only shall be made through recorder coupler equipment furnished, installed and maintained by the Company. Such connecting equipment permits an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages, but physically prevents recording during two-way telephone conversations. A recorder tone is not required.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES (continued)

F. Transmission of Prerecorded Messages

Connection of customer-provided reproducing equipment with the facilities of the Company for the transmission of prerecorded messages shall be made through connecting equipment furnished, installed and maintained by the Company.

15.4.3 Responsibility of the Company

Telephone service furnished by the Company is not represented as adapted to the recording of telephone conversations or incoming messages, or to the transmission of prerecorded messages. The use of customer-provided recording, reproducing and automatic answering and recording equipment I connection with the facilities of the Company is permitted only on the condition that the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the Company connecting equipment occurring in the course of furnishing service and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation to exercise reasonable supervision, 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, or failures or defects in the Company connecting equipment occurs.

15.4.4 Obligations of the Customer

- A. Customer-provided recording, reproducing and automatic answering and recording equipment may be connected with facilities of the Company only when and for so long as the customer subscribes to a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Company. In the event that the use of customer-provided equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer.
- B. The magnitude and character of the electrical signals delivered to the Company connecting equipment from customer-provided equipment and the operation and maintenance of such customer-provided equipment shall be such as not to interfere with any of the services offered by the Company. The customer-provided equipment shall operate in such a manner as to avoid hazard or damage to Company plant or injury to Company employees or customers because of the character or location of the customer-provided equipment and of sources of power to which it is connected. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make changes as may be necessary to remove or prevent such hazard or interference.

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15.4 CONNECTION WITH AUTOMATIC ANSWERING AND RECORDING DEVICES (continued)

15.4.4. Obligations of the Customer (continued)

- C. The customer indemnifies and saves the Company harmless against claim for libel, slander, or infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from or combining with, or using in connection with, facilities of the Company, apparatus or systems of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

15.4.5 Customer-Provided Answering Devices

- A. Customer-provided conforming answering devices that meet the requirements set forth following may be connected to facilities of the Company through a Company-provided interface termination.
1. The customer shall notify the Company of his intention to connect a conforming answering device. Such notification shall include the location at which the conforming answering device is to be used as well as the conformance number of the conforming answering device.
 2. The conforming answering device shall only be connected by means of an appropriate interface termination provided by the Company.
 3. The conforming answering device shall not be used to originate calls or to transmit or receive data signals.
 4. The conforming answering device shall not be used with party line service or with any form of coin telephone service.
 5. The conforming answering device shall be operated and maintained in accordance with those instructions furnished with such conforming answering device as required by the accepted telephone industry technical standards for conforming answering devices.
- B. In the event that an answering device bearing a Conformance Number does not meet the requirements of the accepted telephone industry technical standards for Conforming Answering Devices, the customer using such answering device shall either disconnect the device from the Company facilities or arrange for connection of the device in accordance with other applicable provisions of this tariff governing Recording, Reproducing and Automatic Answering and Recording Equipment.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT

15.5.1 General

- A. Customer-provided terminal equipment and communications systems may be used with the facilities furnished by the Company for telecommunications services as provided in the following paragraphs of this section and as may be specifically provided for elsewhere in this Telecommunications Services Tariff. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- B. Where telecommunications service is available under this Tariff for use in connection with customer-provided terminal equipment or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public, damage, require change in or alteration of, the equipment or other facilities of the Company, interfere with the proper functioning of such equipment or facilities, impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's service. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of Company charges, as specified in Section 2 of this Tariff, for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or system.
- C. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.
- D. The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or communications systems obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.1 General (continued)

- E. The Company will not be responsible for any loss or damage, nor for any impairment of failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.
- F. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment or connected through the equipment furnished, installed and maintained by the Company.
- G. Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this Tariff, the Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Tariff.
- H. Customer-provided terminal equipment or systems which serve a location which the Company considers it impracticable to serve because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Company.
- I. The customer indemnifies and saves the Company harmless against claims for infringement of patents arising from combining such equipment or systems with, or using it in connection with, facilities of the Company, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.2 Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Company may be used with such facilities or telecommunications service either through a data set, or a data access arrangement, provided by the Company as described in a. and b. respectively. Use of such service is on a two-point basis.

A. Data Set

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Company the data set shall perform the functions of:

1. Network control signaling
2. Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Company facilities and
3. Conditioning signals transmitted by means of Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Company at the option of the customer.

For regulations, rates and charges covering data sets – see Section 15.2.

B. Data Access Arrangement

Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement.

1. The customer shall furnish the equipment that performs the functions of data signal conditioning referred to under Section 15.5.2 above.
2. The Company shall furnish the data access arrangement that provides a protective connecting arrangement for use with the network control-signaling unit.

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15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.2 Data Transmitting and/or Receiving Terminal Equipment (continued)

B. Data Access Arrangement (continued)

3. To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the following minimum network protection criteria:

a. To prevent excessive noise and crosstalk in the network it is necessary that the power of the signal at the central office shall not exceed 12db below one milliwatt when averaged over any three-second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates from the central office to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Company interface located on the customer's premises will be specified for each customer's locations, but in no case shall it exceed one milliwatt.

b. To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meet the following limits:

-The power in the band from 3995 Hertz to 4005 Hertz shall be at least 18db below the power of the signal as specified in 15.5.2 above.

-The power in the band from 4000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

-The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

-The power in the band from 25,000 Hertz from 40,000 Hertz shall not exceed 36db below one milliwatt.

-The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

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15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.2 Data Transmitting and/or Receiving Terminal Equipment (continued)

- C. To prevent the interruption or disconnection of a call, or interface with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Company interface located on the customer's premises at not time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2350 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

15.5.3 Connection of Customer-Provided Protective Circuitry or Terminal Equipment

- A. Customer-Provided Protective Circuitry or Terminal Equipment may be connected to facilities furnished by the Company for use the Telecommunications Telecommunications Service on the same terms and conditions as set forth in Title 47, Code of Federal Regulations, Chapter 1, Part 68, as amended and interpreted from time to time by orders published in the Federal Register.
- B. The use of customer-provided circuitry or terminal equipment shall not require change in, or alteration of the equipment or other facilities of the Company.
- C. The Company may make changes in its communications facilities, equipment, operations or procedures, where such action is not inconsistent with applicable laws, rules and regulations.
- D. The customer shall notify the Company of his intention to connect registered circuitry or terminal equipment to Company facilities. Such notification shall include:
 - 1. The Federal Communications Commission Registration Number
 - 2. The Ringer Equivalency Number of the registered terminal equipment or protective circuitry, and
 - 3. Sufficient identifying information such as manufacturer's name, model and serial numbers to enable the Company to determine that grandfathered equipment is eligible for connection.
 - 4. Other such information that may be required to assure the compatibility of the connected equipment and proper administration of applicable laws, rules and regulations. A customer who fails to notify the Company of such connection or is otherwise in violation of applicable laws, rules and regulations will be subject to discontinuance of service.

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15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.3 Connection of Customer-Provided Protective Circuitry or Terminal Equipment (continued)

- E. Registered customer-provided circuitry or terminal equipment shall be connected only by means of the proper interface termination (i.e., F.C.C. standard jack arrangement) provided by the Company.
- F. Upon experiencing trouble, the customer shall disconnect all customer-provided circuitry or terminal equipment from the line and analyze it for malfunction. If any such circuitry or terminal equipment is found defective, its use shall be immediately discontinued until correction is made.
- G. In the event customer-provided terminal equipment causes harm, the Company will, when practicable, notify the customer that discontinuance of service may be required, however, where prior notice is not practicable, the Company may discontinue service forthwith. Where prior notice of discontinuance of service is not practicable, the Company will:
 - 1. Promptly notify the customer of such temporary discontinuance
 - 2. Afford the customer the opportunity to correct the situation which gave rise to the temporary discontinuance, and
 - 3. Inform the customer of his right to file a complaint with the Federal Communications Commission pursuant to the procedure set out in Title 47, Code of Federal Regulations, Chapter 1, Part 68.

As used in this paragraph, the term "harm" means:

Electrical hazards to telephone company personnel, damage to telephone company equipment, malfunction of telephone company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

- H. If trouble detected by or reported to the Company results in the Company dispatching one of its employees to the customer's premises and the trouble is determined not to be caused by Company equipment or facilities, the customer will be so notified and will be liable for the maintenance visit charge as set forth in this Tariff.

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15. INTERCONNECTION WITH CUSTOMER-OWNED FACILITIES OR EQUIPMENT

15.5 CONNECTIONS WITH CUSTOMER-PROVIDED TERMINAL EQUIPMENT (continued)

15.5.4 Liability

- A. Since the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and since errors incident to the services and to the use of such facilities of at Company may be unavoidable, the services and facilities of the Company are furnished subject to the terms, conditions and limitations specified in 2, 3 or 4 following.
- B. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by (1) the negligence of the customer, or (2) the negligence of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equal to proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission, or failure or defect in facilities occurs. Refer to Section 1 for rules concerning credit for service interruption.
- C. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and system of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- D. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by customer-provided equipment (except where a contributing cause is the malfunctioning of a Company provided connecting arrangement), or (2) not prevented by customer-provided equipment but which would have been prevented had Company-provided equipment been used.

SECTION 16

(RESERVED FOR FUTURE USE)

SECTION 17

BUNDLED SERVICES

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17. BUNDLED SERVICES

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17. BUNDLED SERVICES

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17. BUNDLED SERVICES

This unique section contains service bundles consisting of regulated local exchange services combined with other communication services that are regulated under other tariffs of the Company filed with the Commission and/or services not regulated by the Commission. Examples of the other communication services that may be included in a bundle with regulated local services are: toll services, voice mail, and internet. Where other communication services not regulated under this local exchange service tariff are listed in the bundles they will be marked with an asterisk “*”.

17.1 LOCAL BUNDLE

17.1.1 General

Local Bundle is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate. This bundle will be offered only in exchanges that offer residential service as listed in B.3. following where facilities are available.

17.1.2 Regulations

A. Local Bundle, *ALL-NCLUSIVE, BASIC*, consists of the following offerings:

- Local exchange line with unlimited usage
- Community Connections (unlimited usage plan, where applicable)
- Choice of three custom calling features
- 768K Digital Subscriber Line (DSL) Service *
- Waiver of the non-recurring service charges on initial conversion of service from existing telephone company

B. Local Bundle, *ALL-NCLUSIVE*, consists of the following offerings:

- Local exchange line with unlimited usage
- Community Connections (unlimited usage plan, where applicable)
- Choice of three custom calling features
- 100 minutes Lumos interstate/intrastate calls *
- 8 cents a minute for all Lumos interstate/intrastate calls over 100 minutes*
- Basic Voicemail *
- 768 Digital Subscriber Line (DSL) Service *
- Waiver of the non-recurring service charges on initial conversion of service from existing telephone company

* Not regulated under this Tariff

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17. BUNDLED SERVICES

17.1.2 Regulations, continued

- C. Local Bundle is available on single residential exchange service where facilities permit in the following exchanges.
- Beckley
 - Charleston
 - Huntington
 - Lewisburg
 - Logan
 - Point Pleasant
 - St. Albans
- D. All Local Bundle options offers customers a choice of up to three custom calling service features as listed below:
- Anonymous Call Rejection
 - Automatic Call Back
 - Call Block
 - Call Forwarding
 - Call Hold
 - Call Waiting
 - Enhanced Caller ID (with name)
 - Enhanced Ringing
 - Extension Intercom
 - Return Call
 - Selective Call Acceptance
 - Selective Call Forward
 - Speed Calling – 8
 - Speed Calling - 30
 - Three-Way Calling with transfer
- E. The Local Bundle is not available to customers with the Lifeline/Tel-Assistance Service.
- F. Customers who purchase Local Bundle will not have to pay separate charges for their Community Connections Plan, where applicable. This charge is rolled into the monthly price of the Local Bundle Service.

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17. BUNDLED SERVICES

17.1.3 Rates

Monthly

ALL-INCLUSIVE, BASIC, per line

\$65.95

ALL-INCLUSIVE, per line

\$70.95

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17. BUNDLED SERVICES

17.2 BUSINESS BUNDLE

General

Business Bundle is an optional business service package which provides a combination of offerings. This bundle will be offered only in exchanges as listed in B.3. following.

17.2.1 Regulations

A. Business Bundle, *Lumos Business Advantage, Basic*, consists of the following offerings:

- Single business line with unlimited usage
- Community Connections (unlimited usage plan, where applicable)
- 5 cents a minute for Lumos' Long Distance Service for interstate/intrastate calls*
- Waiver of the non-recurring service charges on initial conversion of service from existing telephone company

B. Business Bundle, *Lumos Business Advantage*, consists of the following offerings:

- Single business line with unlimited usage
- Community Connections (unlimited usage plan, where applicable)
- Lumos Long Distance Service for interstate/intrastate calls, unlimited*
- Waiver of the non-recurring service charges on initial conversion of service from existing telephone company

C. Business Bundle is available on single business exchange service where facilities permit in the following exchanges.

- Beckley
- Charleston
- Huntington
- Lewisburg
- Logan
- Point Pleasant
- St. Albans

*Not regulated under this Tariff

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17. BUNDLED SERVICES

17.2.1 Regulations, continued

- D. Business Bundle is available only to customers who subscribe to Lumos as their carrier for local and interstate/intralata calls.*
- E. Business Bundle is not available with other discount plans.
- F. Detailed toll billing is not provided with Business Bundle. If customer requests detailed toll billing, additional charges will apply.
- G. Community Connections is only offered in certain exchanges that offer expanded local calling as listed in Section 3A of this tariff and B.3. above.
- H. Long distance calls will be direct dialed and will not include collect, third party, directory assistance, international, or calls to Alaska or Hawaii.*
- I. Business Bundle will only be offered to customers with a minimum one-year contract.

17.2.2 Rates

	<u>Monthly</u>	
<u>Lumos Business Advantage, Basic</u>		
Per Line	\$65.95	(I)
Interstate and Intrastate Intralata, per minute*	\$0.05	
 <u>Lumos Business Advantage</u>		
Per line	\$85.95	(I)
Interstate and Intrastate Intralata, unlimited*		

17.2.3 Early Termination Fees

Customers agree to remain a subscriber of Bundled Services for the period noted on the contract. If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay Lumos the Early Termination Fees and applicable taxes. Business Advantage lines will be charged \$9.00 per line for the number of months in service. If the customer requests termination within the first year of the contract, then waived connection fees associated with each service will also be charged.

* Not regulated under this Tariff

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17. BUNDLED SERVICES

17.3 INTEGRATED ACCESS

17.3.1 General

Integrated Access is an optional business service package which combines voice grade line, long distance*, voicemail*, and broadband internet* access over a High Capacity Service or Fiber.

17.3.2 Regulations

- A. Integrated Access consists of the following offerings:
- Integrated voice grade line with unlimited usage within the Lumos local calling areas.
 - All custom calling features except call trace.
 - Lumos Long Distance Service for interstate and intrastate intralata calls*
 - Voicemail*
 - Unlimited symmetrical Internet access starting at 256K with upgrades in 256K increments*
 - Lumos hosted email (up to 50 email addresses)*
- B. Integrated Access is available only to customers with minimum monthly revenue of \$495.95.
- C. Integrated Access is not available with other discount plans.
- D. Integrated Access is available only to customers who subscribe to Lumos as their carrier for local service and interstate and intralata long distance for all lines.
- E. Integrated Access lines must have the same Lumos Long Distance Plan on each line.*
- F. Long distance calls included in Integrated Access will be direct dialed. Additional charges will apply to collect, third party, directory assistance, international, or calls to Alaska or Hawaii.*
- G. Detailed toll billing is not provided on unlimited Long Distance plans or on calls made within the Lumos local calling areas.
- H. Integrated Access includes use of Lumos Integrated Access Device (IAD) which remains the property of Lumos and functions as the Network Interface Device (NID).

* Not regulated under this Tariff

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17. BUNDLED SERVICES

17.3.3 Regulations (continued)

- I. Integrated Access requires a contract of one year or longer.
- J. The Setup Charge is waived with a three-year contract.
- K. E911 location information for Integrated Access customers is provided to the appropriate 911 database using the physical location of the Integrated Access Device (IAD). The Company provisions 911 service for Integrated Access customers as set forth in Section 8 of this Tariff.

17.3.4 Rates

Integrated Access consists of several options listed below that must meet a monthly revenue requirement of \$495.95. The options are listed below:

	<u>Monthly</u>	<u>NRC</u>	
A. Integrated Voice Grade Line	\$43.00		(I)
B. Lumos Long Distance Options:*			
Interstate and Intrastate Intralata Unlimited, per line*	\$15.00		
Interstate and Intrastate Intralata Per minute, per line*	\$ 0.05		
C. Internet Options:*			
Dedicated Internet 256K*	\$219.95		
Dedicated Internet 512K*	\$319.95		
Dedicated Internet 768K*	\$369.95		
D. Setup Charge**		\$199.00	

*Not regulated under this Tariff

**Includes both regulated and non-regulated service setup.

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17. BUNDLED SERVICES

17.4 INTEGRATED CENTREX

17.4.1 General

- A. Integrated Centrex is an optional local business exchange telecommunications service available on pre-qualified Lumos Broadband Connections. The telephone company reserves the right to deny service if pre-qualification fails. Integrated Centrex is not offered in association with pay telephone service.
- B. Integrated Centrex Service is a service arrangement which consists of host central office interface equipment and software located on company premises. This service provides local exchange access and feature packages as set forth in Section 17.4.2 and 17.4.2.A following.
- C. Mobile E911 is an optional service and is only available to customers that agree to take full responsibility of updating their current physical address through a web portal via a third-party routing vendor. Customers must sign a contract agreeing to these terms and agree to pay a mobile routing fee.

17.4.2 Feature Packages

Integrated Centrex Service offers feature packages shown below at rates and charges set forth in Section 17.4.5.

Features provided via Integrated Centrex Service from host central office equipment and software include:

A. Office:

Anonymous Call Rejection	Authentication
Basic Call Logs	Call Forwarding Always
Call Forwarding Busy	Call Forwarding No Answer
Call Return	Call Transfer
Call Waiting	Calling Line ID Delivery Blocking
Calling Line ID (Internal/External)	Customer Originated Trace
Last Number Redial	Outlook Integration
Speed Dial 8	Three-Way Call
Voice Messaging	

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17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.2 Feature Packages (continued)

B. Executive:

Alternate Numbers	Anonymous Call Rejection
Authentication	Barge-In Exempt
Basic Call Logs	Call Forwarding Always
Call Forwarding Busy	Call Forwarding No Answer
Call Forwarding Selective	Call Return
Call Transfer	Call Waiting
Calling Line ID Delivery Blocking	Calling Line ID (Internal/External)
Customer Originated Trace	Do not disturb
Last Number Redial	Multiple Call Arrangement
Outlook Integration	Priority Alert
Push to Talk	Remote Office
Selective Call Rejection	Shared Call Appearance
Speed Dial 100	Three-Way Call
Voice Messaging	

C. Assistant:

Alternate Numbers	Anonymous Call Rejection
Authentication	Basic Call Logs
Call Forwarding Always	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding Selective
Call Return	Call Transfer
Call Waiting	Calling Line ID Delivery Blocking
Calling Line ID (Internal/External)	Customer Originated Trace
Directed Call Pickup w/Barge-in	Last Number Redial
Multiple Call Arrangement	Outlook Integration
Priority Alert	Push to Talk
Selective Call Rejection	Shared Call Appearance
Speed Dial 100	Three-Way Call
Voice Messaging	

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17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.2 Feature Packages (continued)

D. Lobby:

Authentication	Call Return
Call Transfer	Call Waiting
Calling Line ID Delivery Blocking	Calling Line ID (Internal/External)
Last Number Redial	Three-Way Call

E. Receptionist:

Alternate Numbers	Anonymous Call Rejection
Automatic Hold/Retrieve	Basic Call Logs
Call Forwarding Always	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding Selective
Call Return	Call Transfer
Call Waiting	Calling Line ID Delivery Blocking
Calling Line ID (Internal/External)	Customer Originated Trace
Directed Call Pickup w/Barge-in	Last Number Redial
Outlook Integration	Priority Alert
Push to Talk	Selective Call Rejection
Speed Dial 100	Three-Way Call
Voice Messaging	

If Hardware Based:
Busy Lamp Field

Definitions of the features are kept on file in the Company Business Office.

17.4.2.A Features

- A. Assistant Enterprise (Toolbar): A software application that allows Integrated Centrex customers to control their key features through an integrated toolbar interface within Outlook, Internet Explorer, or Firefox.
- B. Communicator (Softphone): A software application that allows Integrated Centrex customers to communicate with a software based IP phone using a standard Windows-based PC.

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17.BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.3 Liability of the Telephone Company

The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Integrated Centrex Service.

17.4.4 Conditions

- A. Integrated Centrex Service is a bundled service that requires Lumos Broadband service* and Lumos Long Distance*.
- B. The Company will furnish one alphabetical and one classified directory listing on a per Integrated Centrex Service summary account, without charge. Additional directory listings are offered subject to the provisions set forth in Section 6 of this Tariff.
- C. The rates and charges shown for Integrated Centrex Service apply to establishment of Integrated Centrex Service only. Other services as provided for in the Tariffs of the Company may be furnished in connection with this service at rates and charges specified for such services.
- D. Integrated Centrex Service is offered on a contractual basis commencing on the date the service is established. The rates per Integrated Centrex Line, Feature package, and Line/Trunk charges are set forth in Section 17.4.5 following apply each month from the time the System is placed in service until the Integrated Centrex Service is discontinued.
- E. Customer-provided equipment for Integrated Centrex Service shall be selected from the Lumos Network Authorized List.
- F. Integrated Centrex Service line rates shown herein do not include provisions for stations or inside wire maintenance or any Customer Local Area Network maintenance.
- G. This Tariff contemplates the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- H. This Tariff (including the rates and charges shown herein) for Integrated Centrex Service is subject to such changes or modifications as the appropriate regulatory authority may from time to time direct or allow in the exercise of its jurisdiction.

*Not regulated under this Tariff

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17. BUNDLED SERVICES

17.4 INTEGRATED CENTREX (continued)

17.4.5 Rates

The following rates and charges apply.

A. The rates and charges shown apply in addition to all other applicable rates and charges shown elsewhere in this Tariff.

B. The following line rates apply:

	<u>USOC</u>	<u>MONTHLY</u>
Line Charge	VO4CL	\$22.95

C. The following Feature Package Service Rates apply per line.

	<u>USOC</u>	<u>MONTHLY</u>
Office	VOXOF	\$2.00
Executive	VOXEX	\$5.00
Assistant	VOXAS	\$4.00
Lobby	VOXLB	\$1.00
Receptionist	VOXRE	\$40.00

The following Feature Service Rates apply per line.

	<u>USOC</u>	<u>MONTHLY</u>
Assistant Enterprise (Toolbar)	VOXTB	\$1.95
Communicator (Softphone)	VOXSP	\$5.95

D. Lumos Long Distance Options:*

	<u>USOC</u>	<u>MONTHLY</u>
Interstate and Intrastate Intralata Unlimited, per line*	VOLDU	\$15.00
Interstate and Intrastate Intralata Per minute, per line*	VOLD5	\$0.05

E. Appropriate Nonrecurring Charges set forth in Section 4 of this Tariff apply to installation of an Integrated Centrex Service System up to and including the Network Interface.

*Not regulated under this Tariff

SECTION 18

LONG DISTANCE MESSAGE

TELECOMMUNICATIONS SERVICES

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.1 APPLICATION OF TARIFF

18.1.1 General

This tariff applies to long distance message telecommunication services, furnished or made available by LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA between points located in West Virginia. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Company.

18.1.2 Regulations

A. Explanation of Terms

Bill to Third Party

Bill to third party denotes a billing arrangement by which a call may be charged to an authorized line as determined by the Company other than the line originating the call or the line where the call is completed.

Calling Card

Calling card denotes a billing arrangement by which a call may be charged to an authorized Company calling card number.

Collect Call

Collect call denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called line. A collect call may be billed to a calling card or third party number. In case of calls to coin telephones, the charges must be billed to a calling card or third party number, or the call may be reoriginated from the called lines.

Long Distance Message Telecommunications Service

Long distance message telecommunications service is that of furnishing facilities for telecommunications between dial tone lines in different local service areas in accordance with the regulations and schedule of rates specified in this tariff. Long distance rates include no compensation for the use of exchange facilities.

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.1 APPLICATION OF TARIFF (continued)

18.1.2 Regulations (continued)

A. Explanation of Terms (continued)

Person-to-Person

Person-to-person is that service where the person originating the call specifies to the Company operator a particular person to be reached, or a particular station line, department or office to be reached through a branch exchange or Centrex attendant.

When, after the line, branch exchange or Centrex system called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person, or to any other station line, department or office to be reached through a branch exchange or Centrex attendant, the classification of the call remains person-to-person.

Station-to-Station

Station-to-station is that service where the person originating the call dials the telephone number desired, or gives the Company operator the telephone number of the desired station line, branch exchange, or Centrex line which is reached directly rather than through a branch exchange or Centrex attendant, or gives only the name and address under which the number of the desired line or branch exchange or Centrex system is listed, and does not specify a particular person to be reached, nor a particular line, department or office to be reached through a branch exchange or Centrex attendant.

B. Chargeable Time

Chargeable time for all long distance connections does not include time lost because of faults or defects in the service.

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.1 APPLICATION OF TARIFF (continued)

18.1.2 Regulations (continued)

C. Use of Service

a. Resale of Service

A customer of services, facilities and/or equipment in this tariff may offer such services, facilities and/or equipment to others (patrons), for profit.

b. Sharing of Services

A customer of services, facilities and/or equipment in this tariff may share such services, facilities and/or equipment in long term agreement with others (users). The customer may, but does not have to, use the service that is to be shared.

Sharing arrangements must be nonprofit. The total charges to all participants in a sharing arrangement may not exceed the sum of the Company's charges for the service shared, plus the charges for any ancillary equipment that may be connected to such shared service. The allocation of charges to each participant shall be on a nonprofit pro rata basis.

Where the customer for a sharing arrangement is organized as a nonprofit entity, a not-for-profit fee, charged solely for the management of the sharing arrangement, may be allocated by the customer among the participants.

D. Long Distance Directory Assistance Service

Regulations and rates are as specified for Directory Assistance Service in this Company's Telecommunications Services Tariff.

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE

18.2.1 General

Two-point long distance service consists of telecommunications between two lines, Miscellaneous Common Carrier mobile radio, branch exchange or Centrex systems or any combination thereof, involving different local service areas.

18.2.2 Regulations

A. Classes of Service

1. Service is offered on a station-to-station or person-to-person basis. A station-to-station call can be established on a customer dialed or operator assisted basis, while the operator must process a person-to-person call.

2. Station-to-Station

a. Customer Dialed

The customer-dialed schedule contemplates station-to-station calls dialed and completed by the customer without the assistance of a Company operator. The services of a Company operator are not to be used in connection with completing such calls, or in furnishing any information or assistance relating to billing or charges for such calls, except in the following cases:

1. to establish a call that has been interrupted after the called telephone number has been reached.
2. to reach the called telephone number where Direct Distance Dialing facilities are not available.
3. to record the originating telephone number where no automatic recording equipment is available.
4. to record a special identification number, issued by the Company for its billing purposes to students who reside at dormitories of colleges or universities equipped for Dormitory Centrex Service, for a call placed from a Dormitory Centrex station.
5. to place a call for a calling party who identified himself as being handicapped and unable to dial the call because of his handicap.

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18.2 TWO-POINT SERVICE (continued)

18.2.2 Regulations (continued)

A. Classes of Service (continued)

2. Station-to-Station (continued)

b. Customer Dialed Calling Card

The Customer Dialed Calling Card schedule contemplates that the person originating the call:

1. dials the digit zero, plus the telephone number, plus a calling card number (where equipment is available) to complete the call without operator assistance, or
2. dials the digit zero, plus the telephone number (0 + number) to complete the call. In such cases operator assistance is limited to recording the calling card number for billing purposes, or
3. dials the operator and places a calling card call when equipment capability precludes either of the foregoing.

c. Operator Assisted

The operator assisted schedule contemplates the required services of a Company operator in the completion of station-to-station calls or requests for any information or assistance relating to billing or charges for such calls, except as specified for customer dialed and Customer Dialed Calling Card calls.

3. Person-to-Person

The person-to-person schedule contemplates that all person-to-person calls be necessarily handled by a Company operator.

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18.2 TWO-POINT SERVICE (continued)

18.2.2 Regulations (continued)

B. Time Schedule

1. Peak and Off Peak rates apply as follows:

<u>Rates</u>	<u>From</u>	<u>Time Applicable</u>		<u>Days Applicable</u>
		<u>To</u>	<u>But Not Including</u>	
Peak	8:00 a.m.	6:00 p.m.		Monday through Friday
Off Peak	6:00 p.m.	8:00 a.m.	All Hours	Monday through Friday Saturday and Sunday

Rates applicable on certain holidays

On New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25), the holiday rate applicable is the Off Peak rate.

2. Chargeable time for all station-to-station calls begins when connection is established between the calling station and the called station. Miscellaneous Common Carrier mobile radio system, branch exchange or Centrex system and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

3. Time Schedule

Chargeable time for person-to-person calls begins when connection is established between the calling person and the particular person or station specified or an agreed alternate and ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the Company network or by the Company operator.

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.2 TWO-POINT SERVICE (continued)

18.2.3 Rates

A. Application of Rates

The rate for each message will be on a per minute basis. Each message will be billed in one (1) minute increments with fractional minutes rounded to the next full minute.

Residence customers who have been certified to the Company as having a hearing and/or speech impairment which requires them to communicate over telephone facilities by means other than voice and who use Data Transmitting and Receiving Terminals of speeds of 110 bauds or less, provided either by the Company or the customer, will be charged Off Peak rates for Customer Dialed Direct Station-to-Station messages.

The charges for station-to-station operator-assisted and person-to-person calls are as specified in 18.2.3.C.2 following for operator-assisted call charges and apply in addition to the charges for station-to-station customer-dialed rate.

The discount service combinations listed below will no longer be offered to new customers but existing customers who have subscribed to these service combinations are grandfathered.

Discount Plans Customer Subscribes To:

1. PCS*, LUMOS WV Connections –
Waive Lumos WV Connections Flat Rate
 2. PCS*, Internet*, LUMOS WV Connections –
10% Discount on Internet* and Waive LUMOS WV Connections Flat Rate
 3. Internet* and LUMOS WV Connections –
Waive LUMOS WV Connections Flat Rate
- * Non-Regulated Service

B. Long Distance Plan Descriptions

1. Option A or “LUMOS Business Connect” – This option provides business customers with a one-rate per minute option. All calls are rated at one rate per minute, anytime, and anywhere within the Continental U. S.
2. Option C or “Business Bundle Long Distance” - This option is available only to business customers that purchase both local and long-distance services. Business customers will pay a flat monthly rate per line/trunk and then pay a lower rate per minute, no matter what time the call is placed.
3. Option D – This option provides business customers with an \$0.08 per minute plan, 24 hours a day.

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18.2 TWO-POINT SERVICE (continued)

18.2.3. Rates (continued)

C. Rate Schedule

1.	<u>Station-to-Station Customer Dialed</u>	<u>USOCs</u>
a.	<u>Option A:</u> (available to business customers only) Peak \$0.21 per minute Off Peak \$0.13 per minute	
b.	<u>Option C:</u> (available to business customers only) Per Month \$2.95 Peak \$0.06 per minute Off Peak \$0.06 per minute	LDWVB
c.	<u>Option D:</u> (available to business customers only) Peak \$0.08 per minute Off Peak \$0.08 per minute	
2.	<u>Operator Assisted Call Charges</u>	
a.	Station-to-Station customer dialed Calling Card	\$0.60
b.	Station-to-Station operator assisted other than customer dialed Calling Card	\$1.55
c.	Person-to-Person	\$3.00
3.	<u>Customer Dialed Calling Card</u>	
a.	Peak \$0.24 per minute Off Peak \$0.24 per minute	
4.	<u>Payphone Surcharge (Per Payphone Call)</u>	\$0.30

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.3 LONG DISTANCE CONFERENCE SERVICE

18.3.1 General

Long Distance Conference Service is a connection among three or more lines, branch exchange trunks, Centrex lines, or combinations thereof, involving two or more local service areas, on one connection at the same time. All such lines and trunks are so interconnected that each may communicate with all others.

18.3.2 Regulations

- A. One class of service is only offered whether the call is to specified persons or specified stations.
- B. Long Distance Conference Service shall be established only by a Company operator utilizing conference equipment located in the Company central office.
- C. The Company will, at the request of a customer, undertake to arrange for the establishment of a conference connection at a specified time.
- D. Chargeable time begins when the call is established among all the specified persons or lines and ends when the call is disconnected at the originating line, except as provided in 18.3.2.E following.
- E. When the originating customer requests that a line or lines be added or omitted from those included on an existing conference connection, it is considered as disconnecting the current call and initiating a new call on the basis of the revised group.
- F. Charges for conference connection may, upon request, be reversed provided that the total charge is accepted at, and billed to, one called station.

18.3.3 Rates

The rate for a conference connection is the sum of:

- A. A charge of \$3.00 for each called line, branch exchange trunk, and/or Centrex line and
- B. The per minute charges as specified in the Rate Schedule for Two-Point Service, in Section 18.2.3.B of this tariff, for a station-to-station customer dialed call between the originating line and each called line and/or trunk called on the conference connection. For calls connected in the same local service area, the charges as specified in the Rate Schedule for Two-Point Service, in Section 18.2.3.B of this tariff applies.

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.4 TOLL PRESUBSCRIPTION

18.4.1 General

Toll presubscription is a procedure whereby a customer may select and designate a Toll Provider (TP) to access toll calls without dialing an access code. The customer may designate a TP for intraLATA toll, a different carrier for interLATA toll, or the same carrier for both. This TP is referred to as the customer's preferred toll carrier (PIC).

Each carrier will have one or more access codes assigned to it for various types of service. When a customer selects a carrier as its preferred toll carrier for a telephone line, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier from that telephone line by the customer without dialing an access code. Should the same customer wish to use other code-dependent services of the same carrier, it will be necessary for the customer to dial the necessary access code(s) to reach that carrier's other service (s).

A TP must use Feature Group D (FGD) Switched Access Service to qualify as a toll provider. All TP's must submit a Letter of Intent (LOI) to the Telephone Company at least forty-five days prior to the date on which the carrier proposes to begin participating in toll presubscription.

Selection of a TP by a customer is subject to the terms and conditions in 18.4.2, following.

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18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICES

18.4 TOLL PRESUBSCRIPTION

18.4.2 Presubscription Change Application

A. Initial Free Presubscription Choice for New Customers

New customers will be asked to select a primary TP when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon a toll carrier at the time, the customer will have thirty calendar days following completion of the service request to make a PIC choice without charge. In the interim, the customer will be assigned "No-PIC" and will have to dial an access code to make toll calls. The free selection period available to new customers is the period within thirty days of installation of the new service.

Initial free selection available to new customers are:

-Designating a TP as their primary carrier, thereby requiring no access code to access that TP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.

-Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all TP's. This choice can be made by directly contacting the Telephone Company.

-Following an existing customer's free selections, any change is subject to a nonrecurring charge, as set forth in 18.4.4 following.

B. Charge for Toll Presubscription

After expiration of the initial free presubscription choice period for new customers, as specified in 18.4.2, the customer will be assessed a toll presubscription charge as specified in 18.4.4 following.

C. Cancellation of Toll Presubscription by a TP

If a TP elects to discontinue Feature Group D service after implementation of the toll presubscription option, the TP is obligated to contact, in writing, all customers who have selected the canceling TP as their preferred toll provider. The TP must inform the customer that it is canceling its Feature Group D service, request that the customer select a new TP and state that the canceling TP will pay the PIC change charge, as provided in 18.4.4, following. The TP must provide written notification to LUMOS NETWORKS OF WEST VIRGINIA INC. D/B/A SEGRA that this activity has taken place.

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18.4 TOLL PRESUBSCRIPTION

18.4.3 Customer Change Discrepancy

- A. When a discrepancy is determined regarding a customer's designation of a preferred toll carrier, the following applies depending upon the situation described:

A signed Letter of Authorization (LOA) takes precedence over any other order other than subsequent, direct customer contact with the Telephone Company.

When two or more orders are received for a customer line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

- B. Verification of Orders for Telemarketing

No TP shall submit to the Telephone Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been confirmed in accordance with the following procedures:

1. The TP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:
 - the customer's billing name and address and each telephone number to be covered by the PIC change order;
 - the decision to change the PIC to the TP; and
 - the customer's understanding of the PIC change fee; or
2. The TP has obtained the customer's electronic authorization, placed from the telephone number (s) on which the PIC is to be changed, to submit the order that confirms the information described in 1 preceding, to confirm the authorization; or
3. An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification data (e.g., the customer's date of birth or social security number).

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18.4 TOLL PRESUBSCRIPTION (continued)

18.4.4 PIC Freeze Option

A PIC Freeze option is available to customers who wish to “freeze” their PIC in an effort to prevent unwanted PIC changes. The customer must notify the Telephone Company and sign a PIC Freeze Authorization Form that notes the carrier to which the freeze applies. The customer may “lift” the freeze by using a three-way call between the carrier, the customer and the Telephone Company. If the customer changes the PIC, a new Form will need to be completed for a freeze to be applied to the new PIC. The freeze will be completed and maintained without charge to the customer.

18.4.5 Rates

Preferred Toll Carrier (PIC) change, per line	\$5.00
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SECTION 19

(RESERVED FOR FUTURE USE)

SECTION 20

PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

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20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

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20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.1 GENERAL

- A. Private line telephone service is that of providing the requisite facilities, to enable the customer to communicate between specified locations for twenty-four hours per day, seven days a week. All facilities for this service are furnished by the Company.
- B. Channels are furnished between specified locations for use with telegraph, buzzer, burglar alarm, clock, fire alarm, messenger services and other such similar service with telegraph characteristics, in connection with which the customer provides the terminal equipment. Such channels may, upon approval of the Company, be used to supplement channels owned and maintained by the customer, where the channel owned by the customer is located on his property or right-of-way as in the case of a railroad or where the customer has, under proper State of Municipal franchise, the right to maintain and use such channels for the desired purpose.
- C. The service and channels provided under this section are not furnished for the commercial transmission of communications between exchanges.
- D. The rates herein are applicable when facilities are available and when standard transmission can be provided without the use of special equipment.
- E. This tariff applies to channel services furnished or made available by the Company or furnished jointly with other local exchange companies between two or more points within West Virginia. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this tariff.

20.2 DEFINITIONS

- A. CHANNEL – A Channel is a path between two or more points furnished by means of any type facility over any route the Company may elect to use.
- B. CHANNEL FIXED CHARGE – Is a rate element that recovers the cost for end office equipment associated with terminating the interexchange facility in the serving wire center.
- C. CHANNEL MILEAGE FACILITY – Is a rate element that recovers the per mile cost for the transmission path which extends between the Company serving wire centers.
- D. CHANNEL TERMINATION – Is a rate element that recovers the costs associated with the communications path between a customer-designated premises and the serving wire center of that premises.

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20. PRIVATE LINE TELEPHONE SERVICE AND CHANNELS

20.3 CHANNEL TYPES

The Company offers the following Interexchange channel types:

- A. Voice Grade – a channel for the transmission of analog signals within an approximate bandwidth of 300 to 3000 Hz. A Voice Grade channel will generally support analog data requirements.
- B. Digital Data – a channel for the digital transmission of synchronous serial data at rates of 2.4, 4.8, 9.6, 19.2, 56.0 or 64.0 Kbps.
- C. High Capacity – a channel for the transmission of isochronous serial digital data at rates of 1.544 or 44.736 Mbps.

20.4 RATES

A. Voice Grade Service

	<u>Monthly Rate</u>	<u>USOC</u>	<u>One-Time Charge</u>	<u>USOC</u>
1. Channel Termination, per termination				
Two-Wire	\$25.00	5VG2W	\$100.00	5VGIN
Four-Wire	\$50.00	5VG4W	\$100.00	5VGIN
2. Channel Mileage Facility, per mile	\$ 2.00	5VCMF		
3. Channel Mileage Fixed, per circuit	\$30.00	5VCMT		
4. Optional Features and Functions				
Voice Bridging, per port (2- or 4-wire)	\$ 7.50	5VVBR		
Data Bridging, per port (2- or 4-wire)	\$ 7.50	5VDDBR		
Type C Conditioning	\$ 7.50	5VCON		
Improved Return Loss (2- or 4-wire)	\$15.00	5VIRL		
Signaling Capability, per termination	\$15.00	5VSIG		
Data Capability, per termination	\$ 7.50	5VDC		

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20.4 RATES (continued)

		Monthly		One-Time	
		<u>Rate</u>	<u>USOC</u>	<u>Charge</u>	<u>USOC</u>
B.	Digital Data Service (2.4 Kbps to 64 Kbps)				
	Channel Termination, per termination				
	1. Month-to-Month	\$90.00	5DDMM	\$200.00	5DDIM
	2. One Year	\$80.00	5DD1	\$150.00	5DDIN
	3. Two Years	\$75.00	5DD2	\$150.00	5DDIN
	4. Three Years	\$70.00	5DD3	\$150.00	5DDIN
	5. Five Years	\$65.00	5DD5	\$150.00	5DDIN
	Channel Mileage Facility, per mile	\$ 3.00	5DCM		
	Channel Mileage Fixed, per circuit	\$55.00	5DCMF		
	Optional Features and Functions				
	1. Bridging, per port	\$10.00	5DDBR		
C.	High Capacity Service – DS1 (1.544 Mbps)				
	Channel Termination, per termination				
	1. Month-to-Month	\$275.00	5DSMM	\$500.00	5DSIM
	2. One Year	\$200.00	5DS11	\$250.00	5DSIN
	3. Two Years	\$187.50	5DS12	\$250.00	5DSIN
	4. Three Years	\$175.00	5DS13	\$ 0	
	5. Five Years	\$160.00	5DS15	\$ 0	
	Channel Mileage Facility, per mile				
	1. One Year	\$15.00	5DSIM		
	2. Three Years	\$12.00	5DSM3		
	3. Five Years	\$10.00	5DSM5		
	Channel Fixed Charge, per circuit				
	1. One Year	\$75.00	5DSIF		
	2. Three Years	\$60.00	5DSF3		
	3. Five Years	\$50.00	5DSF5		
	On-Net Channel Mileage Facility, per mile*				
	1. Month-to-Month	\$ 6.00	5D10M		
	2. One Year	\$ 5.00	5D101		
	3. Three Years	\$ 4.00	5D103		
	Optional Features and Functions:				
	1. Cross Connect, per DS0 connection	\$ 2.50	5D0XC		
	2. Cross Connect, per DS1 connection	\$ 7.50	5D1XC		
	3. Multiplexing – DS1 to DS0	\$180.70	5MX10		
	* Minimum Mileage Charge of \$150 per DS1		5D1MI		

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20.4 RATES (continued)

D.	High Capacity – DS3 (44.736 Mbps)	<u>Monthly</u> <u>Rate</u>	<u>USOC</u>	<u>One-Time</u> <u>Charge</u>	<u>USOC</u>
	Channel Termination, per termination				
	1. One Year	\$2,500.00	5DS31	\$1,000.00	5DS3I
	2. Two Years	\$2,000.00	5DS32	\$ 500.00	5DS3N
	3. Three Years	\$1,750.00	5DS33	\$ 0	
	4. Five Years	\$1,500.00	5DS35	\$ 0	
	Channel Mileage Facility, per mile	\$ 150.00	5DS3M		
	Channel Mileage Fixed, per circuit	\$ 500.00	5DS3F		
	On-Net Channel Mileage Facility, per mile *				
	1. Month-to-Month	\$ 73.00	5D3OM		
	2. One Year	\$ 60.00	5D3O1		
	2. Three Years	\$ 48.00	5D3O3		
	3. Five Years	\$ 35.00	5D3O5		
	Optional Features and Functions:				
	1. Cross Connect, per DS3 connection	\$ 150.00	5D3XC		
	2. Multiplexing, per Arrangement DS3 to DS1	\$ 474.00	5MUX		

E. Termination Liability Charges

If prior to the end of the commitment period, the customer disconnects for any reason or is disconnected for non-payment of service, the customer agrees to pay the early termination liability charges and applicable taxes which is determined by the difference between the month-to-month price and the applicable term price times the number of months in service. If the customer disconnects before one year, the waived installation fees equal to the month-to-month option should be recovered in full.

* Minimum Mileage Charge of \$1,500 per DS3

5D3MI