

MISCELLANEOUS SERVICES

| | Page |
|---|-----------|
| I. DIRECTORY ASSISTANCE SERVICE | 4 |
| A. General..... | 4 |
| B. Rates | 5 |
| C. Directory Assistance Denial (Blocking) Service..... | 5 |
| D. Sale of Directory (White Page) Listings..... | 6 |
| II. PAY TELEPHONE SERVICE..... | 7 |
| A. Public Pay Telephone Service..... | 7 |
| B. Public Pay Telephone Line Services..... | 7 |
| C. Regulations and Rates | 10 |
| D. Available Futures for Pay Telephone Line Service..... | 11 |
| III. VERTICAL CALLING SERVICES..... | 13 |
| A. General..... | 13 |
| B. Rates and Charges..... | 19 |
| IV. SAFETY LINK..... | 21 |
| A. General..... | 21 |
| B. Rates and Charges..... | 22 |
| V. DIRECT INWARD DIALING (DID) SERVICE | 23 |
| A. General..... | 23 |
| B. Rates | 24 |
| VI. DIRECT OUTWARD DIALING (DOD) SERVICE | 25 |
| A. General..... | 25 |
| B. Rates | 26 |
| VII. RESERVED NUMBER SERVICE..... | 26 |
| VIII. 911 SERVICES..... | 27 |
| A. Definitions..... | 27 |
| B. Description..... | 30 |
| C. Regulations | 34 |
| D. Rates | 46 |

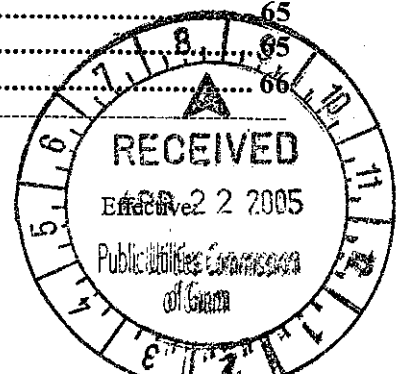
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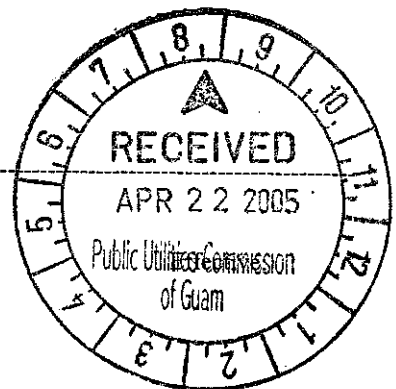
| | Page |
|--|-------------|
| IX. CALL TRACE..... | 47 |
| A. General..... | 47 |
| B. Rates and Charges..... | 47 |
| X. OPERATOR SERVICES – LINE STATUS VERIFICATION AND BUSY LINE INTERRUPT SERVICES..... | 47 |
| A. General..... | 47 |
| B. Rates and Charges..... | 48 |
| XI. CALL WAKE-UP SERVICE | 48 |
| A. General..... | 48 |
| B. Rates and Charges..... | 48 |
| XII. TELEPHONE ASSISTANCE PROGRAMS | 49 |
| A. General..... | 49 |
| B. Definitions..... | 49 |
| C. Eligibility Requirements | 50 |
| D. Terms and Conditions | 51 |
| E. Amount of Support..... | 53 |
| XIII. TOLL RESTRICTION SERVICE..... | 55 |
| A. General..... | 55 |
| B. Rates..... | 56 |
| XIV. PERSONALIZED TELEPHONE NUMBERS..... | 56 |
| A. General..... | 56 |
| B. Rates | 57 |
| XV. DIGITAL (ISDN) SINGLE LINE SERVICE INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – DIGITAL (ISDN) SINGLE LINE SERVICE..... | 58 |
| A. General..... | 58 |
| B. Conditions..... | 58 |
| C. Rate Regulations | 63 |
| D. Rates and Charges | 64 |
| XVI. CUSTOM RING..... | 65 |
| A. General..... | 65 |
| B. Conditions | 65 |
| C. Rules | 66 |

By: Tariff Administrator
 Title:
 Issued:



| | |
|----------------------------------|----|
| D. Rates | 67 |
| XVI. REMOTE CALL FORWARDING..... | 68 |
| A. General..... | 68 |
| B. Rates and Charges | 68 |

By: Tariff Administrator
Title:
Issued:



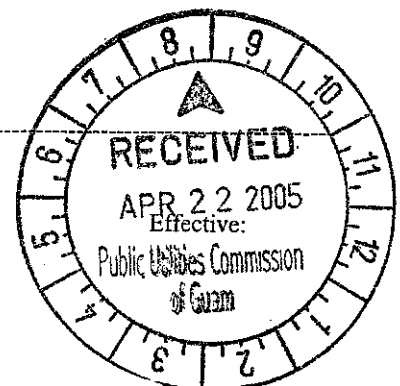
MISCELLANEOUS SERVICES (cont'd)

I. DIRECTORY ASSISTANCE SERVICE

A. General

1. GTA furnishes Directory Assistance Service whereby customers may request assistance in determining directory information.
2. A customer request for directory assistance is any call to a directory assistance attendant.
3. Customers receive a monthly call allowance of three calls per line to the directory assistance attendant on a direct dial basis where only local directory information is requested without additional charge. The monthly call allowance does include calls where Off-Island Listings are requested.
4. The monthly directory assistance call allowance is not transferable between separate accounts of the same customer. No credit will be given for any unused portion of the monthly call allowance, requests for telephone numbers that are non-published or not otherwise found in the telephone directory.
5. A maximum of two listings may be requested per call to a directory assistance attendant. A request for one local listing and one Off-Island Listing will be charged at the applicable Off-Island Listing rate.
6. Charges for Directory Assistance Service are applicable to calls placed from public telephone service. Customers whose physical, visual, mental or reading disability prevents them from using the telephone directory are exempt from Directory Assistance Charges. The method of exempting those disabled customers shall be via completion of an exemption form supplied by GTA and GTA's acceptance of that form.
7. Directory Assistance Automatic Dialing may be requested by a customer after obtaining a telephone number from directory assistance. Directory Assistance Automatic Dialing provides automatic dialing of the requested telephone number after authorization by the customer. The charge for Directory Assistance Automatic Dialing is on a per request basis and may be requested on calls originating from Pay Telephones.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

I. DIRECTORY ASSISTANCE SERVICE (cont'd)

B. Rates

1. For customer direct dialed calls to a GTA directory assistance attendant when a customer requests Off-Island Listings, a charge of \$1.25 per call is applicable.
2. For customer direct dialed calls to a GTA directory assistance attendant when a customer requests local listings, a charge of \$0.75 per call is applicable when that monthly directory assistance call allowance is exceeded.
3. For each customer request for Directory Assistance Automatic Dialing, an additional charge of \$0.30 is applicable.
4. Designating a listing as "Nonpublished" is \$2.50 per month.

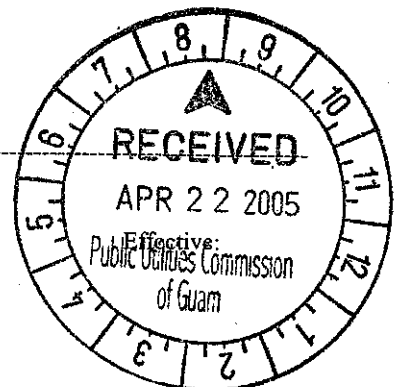
C. Directory Assistance Denial (Blocking) Service

1. Directory Assistance Denial (Blocking) Service is an arrangement whereby a call to a directory assistance attendant originating from a designated access line is blocked. The service is designed to prevent the placement of Directory Assistance calls from that access line to GTA's Directory Assistance Access Code "411"
2. Rates

| | Per Line |
|-------------------------------------|------------------------------------|
| | <u>Non-Recurring Charge</u> |
| Directory Assistance Denial Service | \$7.50* |

* The Non-Recurring Charge is not applicable on any service order where a line connection charge is applicable.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

I. DIRECTORY ASSISTANCE SERVICE (cont'd)

D. Sale of Directory (White Page) Listings

Detailed directory listings of customer names, telephone numbers and address which are Published will be provided in hardcopy or computer media form at the rates listed below.

1. GTA accepts no liability for damages or losses claimed by customers who either purchase directory listings or are included, or omitted, or listed in error from the directory listings.

2. Only Published telephone listings which appear in the Directory White Pages will be included in the directory listings, and will contain only the customer name, telephone number, and address, if provided by customer, as the listing appears in GTA's White Page Directory.

3. If a Non-Published number should be released in a directory listing, GTA's liability is limited to a refund of the monthly charges applicable for Non-Published service for a one year period.

4. Rates

- a. Setup Charge for request of master database listing
\$ 500.00
- b. Residential listing, per listing for initial and update request
\$ 0.25
- c. Commercial listing, per listing for initial and update request
\$ 0.27

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

II. PAY TELEPHONE SERVICE

A. Public Pay Telephone Service

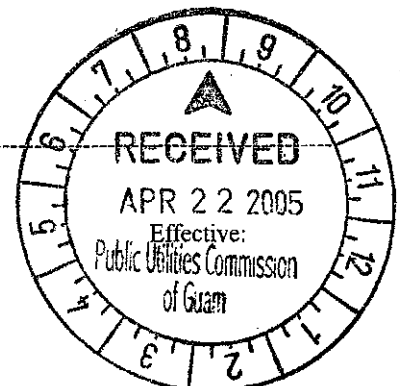
Public Pay Telephone Service (Public Telephone) is a service provided using a telephone instrument equipped with a coin collecting device. Public Telephones are installed for the use of the general public and their use by any occupants of the premises on which are located is only incidental to their principal purpose.

Public Pay Telephone Service is a non-regulated service provided by GTA. Prices, terms and conditions are not subject to regulation by the Guam Public Utilities Commission, but are available from GTA.

B. Public Pay Telephone Line Service

1. Public Pay Telephone Line Service is individual line exchange service for use by public pay telephone service providers (PSP), including Customer Owned Coin Operated Telephone Service (COCOTS) providers and is furnished solely for connection of public or semi public coin or coin-less pay telephone equipment to GTA's network.
2. Public Pay Telephone Line Service:
 - a. Is available in all properly equipped central offices of GTA; foreign exchange service is not available to these lines.
 - b. Non Published Number Service at no charge will be provided to Public Pay Telephone Line customers.
 - c. Public Pay Telephone Lines are standard loop start, two-wire circuits.
 - d. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls and non-sent paid calls.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

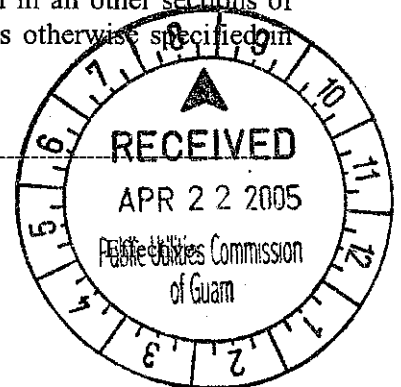
II. PAY TELEPHONE SERVICE (cont'd)

B. Public Pay Telephone Line Service (cont'd)

2. Public Pay Telephone Line Service: (cont'd)

- e. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones to hearing impaired and handicapped persons.
- f. Public Payphone Line Service may be temporarily suspended at the written request of the PSP, provided the PSP certifies in writing that the payphone instrument has been removed. The suspension will be for a minimum of one month, and a maximum of three months. If the suspension is not extended by agreement of the PSP and GTA, or restored at the request of the PSP, service will be terminated. Temporary suspension may begin and end on any day of the month. During the period of temporary suspension, a charge equal to one half of the Public Pay Telephone Line Service rate plus applicable local feature charges will apply. A secondary service order charge will apply for the initiation of the suspension but will not apply when the service is restored.
- g. Pay telephones or any ancillary equipment connected to a Public Pay Telephone Line must be registered in compliance with Part 68 of the F.C.C. Rules and Regulations.
- h. Each pay telephone connected to a Public Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service.
- i. Failure of the subscriber to comply with the provisions of this tariff may result in the suspension or disconnection of the subscriber's service.
- j. GTA will provide Public Pay Telephone Line Service subject to the availability of facilities, where technically feasible.
- k. General terms and conditions as described in all other sections of this tariff apply, where appropriate, unless otherwise specified in this section.

By: Tariff Administrator
Title:
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MISCELLANEOUS SERVICE (cont'd)

II. PAY TELEPHONE SERVICES (cont'd)

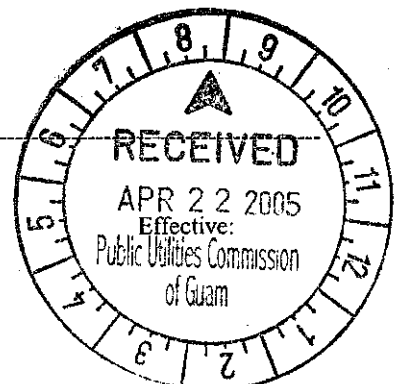
B. Public Pay Telephone Line Service (cont'd)

2. Public Pay Telephone Line Service: (cont'd)

1. Liability

- (a) Unless caused by willful acts or gross negligence by GTA, its employees or agents, the liability of GTA to customers of Public Pay Telephone Line Service for service interruptions or degradations shall be limited as described by Section 1.IV.D.4 and as noted below. An allowance for interruption of service will be made in accordance with the provisions of Section 1.III.G.5. GTA will have no liability for service interruption or degradation caused in whole or in part by the actions, negligence or omissions of the customer or end user. When the facilities of other companies or inside wire owned by a premises owner are used in establishing connections to points not reached by GTA's lines, GTA is not liable for any act or omission of the other company or premises owner. No other liability shall attach to GTA in consideration of service interruptions and GTA will not be responsible for any loss or damage of any kind or nature, including but not limited to consequential or incidental damages, nor for any impairment or failure of the service arising from or in connection with the use of customer owned equipment and not caused solely by the willful acts or gross negligence of GTA.
- (b) GTA shall not be responsible for damage caused to end users of customer provided equipment arising out of the failure or malfunction of any customer owned equipment or facilities which are interconnected with GTA's facilities.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICE (cont'd)

II. PAY TELEPHONE SERVICES (cont'd)

B. Public Pay Telephone Line Service (cont'd)

2. Public Pay Telephone Line Service: (cont'd)

1. LIABILITY (cont'd)

(c) GTA shall not be responsible for calls that cannot be completed as a result of end user action, customer equipment or facilities or GTA equipment or facilities.

d) GTA shall not be liable for shortages of coins collected and deposited at the customer's equipment.

m. PSP's are advised to ensure they comply with the FCC regulations applicable to Pay Telephone Service. These regulations include a requirement for posting dialing instructions, rate information, the identity of the inter-exchange carrier if any to which the line is pre-subscribed, information on consumer complaint procedures and other information which the FCC may, from time to time, require.

C. REGULATIONS AND RATES

1. Public Pay Telephone Line Service is provided at the pay telephone line rate of \$44.00 per month.

2. The non-recurring primary service order charge for business individual access lines will apply.

3. Directory Assistance charges listed in Section 5.I.B of the tariff apply to Public Pay Telephone Access Lines. No Directory Assistance call allowances are provided for Public Pay Telephone Line Service.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICE (cont'd)

II. PAY TELEPHONE SERVICES (cont'd)

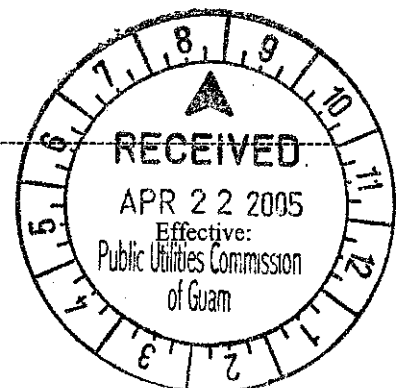
C. REGULATIONS AND RATES (cont'd)

4. Public Pay Telephone Line Service customers will not be charged for non-published or non-listed telephone numbers. However, a non-recurring charge applies for each change of telephone number if required to establish a non-published or non-listed number.
5. In addition to the Public Pay Telephone Line rate, the subscriber will be responsible for paying the multi-line business subscriber line charge as found in F.C.C., NECA Tariff No. 5, Section 17.1.2.(E) and the pay phone specific code verification charges as found in F.C.C. NECA Tariff No. 5, Section 17.4.4(N).
6. Pay Telephone line service customers will also be charged for the E911 service surcharge and any other surcharges lawfully imposed by the Guam Public Utilities Commission.

D. Available Features For Pay Telephone Line Service

1. Optional Call Screening/Blocking/Coin Control/Answer Supervision functions, as listed below are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests made by the customer.
 - a. Incoming Screening - prevents completion of collect or third number calls to the Pay Telephone Line.
 - b. Incoming Blocking - blocks all incoming calls (arranged one-way outgoing calls only).
 - c. Outgoing Blocking - restricts outgoing calls to non-sent paid calls only (coin-less).

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICE (cont'd)

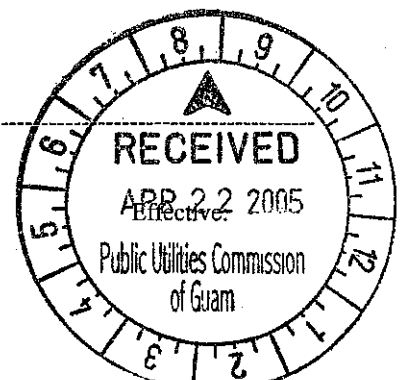
II. PAY TELEPHONE SERVICES (cont'd)

D. Available Features For Pay Telephone Line Service (cont'd)

- d. Answer Supervision - this feature provides the capability of delivering "off-hook" supervisory signals from the subscribers servicing central office to a line interface at the customer premises for local and toll call processed and completed by GTA. These supervisory signals indicate that the called party has answered the incoming call (gone "off hook").
 - (1) Answer Supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.
 - (2) This feature is only available with line side terminated Pay Telephone Access Lines. It is not available with trunk side terminated access facilities.

- e. Coin control supervision - consist of coin timing and signaling. Coin signaling is used to control the disposition of the coins held in the Pay Telephone, and consist of coin collect and coin return.

By: Tariff Administrator
Title:
Issued:



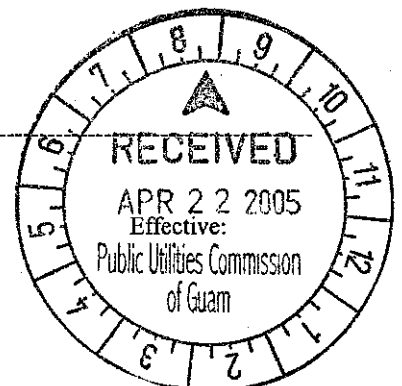
MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES

A. General

1. **Call Forwarding, No Answer and Busy Line** - Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination is not answered in a specified number of rings or encounters a busy signal.
2. **Three Way Calling** - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not meet normal standards.
3. **Speed Calling** - Enables a customer to place calls to other telephone numbers by dialing a one or two-digit code rather than the complete telephone number. A customer may subscribe to only one of either the 8-code or 30-code capacity on the same line.
4. Custom Calling Services can be provided in connection with individual line residence and business service. PBX trunk groups must have all lines in the group equipped. Public Pay Service is excluded from this service.
5. Call Waiting cannot be used in connection with Call Forwarding, No Answer and Busy Line Service.
6. **Custom Local Area Signaling Services (CLASS)** Features permit a customer to more effectively manage incoming and outgoing calls to their residence or business local exchange access line. For incoming calls, CLASS functions only when the central office that serves the originating call as well as the customer's serving central office are both equipped for the service. For outgoing calls, CLASS functions only when the customer's serving central office as well as the central office that serves the called number are both equipped for the service. All central offices maintained by GTA on Guam are equipped with CLASS functions.

By: Tariff Administrator
Title:
Issued:



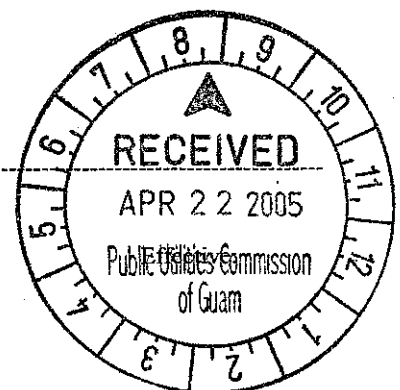
MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

7. Custom Calling Services are optional telephone services arrangements which are provided from central office equipped to provide one or more of the following custom calling features:
 - a. **Call Waiting** — By means of a tone signal a customer who is using a telephone is alerted when another calling is trying to reach that telephone number. This service enables a customer to place the first call on hold so that a second call can be answered. Cancel call waiting is provided on a per-call basis as part of the call waiting feature.
 - b. **Call Forwarding** — Permits a customer to transfer all incoming calls to another dial-able telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a line in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding are responsible for the payment of charges for each toll call between his access line and the distant access line to which the call was transferred.
 - c. **Call Forwarding, No Answer** — Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call designates the number of rings to be received before an incoming call is routed to another number when the feature is installed.
 - d. **Call Forwarding, Busy** — Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination encounters a busy signal.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

- a. **Call Return** - Permits the customer to automatically redial the telephone number of the most recently completed or attempted incoming local call. If the redialed number is busy, the customer may dial an activation code and GTA's equipment will monitor the redialed number every forty-five (45) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. This feature will not operate when the calling party's (redialed) number has been Call Forwarded.
- b. **Priority Ringing (1)** - Permits the customer to preselect a maximum of ten (10) telephone numbers that can be given a distinctive alerting signal, ring or Call Waiting (2) tone. A customer may create, by dialing an activation code, the list of telephone numbers. GTA's equipment will screen incoming calls and provide the appropriate signal, ring or tone for those numbers that appear on the customer's list.
- (1) Some customer premises equipment may not be compatible with Priority Call Service.
- (2) A customer may subscribe to both Priority Ringing and Call Waiting features. A distinctive Call Waiting tone is provided with the Priority Call feature.
- c. **Repeat Dialing** - Permits the customer to automatically redial the last outgoing telephone number dialed. If the redialed number is busy, the customer may dial an activation code, and GTA's equipment will monitor the redialed number every forty-five (45) seconds for a maximum of thirty (30) minutes in an attempt to establish the call.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

- d. **Select Call Forwarding** - Permits a customer to forward incoming calls from a maximum of ten (10) specified telephone numbers within the local calling scope or on the Long Distance Telecommunications Network (where facilities permit). A customer may create, by dialing an activation code, the list of telephone numbers to be forwarded. GTA's equipment will screen incoming calls and forward only those calls from numbers that appear on the customer's list. The customer is responsible for the payment of each toll call between his local call access line equipped with Select Call Forwarding and the distant exchange access line to which the call was transferred.
- e. **Call Forwarding, Busy and No Answer Fixed** — Permits the customer to have incoming calls automatically transferred to another dialable telephone number when the called telephone number is busy or is not answered.
- f. **Long Distance Alerting (LDA) Enhancements** — LDS encourages the completion of toll calls by providing a distinctive call waiting tone (if off-hook) or distinctive ringing cadence (if on-hook) that alerts the subscriber to an incoming long distance call.
- g. **Caller I.D.** — Enables the customer to receive the calling party's telephone number on incoming calls. A customer that subscribes to Caller I.D. is required to provide a display device, located at the customer's premises, to which the calling party's telephone number is delivered. The display device is considered customer premises equipment (CPE); therefore, the installation, repair, and technical capability of that CPE to function in conjunction with Caller I.D. service is the responsibility of the customer. GTA assumes no liability and will be held harmless if the customer's CPE is incompatible with GTA's equipment and fails to conform satisfactorily with Caller I.D. service.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

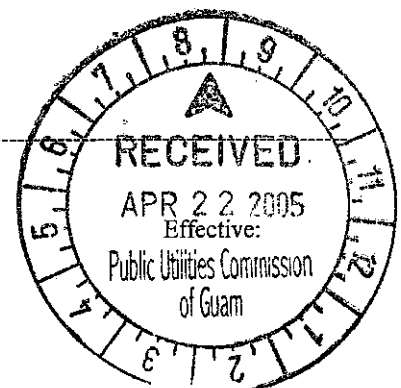
III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

Displayed telephone numbers are restricted as follows:

- 1) Telephone numbers are not displayed for operator assisted calls or calls marked private by the originator. Operator assisted and calls from central offices not equipped to forward the calling party's telephone number will result in an "out of area" indication to the customer's display unit. Telephone numbers suppressed by the calling party result in a "private" indication to the customer's display unit.
- 2) Telephone numbers may not be delivered to a customer's display unit for calls originated from pay telephones. Display of telephone numbers from pay telephones is dependent upon the technical limitations of the affected central office.
- 3) The Main PBX number is delivered to a customer's display unit when the incoming call is made from a station served by a PBX.
- 4) The main number of a multi-line hunt group is delivered to a customer's display unit when the incoming call originates from any station within the group.
- 5) GTA will make available to all of its residence and business customers outgoing per-call blocking of number delivery. Outgoing per-call blocking provides a subscriber the capacity to prevent the transmission of number identification information identifying the originating line and telephone number. Per-call blocking cannot be used to deny outgoing number identification to E-911. Call Trace can be activated for call received from parties blocking delivery of the number. Telephone numbers are not displayed on calls that originate from telephone lines that have activated the blocking feature on a per-call basis.
- 6) Caller I.D. will be disabled for agencies requiring the guarantee of caller anonymity, such as law enforcement or social agencies.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

A. General (cont'd)

- h. **Incoming Call Block** -- Permits the customer to block an incoming call and/or calls from a maximum of ten (10) specified telephone numbers. A customer may create, by dialing an activation code, the list of telephone numbers. GTA's equipment will screen incoming calls and blocked those numbers that appear on the customer's list. Blocked telephone numbers are directed to a GTA recorded announcement. If a customer receives an unwanted call from an unknown telephone number, the customer may dial an activation code and block future calls from that unknown number. Standard call completion will occur if a call originates from a central office that is not equipped for CLASS functions.
- i. **Anonymous Call Block** -- Permits the customer to block incoming calls from parties who have activated the Caller I.D. Blocking feature. Blocked calls are directed to a GTA recorded announcement.
- j. **Incoming Call Acceptance** -- Permits the customer to accept incoming calls for a maximum of ten (10) specific telephone numbers a customer may create, by dialing an activation code, the list of telephone numbers. GTA's equipment will screen incoming calls and accept those numbers that appear on the customer's list. Standard call completion will access if a call originates from a central office that is not equipped for CLASS functions.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

III. VERTICAL CALLING SERVICES (cont'd)

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for each local exchange access line with which these features are associated.

Column A (must select minimum of two)

- Call Waiting
- Call Forwarding
- Call Forwarding - No Answer
- Call Forwarding - Busy
- Call Forwarding - No Answer and Busy
- Call Forwarding, Busy, No Answer Fixed
- Three way calling
- Speed Dialing
- Incoming Call Acceptance (1)

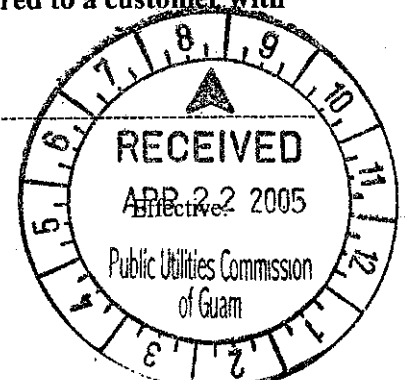
Column B

- Call Return
- Priority Ringing
- Repeat Dialing
- Select Call Forwarding
- Long Distance Alert
- Caller I.D.
- Incoming Call Block (1)
- Anonymous Call Block (1)

| Monthly Rates | <u>Residence</u> | <u>Business</u> |
|----------------------|-------------------------|------------------------|
| 2 Column A Features | \$2.50 | \$4.50 |
| 1 Column B Feature | \$2.50 | \$4.00 |

Combination of Features will be priced on an individual case basis but in no case will exceed the lower of 1) the sum of the costs of features ordered individually; or 2) the cost of the features ordered in the prior tariff of the Guam Telephone Authority that was approved by the Commission and effective July 1, 2003. Feature Packages may be bundled with other services. Services will be offered on a nondiscriminatory basis and customers will be automatically switched to a lower rate if a lower rate is offered to a customer with the identical bundled package of features and services.

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MISCELLANEOUS SERVICES (cont'd)

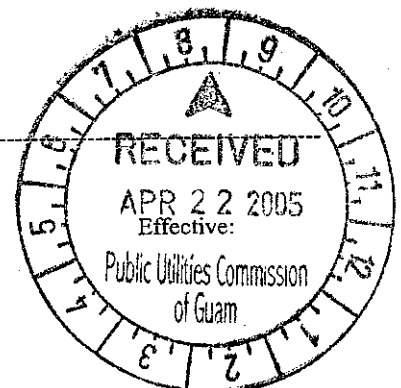
III. VERTICAL CALLING SERVICES (cont'd)

B. Rates and Charges (cont'd)

Non-recurring Charge \$7.50 (2)

- (1) Service not available to new customers
- (2) The Nonrecurring Charge is not applicable on any service order where a line connection charge is applicable. In addition, GTA has the option of waiving the installation charge for promotional and/or marketing purposes. Only one Nonrecurring Charge is applies when multiple services are ordered at the same time.

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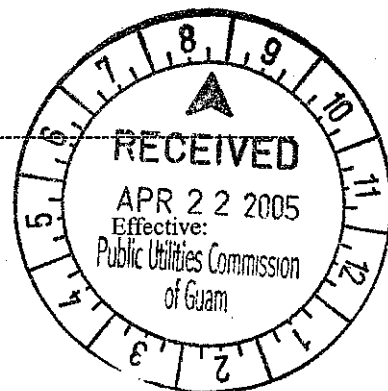
MISCELLANEOUS SERVICES (cont'd)

IV. SAFETY LINK SERVICE

A. General

1. Safety Link service is an optional service that provides that a preselected number will ring whenever the subscribing customer's telephone is off the hook for a minimum number of seconds.
2. The preselected number is programmed in the central office by a GTA employee. If the customer wishes to change the preselected number, service charges are applicable as provided in Section 3.II.A.
3. GTA or its officers or employees may not be liable for any claim, damage or loss arising from the provision of Service unless it is proven that the act or omission proximately causing the claim, damage or loss constitutes gross negligence, recklessness or intentional misconduct.

By: Tariff Administrator
Title:
Issued:



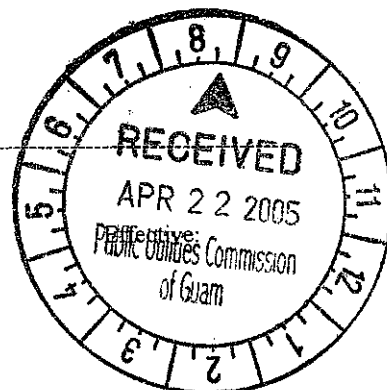
MISCELLANEOUS SERVICES (cont'd)

B. Rates and Charges

| | <u>Monthly Rates</u> | | <u>Non-Recurring Charge (1)</u> |
|---------------------|----------------------|-----------------|---------------------------------|
| | <u>Residence</u> | <u>Business</u> | |
| Safety Link Service | \$1.00 | \$3.00 | \$7.50 |

- (1) GTA has the option of waiving the installation charge for promotional and/or marketing purposes. The nonrecurring charge will not apply on a service order where a line connection or other nonrecurring charge is applicable.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

V. DIRECT INWARD DIALING (DID) SERVICE

A. General

1. Direct Inward Dialing Service consists of the central office switching equipment necessary to provide direct inward dialing from the local exchange and long distance telecommunications network to stations and attendant positions associated with customer premises switching systems.
2. The provision of DID Service is subject to the availability and capability of GTA facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not contemplate the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
4. The operational characteristics of interface signals between GTA-provided connecting arrangements and customer-provided switching equipment must conform to GTA specifications.
5. GTA shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of GTA render any customer-provided facilities obsolete require modification of or otherwise affect the use or performance of such facilities.
6. GTA will provide directory listings for PBX listed number trunks.
7. Customer premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
8. The rates and charges for this service contemplate the use of standard GTA equipment and serving arrangements.
9. DID telephone services are normally provided on a consecutive number basis but may be provided on a nonconsecutive basis if it is within the normal capabilities of the serving office. GTA retains its rights to the telephone numbers used in DID Service as provided in Section 1.IV.C.8 of this tariff.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

V. DIRECT INWARD DIALING (DID) SERVICE (cont'd)

B. Rates

The following rates are applicable only to in service DID customers subscribing to this service prior to July 1, 1994.

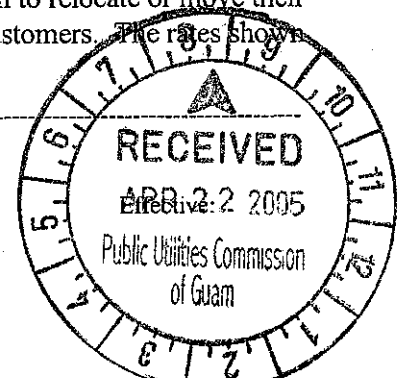
| | <u>Monthly Rate</u> | <u>Installation Charge</u> |
|---|---------------------|----------------------------|
| DID Service to Customer Premises Switching Systems | | |
| DID Trunk Charge | \$ 52.50 | \$45.00 |
| Each 100 DID Number Block assigned (minimum charge) | \$200.00 | \$ 55.00 |
| Each DID Number Activated | | \$ 10.00 |

The following rates are applicable to new DID Service as of July 1, 1994 and are in addition to the applicable trunk rate for local exchange service as provided in Section 2.III and any applicable service charges as provided in Section 3.

| | <u>Monthly Rate</u> | <u>Installation Charge</u> |
|---|---------------------|----------------------------|
| DID Service to Customer Premises Switching Systems | | |
| First 100 DID numbers assigned, minimum charge | \$200.00 | \$200.00 |
| Each additional 100 DID numbers assigned over the first 100 | \$100.00 | \$100.00 |

- (1) Existing DID customers may rearrange or add to their DID service at the rates listed for existing DID customers. However, if existing DID customers wish to relocate or move their DID service, they will no longer be considered as existing DID customers. The rates shown for new DID Service will apply.

By: Tariff Administrator
Title:
Issued:



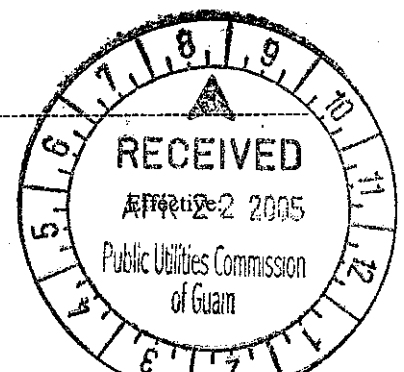
MISCELLANEOUS SERVICES (cont'd)

VI. DIRECT OUTWARD DIALING (DOD) SERVICE

A. General

1. Direct Outward Dialing Service consists of the central office switching equipment necessary to provide direct outward dialing to the local exchange and long distance telecommunications network from stations and attendant positions associated with customer premises switching systems. The service includes the central office equipment necessary for identification of outgoing long distance message telecommunications service by trunk group.
2. The provision of DOD Service is subject to the availability of GTA's facilities and telephone numbers and the utilization of appropriate customer premises equipment.
3. DOD Service must be provided on all lines in a trunk or access line group. Where the service is requested and provided on more than one trunk or access line group, each such group will be considered a separate service in determining charges.
4. The operational characteristics of interface signals between GTA provided connecting arrangements and customer-provided switching equipment must conform to GTA's specifications.
5. GTA shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of GTA render any customer-provided facilities obsolete, require modification of or otherwise affect the use or performance of such facilities.
6. The rates and charges for this service contemplate the use of standard GTA equipment and serving arrangements.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VI. DIRECT OUTWARD DIALING (DOD) SERVICE (cont'd)

A. General (cont'd)

7. GTA retains its rights to the telephone numbers used in DOD Service as provided in Section 1.IV.C.8 of this tariff.

B. Rates

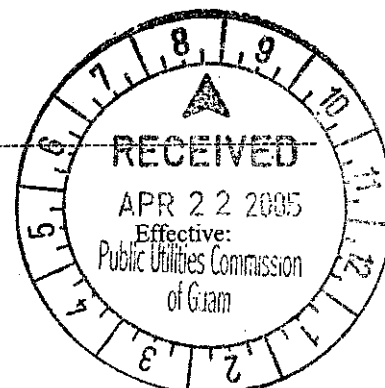
See Section 2.III.B for DOD rates.

VII. RESERVED NUMBER SERVICE

A customer may request that GTA reserve a telephone number for future use, or request an unusual telephone number grouping from GTA that prohibits the use of certain telephone numbers by other customers at the rate listed below. This service and rate does not apply to DID Service customers. GTA may limit the time a number or number grouping is reserved.

| | <u>Monthly Rate</u> |
|---|---------------------|
| Reserved Number Service, per telephone number | \$5.00 |

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES

A. DEFINITIONS

ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location.

Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI)

A feature designed to permit display of information regarding the location of the calling party and of the Emergency Response Agencies (ERAs) responsible for that location on a terminal screen at a PSAP when a 9-1-1 call is received.

Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

Caller

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

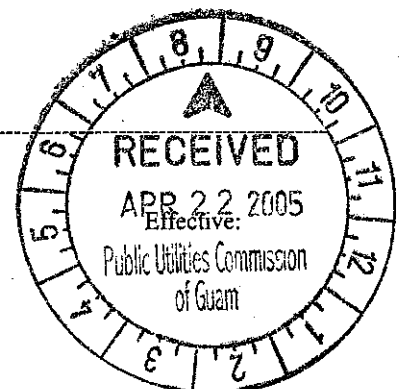
Customer

Governmental unit or other entity authorized to provide 9-1-1 Service.

Emergency Response Agency (ERA)

A functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

A. DEFINITIONS (cont'd)

Emergency Service Number (ESN)

Assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End User

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller. Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

9-1-1 Service Line

A local loop connection from a central office to the PSAP being served by that central office.

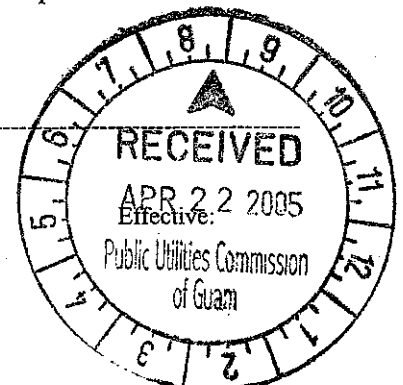
Nonpublished

Subscriber information that is neither listed in the published telephone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

A. DEFINITIONS (cont'd)

Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI.

Selective Routing Database

A database of telephone subscriber ANIs with each ANI's associated Emergency Service Number (ESN) that is stored in the selective router computer to route 9-1-1 calls to the correct PSAP. One database is established per E9-1-1 system from the associated ALI database.

Subscriber

A person or business that orders access line service from the Telephone Company.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION

9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other 9-1-1 Emergency Telephone Services.

9-1-1 Emergency Telephone Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Emergency Telephone Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. 9-1-1 Emergency Telephone Service may be provided as B9-1-1 (or Basic 9-1-1) Service or as E9-1-1 (or Enhanced 9-1-1) Service.

1. B9-1-1 (Basic 9-1-1 Service)
 - a. Basic 9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service Line.
 - b. 9-1-1 Service Line consists of a central office termination and a local loop facility.
 - c. A 9-1-1 call may be directed to a PSAP via dedicated facilities from the caller's central office to the PSAP or by tandem switching using the exchange telephone network from the caller's central office to the central office serving the PSAP.
 - d. Basic 9-1-1 Service directs a 9-1-1 call to the PSAP via a Basic 9-1-1 Service Line in a manner similar to a local exchange telephone network call. No other features are available to the PSAP.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION (cont'd)

2. E9-1-1 (Enhanced 9-1-1 Service)

a. E9-1-1 provides Basic 9-1-1 Service plus:

1. Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

2. Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

3. Selective Routing

An optional service that routes calls to the correct PSAP based on the caller's ANI.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION (cont'd)

2. E9-1-1 (Enhanced 9-1-1 Service) (cont'd)

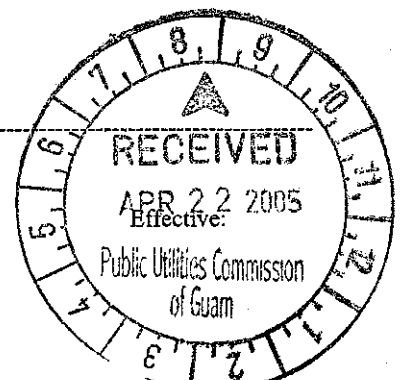
b. The following features are provided with E9-1-1:

1. Automatic Location Identification (ALI) Database

An E9-1-1 database that contains subscriber names, telephone numbers, addresses, and Emergency Service Numbers (ESNs), and is normally updated by the Company within three working days of service order completion. The ALI database must be established in order to create the Selective Routing Database. The customer is responsible for the following:

- a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address.
- b) After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Company of any changes to the existing MSAG, including municipal boundaries, incorporation of new cities or any other matter that will affect 9-1-1 call routing.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

B. DESCRIPTION (cont'd)

2. E9-1-1 (Enhanced 9-1-1 Service) (cont'd)

c. Selective Routing

Selective Routing Service is an optional service that routes calls to the correct PSAP based on the caller's ANI. This service is available when an E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary. Only the selective router's service is provided; the selective router remains the property of the Company and will be located by the Company on Company premises. The customer is responsible for the following:

- 1) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. Each ESN must be assigned to a PSAP.
- 2) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- 3) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

3. Optional Features

a. Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

C. REGULATIONS

In addition to the General Regulations in P.U.C. Tariff No. 1, the following regulations will apply.

1. General

- a. 9-1-1 Emergency Telephone Service is provided in two major areas of responsibility:
 1. The Telephone Company is responsible for network, including selective routing, PSAP and terminal equipment and ALI database provisioning.
 2. The customer is responsible for customer-premises equipment, other than the Telephone Company provided PSAP and terminal equipment, that they will own and operate. This equipment must meet network compatibility requirements.
- b. 9-1-1 Emergency Telephone Service is restricted to one-way incoming emergency service only.
- c. The Company shall not be required to provide 9-1-1 Emergency Telephone Service to less than the entire central office. The Company does not undertake to answer or forward 9-1-1 Emergency Telephone Service calls as a provider of emergency services, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- d. 9-1-1 Emergency Telephone Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one category of 9-1-1 Emergency Telephone Service will be provided within any telephone exchange.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

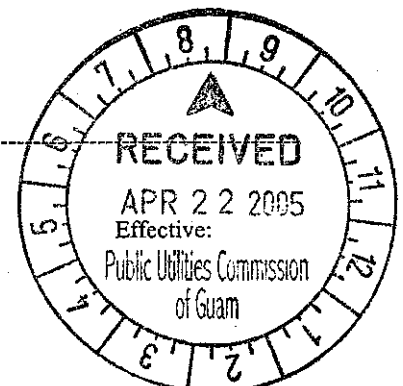
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

1. General (cont'd)

- e. 9-1-1 Emergency Telephone Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with nonpublished numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by nonpublished service upon placing a 9-1-1 call.
- h. In order that phone calls that are not of an emergency nature can reach the PSAP, the main directory listing for the PSAP must be a seven-digit local exchange administrative telephone number of an emergency agency listed in the telephone directory. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing amount among agencies of the same governmental entity jointly subscribing to 9-1-1 Emergency Telephone Service.
- j. Because there is no provision for receiving ANI that will identify a station behind a PBX, the Company will provide only the location of the pilot number to the PSAP for 9-1-1 calls originated from nonregulated telecommunications service providers (e.g., Private Branch Exchange).

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

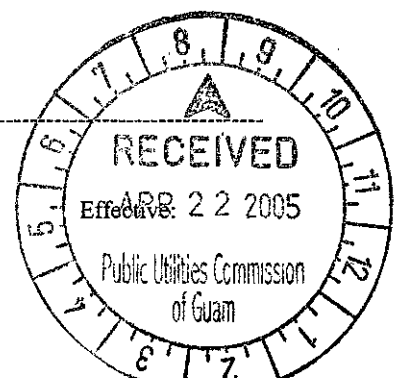
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

1. General (cont'd)

- k. Information provided by the Company as part of the provision of E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- l. Customer-initiated requests for changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, territorial or name change, jurisdictional boundary changes and rearrangements, etc.), in excess of twenty-five such changes within a thirty-day period and other than those processed in normal daily updates, will be charged time and material charges. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- m. Where a 9-1-1 call is placed by the calling party via interconnection through a third party, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Emergency Telephone Service. Because the addresses of these service providers' subscribers are not provided to the Company the customer must obtain them directly.
- n. Automatic Location Identification (ALI) information will not be provided via magnetic or paper media.
- o. The PSAP must subscribe to at least one seven-digit emergency number usable by other PSAPs and public safety agencies to reach the PSAP.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

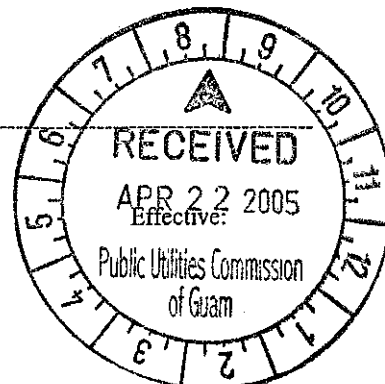
C. REGULATIONS (cont'd)

1. General (cont'd)

p. Any customer-owned customer premises equipment used in conjunction with services in this Tariff must be reviewed by the Company to determine compatibility. If Company changes are necessary, a tariff offering will be required before such services become available. To ensure that Company privacy and Federal law requirements concerning subscriber records are met, the customer-owned customer premises equipment must meet the following criteria. Company ANI will not be provided to any customer-owned customer premises based equipment until and unless all criteria are met.

- 1) Be located in a secure space with access limited to authorized personnel.
- 2) Manual query is not permitted except in response to 9-1-1 calls as provided below:
 - a) When no ANI is received thereby requiring the caller to provide the calling number of the address where the call is being made.
 - b) When ANI is received but does not retrieve the ALI listed for that telephone number.
 - c) When only the name of the emergency victim can be provided.
 - d) When a caller reports an emergency occurring at the location of their listed telephone number and provides the listed telephone number but is calling from a location other than that of their listed telephone number.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

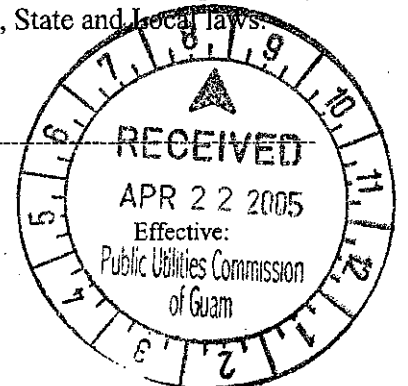
C. REGULATIONS (cont'd)

1. General (cont'd)

The names of non-published subscribers shall not be displayed on a PSAP in response to a manual query or be utilized in a manual query. The PSAP operator shall not provide information retrieved through a manual query to the caller.

- 3) Log all manual queries into a database that is retained by the customer and is accessible either remotely by the Company as a read-only file or can be provided to the Company in a manner that ensures that customer personnel cannot alter the data.
- 4) Meet National Emergency Number Association database standards.
- q. The customer will conduct training to impress upon personnel the sensitive nature of the ALI database information and their legal obligation to protect it from unauthorized access.
- r. The provision of 9-1-1 Emergency Telephone Service does not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service. The customer shall promptly notify the Company in the event the system is not functioning properly.
- s. The Company will provide to the customer annually, on request, a copy of the MSAG, to be used solely for the verification of emergency services routing designation.
- t. Information concerning MSAG errors will be provided to the customer upon each request in either paper copy or via an ASCII file copied onto a pre-formatted disk provided by the customer. For information not provided as part of the normal moves and changes or error correction, the customer must provide that request in writing to the Company. The Company is restricted from providing information that is prohibited by Federal, State and local laws.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

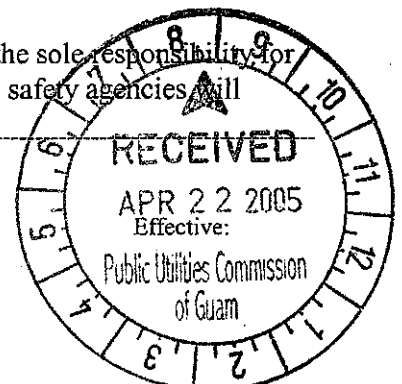
1. General (cont'd)

- u. The Company reserves the right to select and determine the type of network equipment required to provide 9-1-1 Emergency Telephone Service.
- v. The Company will provide sufficient 9-1-1 Emergency Telephone Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Emergency Telephone Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.
- w. If a Selective Router is not used, the Company will provide at least two dedicated lines from each primary PSAP to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

2. Customer Obligation

- a. The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 Emergency Telephone Service area, or will undertake to transfer all 9-1-1 Emergency Telephone Service calls received to the governmental agency with responsibility for dispatching such services.
- b. The 9-1-1 customer must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 - 1) The customer shall have the sole responsibility for determining which public safety agencies will

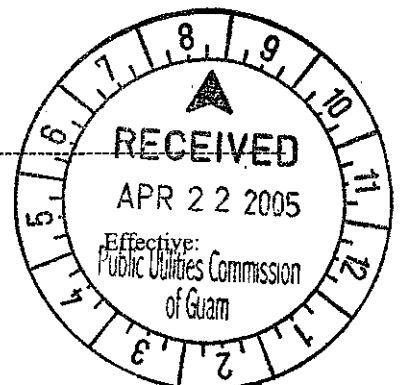
By: Tariff Administrator
Title:
Issued:



participate in subscribing to a 9-1-1 Emergency Telephone Service offering.

- 2) The primary PSAP will answer all calls on a 24-hour, seven-day-a-week, basis.
- c. The customer shall promptly notify the Company in the event the system is not functioning properly.
- d. Because the Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 Emergency Telephone Service lines that originate from all points served by the central offices within the 9-1-1 Emergency Telephone Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

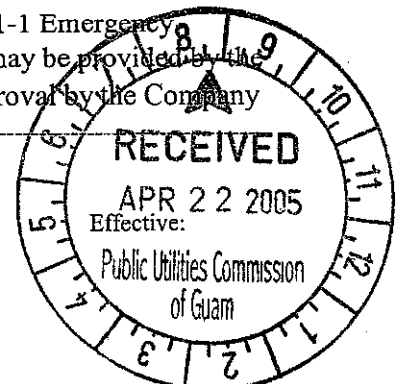
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

2. Customer Obligation (cont'd)

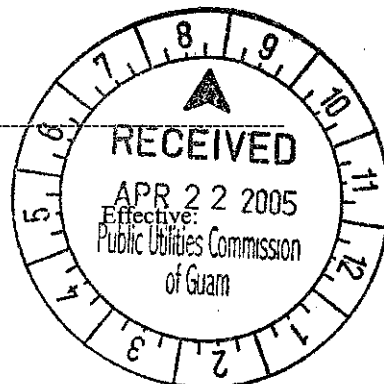
- e. 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in the directory assistance offices, is Company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. The customer shall take all reasonable efforts to safeguard the proprietary nature of Company provided information. The customer agrees that the Company information is being furnished in strict confidence for the sole and exclusive purpose of creating a 9-1-1 database and for the dispatching of 9-1-1 calls. The Company information shall be deemed proprietary and the customer has no ownership rights to the Company information. The customer agrees that it shall not make disclosure of Company information except to its employees to whom such disclosure is necessary for the purposes of creating a 9-1-1 database or receiving and dispatching a 9-1-1 call.
- 1) All 9-1-1 customer equipment, system software, and databases must be located in a secure area to prevent unauthorized personnel from accessing confidential information.
- 2) The customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.
- f. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.
- g. Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company

By: Tariff Administrator
Title:
Issued:



for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

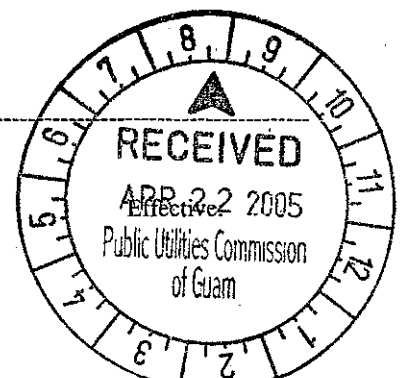
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

3. Liability

- a. The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 Emergency Telephone Service shall be limited by the terms set forth in this section, and in other tariffs of the Company. This 9-1-1 Emergency Telephone Service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Emergency Telephone Service other than an act or omission constituting gross negligence or wanton or willful misconduct.
- c. The customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including nonpublished or nonlisted information in connection with the provision of the 9-1-1 Emergency Telephone Service.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

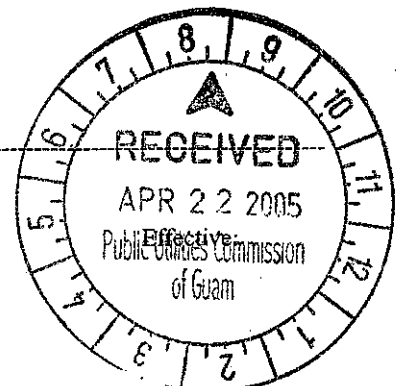
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

3. Liability (cont'd)

- d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 Emergency Telephone Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with private telecommunications services, such as PBXs or calls originating over CentraNet® lines.
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At rates established on an Individual Case Basis, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

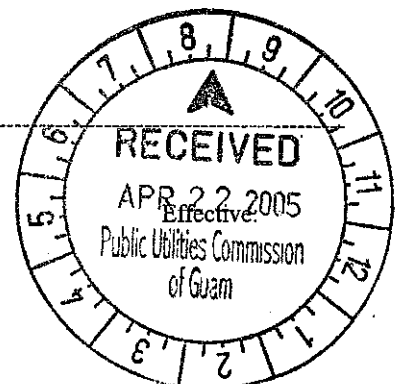
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

3. Liability (cont'd)

- f. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Emergency Telephone Service when there is a failure of or interruption in 9-1-1 Emergency Telephone Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable Federal and State registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.
- g. The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished subscriber information to emergency service providers responding to calls placed to a 9-1-1 Emergency Telephone Service or host providers using such information to provide 9-1-1 Emergency Telephone Service.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

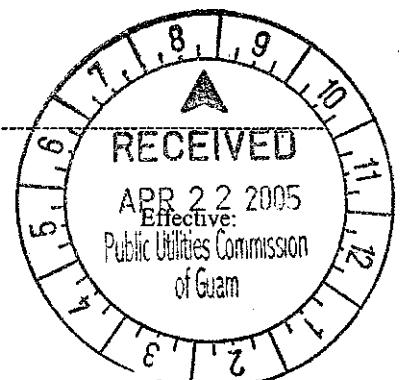
VIII. 911 SERVICES (cont'd)

C. REGULATIONS (cont'd)

3. Liability (cont'd)

- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide 9-1-1 Emergency Telephone Service to any subscriber to a nonregulated telephone service. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch 9-1-1 Emergency Telephone Services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused by or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

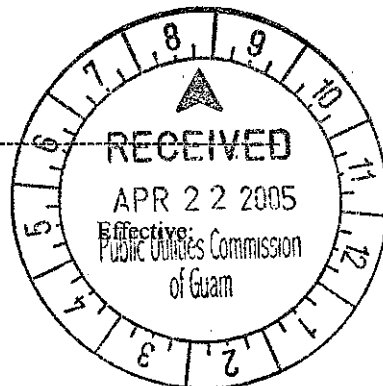
VIII. 911 SERVICES (cont'd)

D. RATES

| | <u>Monthly Rate</u> | <u>Non-Recurring Rate</u> |
|--------------------------|---------------------|---------------------------|
| 1. E-911 | \$50.00 | (1) |
| 2. Telephone Line Charge | \$37.00 | |

(1) Applicable Service Charges as specified in Section 3

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

IX. CALL TRACE

A. General

Call Trace permits the customer to initiate an attempted trace of the last completed incoming call immediately after the call is terminated. If a trace is successful, GTA's equipment will record the incoming call detail. Call detail does not include the telephone conversation. GTA will provide the call detail of a successful trace to appropriate U.S. or Guam law enforcement agencies when GTA receives a written request therefore on the official letterhead of such office or offices. GTA will not provide any call detail which results from a trace to the customer. If a customer wishes that further action be taken regarding a successful trace, the customer should contact GTA's Business office during normal business hours. Call Trace is available on demand, to all customers with line side connection.

B. Rate and Charges

The rate is \$10.00 per activation where activation includes the provision of the Call Trace information to the Attorney General and/or the U.S. Attorney General.

X. OPERATOR SERVICES - LINE STATUS VERIFICATION AND BUSY LINE INTERRUPT SERVICES

A. General

GTA furnishes Line Status Verification and Busy Line Interrupt Services to customers upon request through a GTA operator.

1. Line Status Verification Service involves an operator determining the condition of an exchange access line upon a customer's request. The status of this exchange access line is verified to the customer for the rate listed below.
2. Busy Line Interrupt Service involves a GTA operator interrupting a busy line to ascertain the willingness of the interrupted parties to establish conversation with an alternate party.
3. No request will be processed on a collect, reversal of charge or person-to-person basis.
4. Line Status Verification and Busy Line Interrupt Services are not included from GTA provided Public stations.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

X. OPERATOR SERVICES - LINE STATUS VERIFICATION AND BUSY LINE INTERRUPT SERVICES (cont'd)

B. Rates and Charges

The rates set forth below apply to calls from customers who request assistance in determining line status or attempted interruption of a local call in progress. These charges are in addition to the rates associated with local or long distance services.

| | <u>Rate</u> |
|--|-------------|
| Line Status Verification, per access line checked | \$ 1.00 |
| Busy Line Interrupt, per call interrupted | \$ 1.50 |

The charge for Busy Line interrupt applies whenever the operator interrupts the call even though one or the other parties interrupted refuses to terminate the call in progress.

XI. CALL WAKE-UP SERVICE

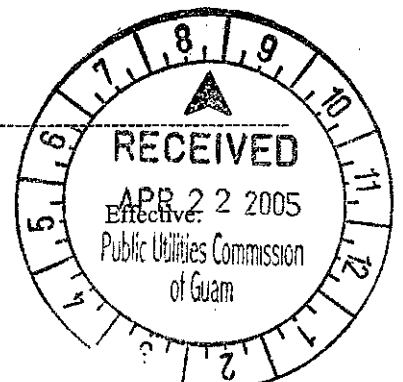
A. General

Call Wake-up Service allows the customer the capability of programming automatic wake-up calls from a telephone. The customer may program the ring back time within each 24-hour period to activate the feature. If the wake-up call is not answered or fails for any reason, a second and third call attempt will be made by the Central Office automated attendant.

B. Rates and Charges

| | Per call | | Non-Recurring |
|----------------------|------------------|-----------------|---------------|
| | <u>Residence</u> | <u>Business</u> | <u>Charge</u> |
| Call Wake-up Service | \$2.00 | \$3.50 | \$7.50 |

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

XII. TELEPHONE ASSISTANCE PROGRAMS

A General

1. GTA's Telephone Assistance Programs are federally funded programs established to provide discounted services to low income households, eligible schools and libraries and rural health care providers.
2. Assistance to low income households is in the form of:
 - a) discounted service ordering charges; and
 - b) discounted monthly single line residential rates for the subscriber's primary access line.

B. Definitions

Health care providers: Post-secondary educational institutions offering health care instruction, teaching hospitals and medical schools, community health centers, local health departments or agencies, community mental health centers, non-profit hospitals, rural health clinics and consortia of these providers. Rural home care providers are not included.

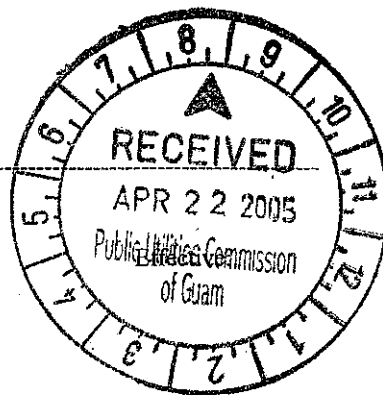
Libraries: Individual branch libraries, library facilities, library systems and consortia. Libraries include a public library, a public elementary or secondary school library, an academic library and any other institution defined as a library by the Library Services and Technology Act of 1996.

Rural: All of Guam except within the municipal boundaries of Agana.

School: Individual primary or secondary schools, school districts and consortia of schools and/or school districts, excluding colleges and universities. Elementary and secondary schools must meet the definitions in the Elementary and Secondary Education Act of 1965.

Urban: Within the municipal boundaries of Agana.

By: Tariff Administrator
Title:
Issued:



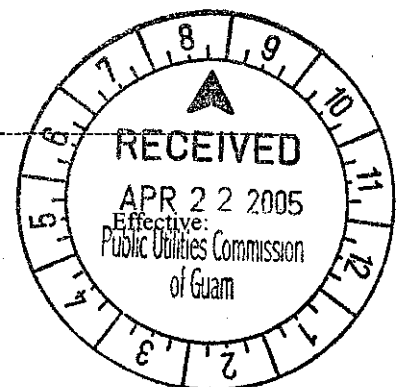
MISCELLANEOUS SERVICES (cont'd)

XII. TELEPHONE ASSISTANCE PROGRAMS (cont'd)

C. Eligibility Requirements

1. Applicants for assistance to low income households must meet the following eligibility criteria:
 - a. The named subscriber applicant must not be a dependent, as described in the federal income tax code, under the age of 60.
 - b. The named subscriber applicant must sign a statement certifying, under penalty of perjury, that the applicant is receiving benefits from one or more of the following programs:
 - 1) Medicaid
 - 2) Food stamps
 - 3) Supplementary Security Income (SSI)
 - 4) Federal public housing assistance, or
 - 5) Low Income Home Energy Assistance Program (LIHEAP)
 - c. The applicant must notify GTA if the applicant ceases to be a participant in these programs.
 - d. GTA reserves the right to independently validate eligibility for assistance to low income households.
2. Applicants seeking discounted services to schools and libraries must meet the following eligibility criteria:
 - a. Applicant must be a school or library as defined above.
 - b. Applicant must not be a for-profit business.
 - c. Applicant must not have an endowment fund greater than \$50 million.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

XII. TELEPHONE ASSISTANCE PROGRAMS (cont'd)

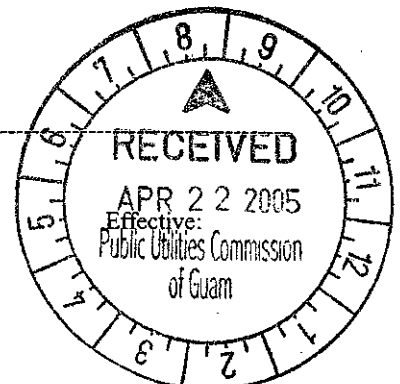
C. Eligibility Requirements (cont'd)

3. Applicants seeking discounted services to rural health care providers must meet the following eligibility criteria:
 - a. Applicant must be a public or non-profit health care provider.
 - b. Applicant must be located outside the municipal boundaries of Agana.
4. Applicants seeking discounted services for schools and libraries should contact the Schools and Libraries Corporation, an entity established by the FCC to function as administrator of the federal funds, for application procedures. Applicants seeking discounted service to rural health care providers should contact the Rural Health Care Corporation, another FCC established entity, for application procedures.

D. Terms and Conditions

1. There is no difference in the quality of services provided to customers eligible for discounted service and regular customers.

By: Tariff Administrator
Title:
Issued:



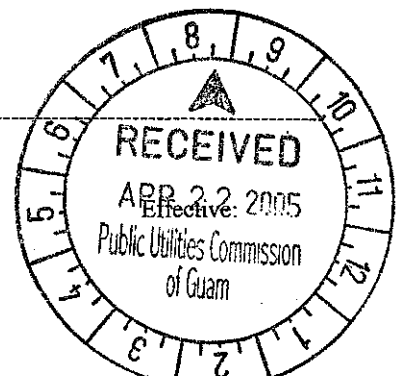
MISCELLANEOUS SERVICES (cont'd)

XII. TELEPHONE ASSISTANCE PROGRAMS (cont'd)

D. Terms and Conditions (cont'd)

2. Recipients of discounted service are subject to all conditions in Section 5.XII of this tariff, including the rights and obligations of local telephone service subscribers, except as follows:
 - a. Service deposits will not be required of low income customers receiving discounted service connection provided the customer voluntarily elects toll blocking service. Deposit requirements may be waived for other low income customers if previous credit history is acceptable to GTA.
 - b. Service deposits will be equal to one month's discounted service charge for all low income customers except as provided above.
 - c. Applicant may not sell, resell or otherwise transfer discounted services, facilities or network capacity made available under the provisions of this tariff.
 - d. Services, facilities or capacity provided to schools and libraries must be used solely for educational purposes.
 - e. Facilities provided under the discount program for rural health care providers must be used to support health care services. Facilities used for non-health related services are not eligible for discount.

By: Tariff Administrator
Title:
Issued:



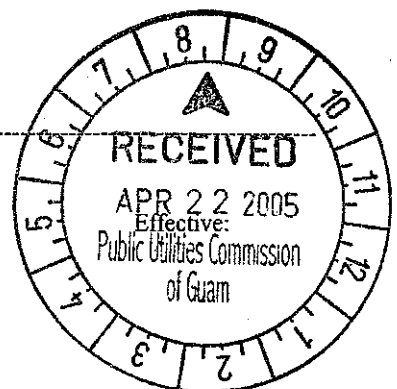
MISCELLANEOUS SERVICES (cont'd)

XII. TELEPHONE ASSISTANCE PROGRAMS (cont'd)

E. Amount of Support

1. Eligible low income subscribers will receive a discount of \$7.00 per month off the basic single line residential rate. The discount is limited to one line per household. Additional lines or accounts at the same household if any, are not subject to the discount. This discount is in addition to the waiver of the federal Subscriber Line Charge. The program will not cover telephone instruments, inside wire maintenance charges, optional custom features, miscellaneous service charges, trouble isolation charges, charges for non-regulated services or long distance charges.
2. Eligible low income subscribers will receive a discount of 50% of the Service Ordering Charge for new service connection. The discount will be applicable for existing customers. Subscribers may optionally elect to receive free toll call blocking service. Toll blocking service will prevent dialing of any toll calls.
3. Support for schools and libraries is in the form of a discount from tariffed non-residential rates. Discount shall begin on the effective date of the Federal Program.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

XII. TELEPHONE ASSISTANCE PROGRAMS (cont'd)

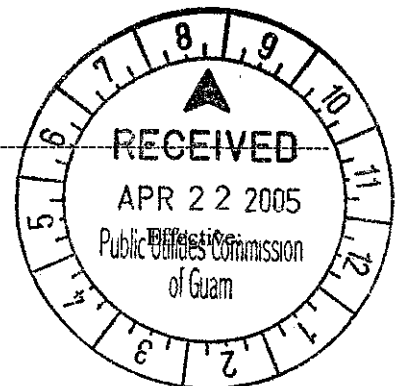
E. Amount of Support (cont'd)

- a. The amount of discount varies with the designation of the community in which the school or library is located as rural or urban and also varies with the percentage of students eligible for the federal school lunch program.. The discounts are shown below:

| Percent of students Eligible for School Lunch | Urban Discount % | Rural Discount % |
|--|---------------------|---------------------|
| < 1 | 20 | 25 |
| 1-19 | 40 | 50 |
| 20-34 | 50 | 60 |
| 35-49 | 60 | 70 |
| 50-74 | 80 | 80 |
| 75-100 | 90 | 90 |

- b. Library eligibility is determined by the school district in which the library is physically located.
- c. The discount for schools and libraries applies to all telecommunications services and to inside wire installation and maintenance charges.
4. Support to rural health care providers is limited to waiver of channel mileage facilities charges on local special access circuits outside Agana. These special access circuits may not exceed a bandwidth of 1.544 Mbps.

By: Tariff Administrator
Title:
Issued:

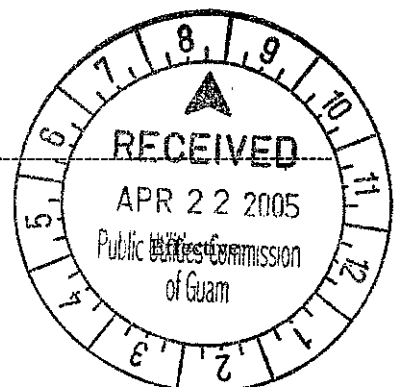


XIII. TOLL RESTRICTION SERVICE

A. General

1. Toll Restriction Service is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to central office announcement.
2. Toll Restriction Service options are :
 - a) Any Direct Dialed one plus (1+) or direct dialed International (011+) call (1+NXX, 1+NPA+NXX, this includes directory assistance (1 + XXX + 555-1212). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXXX).
3. Toll Restriction Service will be provided to Residential and Business customers.
4. Customers with toll restriction service are responsible for all collect calls accepted or third number calls billed from their numbers.
5. Service order set forth in Section 3.II.A and nonrecurring charges set forth below will apply when establishing this service.
6. Lifeline Assistance subscribers may receive Toll Restriction without monthly or nonrecurring charges.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

XIII. TOLL RESTRICTION SERVICE (cont'd)

B. Rates

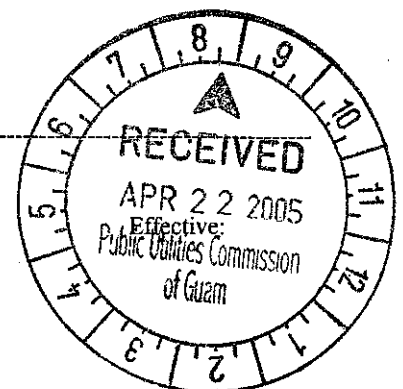
| | <u>Monthly Charge</u> | <u>Non-Recurring Charge</u> |
|--------------------------------------|-----------------------|-----------------------------|
| a) Resident, per line | \$1.00 | \$6.00 |
| b) Business, per line trunk arranged | \$5.00 | \$15.00 |

XIV. PERSONALIZED TELEPHONE NUMBERS

A. General

1. Personalized telephone number service includes with a search for a specially requested telephone number from the customers servicing central office, verification of the availability of the requested number and assignment of the number if so requested by a customer.
2. Personalized telephone numbers are furnished subject to the availability of facilities and the requirement of local exchange service as defined by GTA.
3. The Non-Recurring charge in XIV.B.1 below will apply for each personalized number placed in service, as well as the standard service order charges set forth in Section 3.II.A of this tariff.
4. All telephone numbers including Personalized numbers are the property of GTA. Since GTA maintains the rights to all personalized telephone numbers, GTA may change them at any time if deemed necessary.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

XIV. PERSONALIZED TELEPHONE NUMBERS (cont'd)

B. Rates

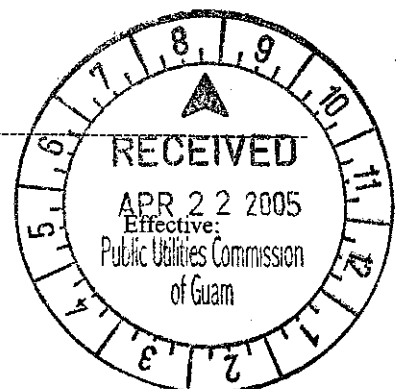
In addition to the service order change the following rates for Personalized telephone will apply whenever a subscriber:

1. Requests a telephone number other than the first three available numbers offered by GTA customer service representative from general assignment list and the search results in the number placed in service.

Non-Recurring Charge

| | |
|-----------|---------|
| Business | \$30.00 |
| Residence | \$15.00 |

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE**

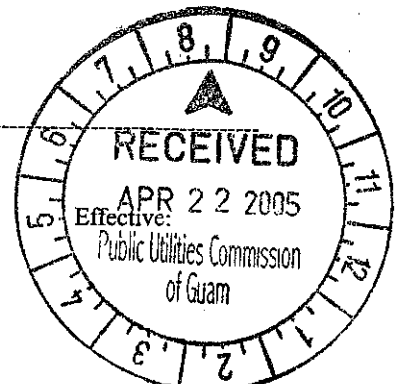
A. General

1. Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is based on Integrated Services Digital Network technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

B. Conditions

1. GTA makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
2. Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.
3. Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.
4. Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

By: Tariff Administrator
Title:
Issued:



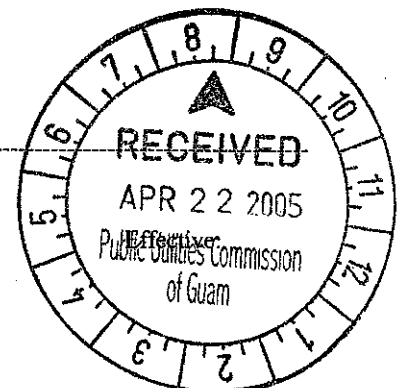
MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE (cont'd)**

B. Conditions (cont'd)

5. If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.
6. Rates and charges for Digital (ISDN) Single Line Service contemplate 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.
7. If ISDN is not available from a customer's normal serving central office, GTA may chose, at the company's discretion to provide service from the nearest ISDN-capable office. If ISDN is available from the customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer. At the Company's discretion, Digital (ISDN) Single Line Service may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange which has the same local calling area as his normal serving central office/exchange, no Foreign Central Office/Foreign Exchange charges apply. Should the customer be served from a different local calling area from the customer's normal serving central office/exchange, the applicable Foreign Central office/Foreign Exchange charges apply.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE (cont'd)**

B. Conditions (cont'd)

When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in GTA's tariffs. If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then charges as outlined above will continue to apply.

No charge will apply to transfer the customer back to their normal serving central office as set forth above. Provisioning of ISDN from non-capable ISDN offices is solely at the discretion of the Company.

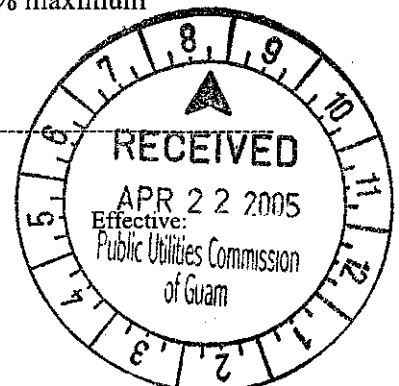
8. Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.
9. Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.
10. Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50⁰ to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE (cont'd)**

B. Conditions (cont'd)

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

11. Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

12. Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for payment of termination liability charges. To arrive at the amount owed, the Company will total the remaining contract period payments and reduce this sum by 75%. The remaining balance (25% of the sum) shall become immediately due and payable in its entirety. Termination charges will not apply when existing ISDN service is reestablished by being transferred to a new location within the GTA serving area. If GTA does not offer ISDN in the location to which the customer is relocating, termination liability charges will not apply. The termination liability will not apply when a customer selects another Company digital data service.

A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

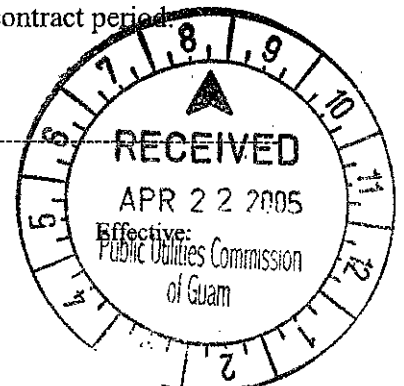
Credit will not be given for payments made during the formerly selected period.

Nonrecurring charges will not be reapplied.

The new contract period begins with the first billing date following the renewal.

Termination charges will not apply for the former contract period.

By: Tariff Administrator
Title:
Issued:



MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE (cont'd)**

B. Conditions (cont'd)

13. General

Services offered in accordance with this tariff are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this tariff must conform with the technical specifications of the Company.

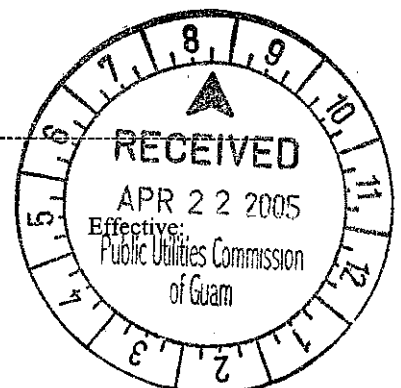
The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change to Digital (ISDN) Single Line services will cause a temporary interruption of service.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

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MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE (cont'd)**

C. Rate Regulations

1. Rate Categories

For the purpose of ordering, there are two categories for ISDN Service. These are:

Service Designator Codes

| | |
|------------------------|-----|
| Basic Rate Interface | BRI |
| Primary Rate Interface | PRI |

Each service consists of a basic channel to which Customer Premises Equipment Interface(s) are added by the customer. Separate business and residential rates are offered for Basic Rate Interface Services.

When a customized service is ordered the customer will be notified whether Additional Engineering Charges apply. In such cases, the customer will be advised and given the opportunity to change the order.

The following service descriptions provided, specify the characteristics of the basic channels and indicate whether the channel is provided between customer designated premises, between a customer designated premises and an GTA's hub where bridging or multiplexing functions are performed, between hubs, or between a customer designated premises.

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MISCELLANEOUS SERVICES (cont'd)

**XV. DIGITAL (ISDN) SINGLE LINE SERVICE
INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN)
SINGLE LINE SERVICE (cont'd)**

D. Rates and Charges

1. ISDN Service

| | <u>Monthly Rate</u> | <u>Nonrecurring Charge</u> |
|------------------------------|-------------------------|--------------------------------|
| Basic Rate Interface (BRI) | | |
| -- Residential | \$49.00 | \$98.00 |
| -- Business | \$96.00 | \$192.00 |
| Primary Rate Interface (PRI) | \$600.00 | \$1,200.00 |

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MISCELLANEOUS SERVICES (cont'd)

XVI. CUSTOM RING

A. General

Custom Ring provides the capability of a second business local exchange access line to a premises and enables a customer to receive calls at another telephone number without installing a second local exchange access line. Incoming calls to the primary number are identified by normal ringing, while incoming calls to the Custom Ring number are identified by distinctive ringing. Call Waiting tones are applied in single bursts to identify an incoming call to the primary number or double bursts to identify incoming calls to the Custom Ring number.

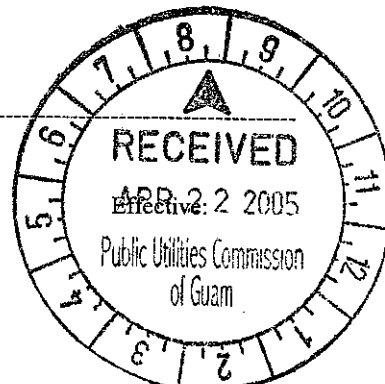
B. Conditions

Custom Ring is offered on the basis of the following conditions:

1. GTA has adequate facilities, and operating conditions permit.
2. There must be a primary business or residence local exchange access line at the same premises for origination of all calls.
3. Custom Ring is an incoming service only.
4. Custom Ring is applicable only to a primary business or residence account at the same premises. (1)

- (1) Use of business subscriber service by a nonsubscriber is provided under Section 6. VI., Joint User Service. The Subscriber who is responsible for payment in a Joint User Service may also subscribe to Custom Ring.

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MISCELLANEOUS SERVICES (cont'd)

XVI. CUSTOM RING (cont'd)

C. Rules

1. Custom Ring will be billed to the primary local exchange access line number. Standard collection and nonpayment practices for the primary line apply for Custom Ring. Service may be denied on both lines for nonpayment of bills associated with either line.

2. The primary customer will be responsible for all applicable toll charges including that of the Custom Ring.

3. All tariff provisions relating to the furnishing and availability of service and GTA's liability are applicable.

4. The Custom Ring number may subscribe to specific Business Custom Calling Features at the full rates and charges specified in Section 6. IV.(1).

5. One business listing is available for Custom Ring arrangement. Up to four (4) additional secondary telephone numbers can be provided for each primary local exchange access line. (2)

- (1) Call Forwarding can be used to forward calls to the Custom Ring primary number. The primary number cannot be forwarded to the Custom Ring number.
- (2) One directory listing for the primary number and one directory listing for each Custom Ring number are provided at no charge. Applicable rates apply for other services.

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MISCELLANEOUS SERVICES (cont'd)

XVI. CUSTOM RING (cont'd)

D. Rates

| | <u>Monthly Rate</u> | <u>Non-Recurring Rate (1)</u> |
|--------------------------------------|---------------------|-------------------------------|
| Business Custom Ring (per number) | \$10.00 | \$7.50 |

- (1) The Non-recurring Charge is not applicable on any service order where a line connection charge is applicable. In addition, GTA has the option of waiving the installation charge for promotional and/or marketing purposes.

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XIV. REMOTE CALL FORWARDING SERVICE

A. General

Remote Call Forwarding is offered for customers who move from a location in one exchange to a location in another exchange and do not wish to change an existing telephone number. The service requires that the customer order a second telephone number within the exchange that serves the new location. In any office equipped with Call Forwarding Service, the customer's existing number is connected and programmed to forward all incoming calls to the new number. The calls are transferred automatically to the new telephone number.

B. RATES and CHARGES

1. The applicable residence or business line rate in the existing serving exchange, plus;

| <u>Monthly Rate</u> | <u>Residence</u> | <u>Business</u> |
|------------------------|------------------|-----------------|
| Remote Call Forwarding | \$2.50 | \$4.50 |

Non-Recurring Rate

\$7.50

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