

SERVICES AND PRICING GUIDE

OF

LINCOLN COUNTY TELEPHONE SYSTEM, INC.

This version is current as of October 1, 2020, however when material is changed, added, or sheets re-numbered, a new date will be indicated at the bottom for that sheet and it will show what revision number it is.

The services offered by Lincoln County Telephone System, Inc. (hereafter "the Company" or "LCTS") in this Services and Pricing Guide (hereinafter the "Guide") are for services made available to customers that the Federal Communications Commission and the Nevada Public Utilities Commission do not require to be filed under Tariff (hereafter "Service" or "Services"). Services are offered pursuant to this Guide only where facilities are available. This Guide also provides LCTS TurboNet services. Services are in addition to applicable taxes, surcharges, fees, or charges.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

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RULES AND REGULATIONS

A. Limitation of Service

1. Service is offered subject to the availability of the necessary facilities and/or equipment. The Company reserves the right not to provide Service where the necessary facilities or equipment are not available.
2. The Company reserves the right to discontinue or suspend furnishing Service, without written notice, (a) when necessitated by conditions beyond its control, (b) when the customer is using the Service in violation of the provisions governing the Services, (c) when the customer is using the Services in violation of any law, rule, or regulation of any government authority, or (d) if the Company network is or could be harmed by the customer's use.
3. Title to all facilities provided by the Company under this Guide remains with the Company.
4. Service shall not be resold or used by anyone other than the customer.
5. For all purposes in this Guide, a month is considered to have 30 days.

B. General Terms and Conditions

1. Service will be provided and billed for a minimum period of one month, beginning on the date that billing becomes effective, and will continue to be provided until (a) Service is cancelled by the customer, or (b) Service is cancelled by the Company for non-payment of any sum due to the Company or for any other reason provided for in this Guide.
2. Customers remain solely and fully responsible for the content of any material they post, host, download/upload, create on the Company's network or make accessible using Internet Services. Internet Services are also subject to the Company's Acceptable Use Policy posted on its website at: <http://www.lctsys.com/aup.html>
3. There may be content on the Internet or otherwise available through the Service which may be offensive to some individuals, or which may not be in compliance with all local laws, regulations and other rules. For example, it is possible to obtain access to content that is pornographic or offensive, particularly as to children. The Company cannot assume any responsibility for the content available through the Internet or otherwise available through the Services. Customers must assume the risk of accessing content through the Services, and the Company shall not have any liability for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to access to such content.

RULES AND REGULATIONS

B. General Terms and Conditions (Cont'd)

4. The Company has no obligation to monitor the content of any materials distributed or accessed using the Services. However, the Company may monitor content of any such materials as necessary to comply with applicable laws, regulations, or other governmental or judicial requests; or to protect the Company's network and its customers.
5. From time to time, we may change this Guide, including the rates, terms, and conditions pursuant to which Services are offered. In the event of any such changes, we will provide you at least thirty (30) days' notice, by bill insert, as a message printed on your bill, in a separate mailing, or by any other reasonable method as permitted by law.
6. The rates shown in this Guide do not include taxes, charges, and surcharges required to be imposed by law. The Nevada Universal Service Fund Charge and/or Federal Universal Charge may also apply. Any such taxes, charges, and surcharges will be billed in addition to the rates shown in this Guide.
7. If any provision of this Guide or the application thereof to any person or circumstance shall, to any extent, be held invalid or unenforceable by a court or other entity with jurisdiction over the provision of the Services by the Company, the remainder of this Guide, and the application of such provisions to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby, and each provision of this Guide shall remain in effect and be enforceable to the fullest extent permitted by law.
8. Except as otherwise provided herein, all notices and other communications provided for under this Guide shall be in writing and shall be delivered by hand, by U.S. mail, or by electronic communication.
9. This Guide constitutes the entire agreement between the Company and its customers with respect to the Services and supersedes any and all previous communications, agreements, promises, representations, understandings, and negotiations, whether written or oral, with respect to the Services described in this Guide.

RULES AND REGULATIONS

C. Payment and Billing

1. The Company shall bill all charges incurred by and credits due to the customer in addition to taxes, surcharges, or fees. The Company shall bill in advance charges for all Services to be provided during the ensuing billing period. Charges will be prorated to the number of days in service.

The Company has the right to pass on all costs incurred by a customer engaging in prohibited activities for example time involved based on the current labor rates and materials involved such as postage, letters to the customer and attorney, to determine the customer(s) at fault for copyright issues.

2. Bills are payable by customers upon receipt.
3. Interest at the rate of 1.5% per month may be applied to any unpaid amount carried forward to the next month's statement.
4. The Company, at its option, may terminate the provision of Services to a customer for nonpayment.
5. In the event that legal action is instituted by the Company to recover from customer any sums then due, the Company shall be entitled to recover its costs of collection, legal costs, court costs and reasonable attorneys' fees, in addition to whatever other relief the court may award. Any sums then due shall earn interest at the rate of 1.5% per month (unless a lower rate is prescribed by law, in which event interest shall accrue at the highest rate allowed by law); from the date the charges were incurred until the entire debt is paid in full.
6. A reasonable handling charge, not less than \$10.00, will be assessed for all checks returned by the customer's bank for: insufficient or uncollected funds, closed accounts, apparent tampering, missing signatures or endorsements, or any other insufficiency or discrepancy necessitating return of the check by the customer's bank.

D. Warranty Disclaimer; Limitation of Liability

1. THE INFORMATION AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SERVICES MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. THE COMPANY AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE INFORMATION, EQUIPMENT, OR SERVICES AT ANY TIME. EXCEPT FOR THE WARRANTIES EXPLICITLY SET FORTH IN THIS AGREEMENT, THE INFORMATION, EQUIPMENT, AND SERVICES ARE PROVIDED ON AN "AS IS" BASIS AND THE COMPANY MAKES NO EXPRESS OR IMPLIED WARRANTIES OR REPRESENTATIONS OF ANY KIND AS TO ANY OF THE SUBJECT MATTER OF THIS AGREEMENT, WHETHER ORAL OR WRITTEN, WHETHER EXPRESS, IMPLIED, OR ARISING BY STATUTE, CUSTOM, COURSE OF DEALING, OR TRADE USAGE, INCLUDING WITHOUT LIMITATION WITH RESPECT TO THE SERVICES. THE COMPANY SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES

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OR CONDITIONS OF TITLE, MERCHANTABILITY, FITNESS FOR A
PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

RULES AND REGULATIONS

D. Warranty Disclaimer; Limitation of Liability (Cont'd)

THE COMPANY MAKES NO WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR CONDITIONS, OR THE LIKE, OR THAT THE COMPANY'S EQUIPMENT WILL OPERATE AS INTENDED. IN PARTICULAR, YOU AGREE THAT YOUR USE OF THE SERVICES (INCLUDING THE CONTENT, INFORMATION, SERVICES, EQUIPMENT AND SOFTWARE, THE PURCHASE OF MERCHANDISE AND SERVICES, THE TRANSMISSION OF INFORMATION AND OTHER COMMUNICATIONS BY AND TO YOU AND THE DOWNLOADING OF COMPUTER FILES) IS AT YOUR SOLE RISK AND THAT THE COMPANY DOES NOT WARRANT THAT THE SERVICES, OR EQUIPMENT PROVIDED BY THE COMPANY WILL PERFORM AT A PARTICULAR SPEED, QUALITY, RESOLUTION OR BANDWITH. YOU FURTHER AGREE THAT THE COMPANY IS NOT RESPONSIBLE FOR THE CONTENT OF ANY PROGRAM OR CONTENT OF THE INTERNET. WITHOUT LIMITING THE FOREGOING, THE COMPANY MAKES NO REPRESENTATIONS OR WARRANTIES AS TO THE SECURITY OF YOUR COMMUNICATIONS VIA THE COMPANY FACILITIES OR THE SERVICES (WHETHER SUCH COMMUNICATIONS ARE DIRECTED WITHIN THE SERVICES, OR OUTSIDE THE SERVICES TO OR THROUGH THE INTERNET), OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR YOUR EQUIPMENT OR COMMUNICATIONS. YOU AGREE THAT THE COMPANY WILL NOT BE LIABLE FOR ANY SUCH UNAUTHORIZED ACCESS. YOU HAVE THE SOLE RESPONSIBILITY TO SECURE YOUR EQUIPMENT AND COMMUNICATIONS.

2. Except as provided herein and to the extent not prohibited or otherwise limited by law, the Company's entire liability for all claims of whatever nature arising out of the information, equipment, or Services shall not exceed an amount equal to the proportionate fixed monthly charges to the customer for the period of Service during which any mistake, omission, interruption, delay, error or defect in the Service or the Company's equipment or any other event or action giving rise to a claim, occurs.
3. The limitation of liability described above will not apply if it is determined that the Company's gross negligence or willful misconduct caused you damage. In that event, however, the Company will be liable only for the direct damages for which it is found responsible.
4. The Company shall not be liable to customer for any losses or liabilities (whether in contract, tort, or otherwise) for any consequential, incidental, or indirect damages, including without limitation damages for business interruption, however caused, whether foreseeable or not, arising out of or in connection with this Guide, the use or inability to use the Services, or installation, provisioning, termination, maintenance, repair, restoration, or performance of Services hereunder, however caused, or for damage to, loss of, or destruction of, any software, files or data, or from any breach or partial breach or potential breach of the provisions of this Guide or arising out of any act or omission by the Company or any of the Company's officers, directors, employees, or subcontractors (collectively a "Loss"), even if the Company has been advised of the possibility of such damages. The Company shall have no liability for loss of profits, loss of revenues or loss of data, whether direct or indirect, even if advised of the possibility of such damages.

RULES AND REGULATIONS

D. Warranty Disclaimer; Limitation of Liability (Cont'd)

5. The Company is not liable for any Loss due to an act or omission by any other company or companies furnishing a portion of the Services.
6. The Company is not liable for any for any Loss due to causes beyond its control, including acts of God, flood, natural disaster, vandalism, terrorism, regulation or governmental acts, fire, civil disturbance, electrical power outage, computer viruses or worms, strike or weather.
7. The Company shall be indemnified and held harmless by the customer against:
 - a. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over the Company's facilities by the customer.
 - b. Claims for patent infringement arising from combining or connecting the Company's facilities with apparatus and systems of the customer.
 - c. All other claims arising out of any act or omission of the customer in connection with any Service provided by the Company.
8. The Company shall not be liable for and the customer shall indemnify and hold the Company harmless from any and all loss, claims, suits, or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or persons, for any personal injury to, or death of any person, or persons, and for any loss, damages, defacement or destruction of the premises of the customer or any other property, whether owned by the customer or others, or for any incidental, special or consequential damages including interruption of business caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment provided by the Company or wiring provided by the Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of willful misconduct by the Company. No agents or employees of any other carriers, persons, or entities shall be deemed to be agents or employees of the Company.

E. Interruption of Service

1. Credit allowance for interruptions of Service is subject to the Limitation of Liability provisions set forth herein. It shall be the obligation of the customer to notify the Company of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the customer or in the wiring or equipment connected to the facilities of the Company.

RULES AND REGULATIONS

E. Interruption of Service (Cont'd)

2. No credit allowance will be allowed for:
 - a. failure of Service or equipment caused by facilities provided by the customer or users authorized by the customer;
 - b. failure of Service or equipment due to negligent or willful acts of the customer or users authorized by the customer;
 - c. unauthorized use by agents, employees, or representatives of the customer;
 - d. interruptions required by the Company in order to perform routine maintenance; or
 - e. failure of Service or equipment caused by causes beyond the Company's control, including acts of God, flood, natural disaster, vandalism, terrorism, regulation or governmental acts, fire, civil disturbance, electrical power outage, computer viruses or worms, strike or weather.
3. Credit allowance for failure of Service or equipment starts when the customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when Service has been restored and/or the equipment becomes operational.
4. The customer shall notify the Company of failures of Service or equipment and make reasonable attempts to ascertain that the failure is not caused by the customer-provided facilities.
5. Credit will be allowed only for disabled portions of the Service or equipment provided by the Company.
6. Credit allowances:
 - a. Service and equipment offered by the Company are on a 24-hour per day, seven days per week basis unless specifically stated otherwise.
 - b. For purposes of credit computations, every month shall be considered to have 720 hours.
 - c. No credit shall be allowed for an interruption of less than 24 hours.
 - d. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/360th of the monthly charge for the facilities affected for each period of 2 hours or major fraction thereof.

RULES AND REGULATIONS

F. Prohibited Activities

1. Service(s) and equipment shall not be used in connection with any criminal, civil or administrative violation of any applicable local, state, and provincial, federal, national or international law, treaty, court order, ordinance, regulation or administrative rule. The Company has the right to pass on all costs incurred by a customer engaging in prohibited activities for example time involved based on the current labor rates and materials involved such as postage, letters to the customer and attorney, to determine the customer(s) at fault for copyright issues.
2. Service(s) and equipment shall not be used to publish, submit/receive upload/download, post, use, copy or otherwise reproduce, transmit, re-transmit, distribute or store any content/material or to engage in any activity that infringes, misappropriates or otherwise violates the intellectual property rights or privacy or publicity rights of any individual, group or entity, including but not limited to any rights protected by any copyright, patent, trademark laws, trade secret, trade dress, right of privacy, right of publicity, moral rights or other intellectual property right now known or later recognized by statute, judicial decision or regulation. Customer assumes all risk regarding the determination of whether material is in the public domain.
3. Service(s) and equipment shall not be used to host, post, transmit, or re-transmit any content or material (or to create a domain name or operate from a domain name), that harasses, or threatens the health or safety of others. In addition, the Company reserves the right to decline to provide such services if the content is determined to be obscene, profane, indecent, pornographic, hateful, malicious, racist, defamatory, fraudulent, libelous, treasonous, harassing, excessively violent or promoting the use of violence or otherwise objectionable, harmful to others.
4. Service(s) and equipment shall not be used to make fraudulent offers to buy or sell products, items, or services, or to advance any type of financial/soliciting scams including, but not limited to "pyramid schemes," "Ponzi schemes," "mail bombing," or "chain letters.
5. Service(s) and equipment shall not be used to harm or attempt to harm a minor, including, but not limited to, hosting, possessing, distributing, or transmitting child pornography or other material that is unlawful.
6. Service(s) and equipment shall not be used to disrupt or interfere with the Service(s) in any way, including through the uploading of files which contain viruses, worms, "Trojan horses," or other software or programs that may be damaging to the Company, the Service(s), or another user's computer.
7. Service(s) and equipment shall not be used to transmit, or to facilitate the transmission of, any unsolicited commercial e-mail or unsolicited bulk e-mail.

RULES AND REGULATIONS

F. Prohibited Activities (Cont'd)

8. Service(s) and equipment shall not be used to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of the Company or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data.
9. Service(s) and equipment shall not be used to collect, or attempt to collect, personal information about third parties without their knowledge or consent.
10. Service(s) and equipment shall not be used for any activity that adversely affects the ability of other people or systems to use the Services or the Internet.
11. Service(s) and equipment shall not be used for excessive posting or cross-posting of the same or substantially similar messages, or binary files to newsgroups not specifically named for that purpose, or flooding or disruption of Usenet newsgroups.
12. Service(s) and equipment shall not be used to perform chat "flooding", maintaining more than two simultaneous chat discussions, to connect to chat servers or channels from which they have been previously banned, or forging, altering, or obscuring your identity while participating in chat sessions.
13. Service(s) and equipment shall not be used to post any content that holds the Company up to public scorn or ridicule or would any way damage or impair the Company's reputation or goodwill.

G. Inspection, Testing and Adjustments

The Company may make tests and inspections deemed necessary to determine whether the requirements of a Service are being complied with in the installation, operation, or maintenance of the customer's or the Company's equipment. The Company may interrupt the Service at any time, without penalty to itself, because of the departure from any of these requirements. No interruption allowance will be granted for the time during which such tests and adjustments are made.

RULES AND REGULATIONS

H. Company Obligations

1. The Company will determine if the associated local exchange service line or facilities are suitable for use with the Service ordered by the customer. Service will not be provided on lines that the Company determines are not suitable or on lines that produce interference with other services provided by the Company.
2. The Company, after determining if the facilities are suitable for Service, will notify the customer if the proposed Customer Premises Equipment ("CPE") is compatible with the Company's facilities and if any additional or different CPE is necessary.
3. Except as otherwise specifically provided herein, the Company will provide and maintain the Service only to the network demarcation point at the customer's premises.

I. Customer Obligations

1. Internet Service
 - a. The customer is responsible for providing the Company with the necessary information to provide the Service (e.g., customer name, telephone number and premises address; billing name and address when different from the customer name and premise address; its Internet Protocol ("IP") address; and the contact name and telephone number of the ISP with which the customer's Service will interconnect).
 - b. Except as otherwise specifically provided herein, the customer is responsible for providing and maintaining all required CPE which is compatible with the Service.
 - c. The customer must follow the Company's Privacy Policy, Terms of Use, Acceptable Use Policy, and Network Management Practices that are available at the bottom of the website: lctsys.com/index.html. The customer can contact the business office if they need assistance locating these items.

RULES AND REGULATIONS

I. Customer Obligations (Cont'd)

2. Interconnected VoIP Service

- a. The customer must provide an accurate physical address to ensure that 911 emergency services can be dispatched to the customer's location.
- b. The customer must have a clear understanding of the limitations of 911 service.
- c. The customer must inform their children, babysitters, and/or visitors about their VoIP service and its 911 limitations.
- d. The customer must consider installing a backup power supply, maintain a traditional phone line, or have a wireless phone as a backup if the power is out or the internet connection is down because the VoIP Service may not work.
- e. 911 call centers currently lack the technical capability to receive photos and video. In addition, the ability to send text messages to 911 is not available.

3. ModemGuard Service

- a. The LCTS TurboNet customer is responsible for adding additional jacks, inside wiring, or other required miscellaneous labor and/or material.
- b. The plans provide protection at one location where the LCTS TurboNet internet service terminates. For residential customers, one location is defined as a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied as separate living quarters. For business customers, this is defined as one small or medium sized office as determined under the sole discretion of LCTS TurboNet.

SERVICES

VOICE MAIL SERVICE

A. Description

Voice Mail Service is furnished in connection with one-party line business and residence service where facilities permit, and allows the customer to receive, edit, and forward messages to one or more voice mailboxes in the Company's service area (the "System"). The Company also offers Application Peripheral (AP) Voice Mail features which allow retrieving and managing of voice messages from the customer's e-mail account, PC desktop, and from the Web.

B. Terms and Conditions

1. The System plays a recorded announcement to the caller. Then the caller presses some tones in response. Depending on the tones pressed, the System either transfers the caller to an extension, plays another recorded announcement, or hangs up.
2. A customer's line must be equipped with touch calling service and is furnished for a minimum period of one month.
3. The System requires use of a dual tone multi-frequency (DTMF) compatible telephone set.
4. Call Waiting takes precedence over Call Forwarding to a Voice Mailbox.
6. Rates for customized mailboxes will be provided under specific special agreements.
7. The Company makes no guarantee and assumes no liability for accuracy, performance, or non-performance of the System.
8. Calls made to a local exchange access line equipped with Voice Mail Service will automatically be routed to a designated mailbox when either:
 - a. the line is busy, or
 - b. the line is unanswered after a designated number of rings, unless otherwise specified by the customer.

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VOICE MAIL SERVICE

B. Terms and Conditions – (Cont'd)

9. Automatic answering and message recording, when a call is not answered within a customer designated number of rings, requires Call Forward Don't Answer. Automatic answering and message recording, when an incoming call encounters a busy line, requires Call Forward Busy.
10. AP Voice Mail features:
 - a. **e-forward**
Allows customers to retrieve and play voice messages from the customer's e-mail.
 - b. **Phone Central**
Is a PC application that allows customers to manage the customer voice messages and their personal Voice Mail settings from their PC desktop.
 - c. **ManageMyPhone**
Provides customers the ability to play their voice messages and manage their Voice Mail settings directly from the Web.
 - d. **Message Follow**
Converts Voice Mail messages to text or email and forwards the messages immediately. Customer must subscribe to Voice Mail.

C. Rates

		<u>Rate Per Month*</u>
1.	Announcement Only Message Center Includes:	
	Greeting – Up to 3 minutes	\$2.95
2.	Standard Voice Mail	2.95
	Includes:	
	Free Directory Listing	
	Message Length	3 minutes
	Message Storage	15 messages
	Message Waiting Notification (stutter dial tone)	
	Played Retention	7 days
	Unplayed Retention	21 days
	2 Voice Mail Boxes	

* In addition to applicable Tariff No. 1A, Multi-Element Service Charges in Schedule No. A-11 and monthly rates in Schedule No. A-1 in Tariff No. 1A. No installation charges apply if ordered when signing up for service.

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VOICE MAIL SERVICE

C. Rates – (Cont'd)

		<u>Rate Per Month*</u>
3.	Enhanced Voice Mail	\$3.95
	Includes:	
	Free Directory Listing	
	Message Length	3 minutes
	Message Storage	30 messages
	Message Waiting Notification (stutter dial tone)	
	Played Retention	14 days
	Unplayed Retention	21 days
	Voice Mail Forwarding (Voice Mail can be forwarded to and heard from email account)	
	5 Voice Mail Boxes	
4.	Executive Voice Mail	6.95
	Includes:	
	Free Directory Listing	
	Message Length	3 minutes
	Message Storage	60 messages
	Message Waiting Notification (stutter dial tone)	
	Pager Notification	
	Played Retention	28 days
	Unplayed Retention	28 days
	Voice Mail Forwarding (Voice Mail can be forwarded to and heard from email account)	
	9 Voice Mail Boxes	
5.	Voice Message Center I	7.50
	Includes:	
	Up to 20 Announcement Only Greetings	
	Free Directory Listing	
	Message Waiting Notification (stutter dial tone)	
	One Standard Voice Mail Box	
	Unique Phone Number	

* In addition to applicable Tariff No. 1A, Multi-Element Service Charges in Schedule No. A-11 and monthly rates in Schedule No. A-1 in Tariff No. 1A. No installation charges apply if ordered when signing up for service.

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VOICE MAIL SERVICE

C. Rates – (Cont'd)

		<u>Rate Per Month*</u>
6.	Voice Message Center II	\$15.00
	Includes:	
	Up to 40 Announcement Only Greetings	
	Free Directory Listing	
	Message Waiting Notification (stutter dial tone)	
	One Standard Voice Mail Box	
	Unique Phone Number	
7.	Options:	
	Paging Notification	2.00
	Fax Connection	3.00
8.	AP Voice Mail Features:	
	a. e-forward or Message Follow	1.00
	b. Phone Central	3.95
	c. ManageMyPhone	3.95

* In addition to applicable Tariff No. 1A, Multi-Element Service Charges in Schedule No. A-11 and monthly rates in Schedule No. A-1 in Tariff No. 1A. No installation charges apply if ordered when signing up for service.

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INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE (ISDN PRI)

A. Description

Where facilities and operating conditions permit, ISDN PRI allows customer's compatible services and/or equipment to connect to the Company's Central Office switch to provide circuit switched voice, circuit switched data and packet switched data services over a T-1.

B. Terms and Conditions

1. ISDN PRI is a complex voice and data service that provides high-volume access to the public switched telephone network. ISDN PRI allows transmission of data at high speeds to accommodate voice, data, image, and video over the same digital facilities. ISDN PRI provides 23 digital channels on one line (a 24th channel carries signaling information). This service requires one T-1 circuit that can accommodate 23 separate voice lines or a combination of services.
2. ISDN PRI consolidates its 23 voice or data service channels on one 1.544 Mbps transport line into a PBX or computer network. It simplifies PBX access to many applications, including LAN-to-LAN connectivity and videoconferencing. When used for trunking it improves PBX capacity and can transmit voice, WATS, toll-free, and circuit-switched data calls.
3. One D channel can control multiple ISDN PRI lines, freeing the 24th channel on additional ISDN PRI circuits to increase capacity. Backup D channels provide a contingency for inoperable D channels. If a failure occurs, a predetermined D channel on another ISDN PRI connection automatically takes over call control signaling for the calls.

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INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE (ISDN PRI)

B. Terms and Conditions – (Cont'd)

4. ISDN PRI can be used as a high-speed digital connection for voice and data between a PBX and the public switched telephone network. The customer can use the full capacity of each ISDN PRI B channel (23 of them at 64 Kbps) for data because the 64 Kbps D channel sends all the signals required to connect and disconnect each channel's calls. By aggregating these channels, the customer can transmit data up to 1.544 Mbps through the public switched network. Alternatively, the customer can use each channel for direct inward dial, direct outward dial, and various other call types.
5. Customers are responsible for providing compatible ISDN equipment and determining the compatibility of each basic and optional feature associated with their application and equipment. The rates C.2 and 4 are subject to NECA's rate changes.
6. Individual B-channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI serving arrangement or PRI network serving arrangement. Calls placed to or from outside the PRI, or over the public switched network where Signaling System 7 (SS7) and/or 64 Kbps Clear Channel are not deployed, will be limited to 56 Kbps throughout.

C. Rates and Charges

	<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge</u>	<u>Rate Per</u> <u>Month</u>
1. ISDN PRI Service (12 Channels), each		\$416.00	\$397.79
2. ISDN PRI Service (Full 23 Channels), each		416.00	597.79
3. ISDN PRI Line Port charge, each arrangement		0.00	23.51
4. ISDN PRI Subscriber Line Charge (SLC), 5 for each arrangement, \$9.20 each		0.00	46.00
5. ISDN PRI Access Recovery Charge, for Each SLC, 5 at \$3 effective 7/1/14		0.00	15.00
6. ISDN PRI, Direct Inward Dialing, Block of 20 numbers, per block		0.00	0.25
7. T-1 (DS1 rate set forth in Tariff No. 2 – Access, Sheet No. 109.01), each Channel Termination		181.00	79.40

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SINGLE NUMBER SERVICE

A. Description

Residential or small business customers can have a single phone number that will help them be reached wherever they are. Customers can configure up to nine unique telephone numbers to ring in succession or simultaneously.

B. Terms and Conditions

1. There is no need to change telephone numbers.
2. Calls can be transferred when a call is in progress to another phone. Press *1 to transfer the call.
3. Allow conference functionality where all numbers that are part of the calling configuration could be part of a conference call.
4. When a caller reaches a Single Number Service customer, the service alerts the caller that it is attempting to locate the customer by announcing “Attempting to locate (name here). Please stay on the line.” The customer defines how long to wait to play this announcement for the caller.
5. The service offers optional call verification so when a call is answered the Single Number Service announces “I have a call for: (name here) *. If that person is available at this number, press ‘1’, otherwise hang up.” Traditional simultaneous ring services stop looking for the customer as soon as one of the lines is answered making it less effective than Single Number Service.
6. Single Number Service Scheduling

By default, numbers used as part of the Single Number Service calling configuration are active at all times. However, the service allows customers to specify that certain numbers are available at certain times during the week. This means that a customer could have a number in their calling configuration but only have it active on the weekends. Or, they could have a number that is only active during business hours. Scheduling allows for great flexibility and can be managed by the customer via the Web Portal.

SERVICES AND PRICING GUIDE OF
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SINGLE NUMBER SERVICE

C. Rates

		<u>USOC</u> <u>Code</u>	<u>Rate Per</u> <u>Month</u>
1.	Single Number Service, per line		\$ 5.95

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CONFERENCING SERVICES

A. Description

These services enable the customer to connect with vendors and customers over the phone or via the Web.

B. Terms and Conditions

1. Conferencing Services

- a. Allows customers to quickly arrange and conduct conference calls as needed.
- b. The Conference Administrator (the billed customer) gives each conference attendee an access number to dial and the Attendee ID number. At the specified time of the conference, attendees dial the number and, when prompted, enter the Attendee ID number.
- c. Attendees are joined into a conference when the conference administrator calls in to the conference.

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LINCOLN COUNTY TELEPHONE SYSTEM, INC.

CONFERENCING SERVICES

B. Terms and Conditions – (Cont'd)

2. Conference customers gain access to the web administration from www.managemyphone.com . With a unique password and ID, they schedule and set up their conference and manage each attendee.
3. Attendees are directed to dial a direct access number. Conference customers pay the toll charge.
4. Internet Enhanced Conference Management

The customer can manage Scheduled or On Demand conferences using the Internet Enhanced Conference System from the website www.managemyphone.com. This optional feature enables a customer the ability to control several aspects of the conference in real-time from the Web. In the Conference Manager window, the customer views a conference table. A chair icon represents each attendee. The label below each chair displays the name or phone number of the attendee. If the attendee's phone number is marked as private or is unknown, the customer may right click on the participant icon and insert the caller's name. A microphone icon will appear whenever a participant is speaking. The customer will e-mail attendees from the system the date, time, access phone number, and conference ID number.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

CONFERENCING SERVICES

C. Rates

	<u>USOC Code</u>	<u>Non-Recurring Charge</u>	<u>Rate Per Month</u>
Conferencing Services:			
Rate per conference call		\$1.95	\$1.00

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

SECUREIT SERVICES

A. Description

SecureIT Services provide protection for customer PC's for online file backup, security protection services, tech support services, and password protection.

B. Terms and Conditions

1. SecureIT Services provides the following features. There are three levels of computer protection. The customer picks the monthly plan that covers their needs under Rates C.
 - a. Firewall protection
 - b. Anti-virus protection
 - c. Managed updating of critical Microsoft patches
 - d. Detection and removal of spyware and adware
 - e. Automated hard disk maintenance and optimization tools
 - f. Free 24/7 technical support
 - g. Monthly e-mail status report
 - h. Professional installation
 - i. Convenient monthly billing
 - j. Fully-automated updates
2. Computer tune up gets the customer's computer operating at peak performance.
3. Complete care provides virus and spyware removal with a computer tune up.
4. Custom OS training will show the customer how to get the most out of their operating system, PC, or Mac.
5. TotalTech annual membership gives the customer full access to all the TotalTech services for a full year. Access to remote computer diagnostic and repair on a per-incident basis.
6. Virus and spyware removal removes viruses, spyware, and malicious software.
7. Advanced PC repair will fix the more general computer problems.
8. If the customer is not satisfied with the work performed and notifies the Company within 48 hours, the Company will do its best to fix the problem or issue a full refund.
9. The Company shall have no liability whatsoever for any loss of customer data or software whether stored on the customer's computer or stored on-line for backup.

SERVICES AND PRICING GUIDE OF
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10. Password Genie to manage your passwords, Secure File Backup, and Wi-Fi Technical Support are also offered in Rates C.

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SECUREIT SERVICES

C. Rates

	<u>USOC Code</u>	<u>Non-Recurring Charge</u>	<u>Rate Per Month</u>
1. SecureIT Basic			\$2.95
Includes:			
Anti-virus protection			
Firewall protection			
Anti-spyware/adware removal			
Pop-up blocker			
Access to a troubleshooting forum to get			
Answers to service support questions			
2. SecureIT Live			3.95
Includes:			
Anti-virus protection			
Firewall protection			
Anti-spyware/adware removal			
Pop-up blocker			
Free 24/7 technical support			
Monthly monitoring report			
Option for professional installation			
\$100 guarantee against getting computer			
virus infection			
3. SecureIT Plus			4.95
Includes:			
Professional installation			
Anti-virus protection			
Removal of spyware and adware			
Automated hard disk maintenance and optimization			
Monthly e-mail and status report			
Free 24/7 technical support			
Firewall protection			
Parental controls			
Content filtering			
Disk defragmentation			

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

SECUREIT SERVICES

C. Rates – (Cont'd)

	<u>USOC Code</u>	<u>Non-Recurring Charge</u>	<u>Rate Per Month</u>
4. TotalTech Services (Per-Incident for b. thru f.)			
a. Initial Consultation		Free	
b. Computer Tune-Up		\$49.95	
c. Virus and Spyware Removal		89.95	
d. Complete Care		109.95	
e. Advanced PC Repair		89.95	
f. Custom OS Training		49.95	
g. TotalTech Annual Membership	169.95		
5. Password Genie		\$3.00	
6. Secure File Backup			
Three off-site storage options:			
a. 5 GB		2.95	
b. 50 GB		5.95	
c. 250 GB		14.95	

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

INTERNET SERVICES

A. Description

TurboNet Broadband. This Service is available with the Company's voice services.

B. Terms and Conditions

1. Use of this Service is subject to the Company's Acceptable Use Policy available for viewing or download at <http://www.lctsys.com/aup.html> and is incorporated herein by reference.
2. This Service comes with a modem.
3. Usage over the maximum is \$2.00 per gigabyte, per month.
4. Broadband Internet Bundle (Single User), includes:
 - a. 5 e-mail accounts (additional email accounts \$1.40 ea.) with spam filtering
 - b. 24/7 Held Desk Support
 - c. Unlimited hours of connect time
 - d. Optional Wi-Fi wireless access is available on a limited basis

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

INTERNET SERVICES

B. Terms and Conditions – (Cont'd)

5. Monthly pricing includes the Company's standard installation charges and is based on term commitment and provisioning service on existing line. Also see Terms and Conditions 7. Customer premises equipment, regular voice telephone line and service not included. Speed ranges are expressed as “up to” to represent capabilities between the customer location and the Company network and are not guaranteed. Speeds vary due to distance from switching locations, network equipment, delivery technology, and external/internal network conditions.
6. Actual speed over Broadband Internet will vary depending on several factors including location of the customer’s home or business, computer performance and configuration, network, Internet congestion, and web sites accessed. The speeds are “best effort”. Speed of service, uninterrupted service and error-free service is not guaranteed. Wi-Fi strength diminishes over distance and obstruction, impacting and slowing speeds.
7. Currently the Company does not meter the customer’s traffic usage. Prior to beginning metered service customers will be notified. If the customer’s usage exceeds the allowable amount during the first month the customer has the option to pay the overage or subscribe to the unlimited plan. Residential Internet cannot be used to conduct business. If it is determined that the customer use is non-residential in nature, the customer will be notified, and the service can be terminated.
8. Rates
 - a. There are three types of rates and charges applicable to Internet Service which are a monthly charge, applicable non-recurring charges, and a network reconfiguration charge (if applicable).
 - b. A 6-month term is required. When the Broadband Package is installed that is the customer’s verbal acceptance of the Rules and Regulations set forth in this document and the start of the 6-month term. The term commitment waives the \$185 installation charge. During the year if the Broadband Package is disconnected then a \$25.00 early termination charge will be billed.
 - c. The initial Broadband Package installation includes Category 5 wiring and a jack to one location. If additional wired locations are required, then it will be billed based on time and materials.
 - d. Moves that involve a change in the physical location of the Broadband Termination Point at the customer premises will be billed based on time and materials. Moves to a different building will be treated as a discontinuance and start of a new service and all associated non-recurring charges will apply.
 - e. A network reconfiguration charge applies when the customer requests the Company to modify the Company’s network, i.e., a change in the existing IP address, or to assign a static IP address, or to limit the data speed delivered over the line. This charge applies for each request per line and will be billed to the customer.

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SERVICES AND PRICING GUIDE OF
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INTERNET SERVICES

C. Rates

	<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge*</u>	<u>Rate Per</u> <u>Month</u>
1. Basic Broadband Packages:			
a. Up to 4MB Down/1MB Up**			
(1) Business		\$ 44.00	
(2) Residential		44.00	
b. Up to 6MB Down/1MB Up**			
(1) Business		59.00	
(2) Residential		59.00	
c. Up to 10MB Down/1MB Up-Package Level 1			
(1) Business up to 300 gigabits		44.00	
(2) Business - unlimited gigabits		69.00	
(3) Residential up to 300 gigabits		44.00	
(4) Residential - unlimited gigabits		69.00	
d. Up 10MB Down/10 MB Up-Package Level 2			
(1) Business up to 300 gigabits		69.00	
(2) Business - unlimited gigabits		84.00	
(3) Residential up to 300 gigabits		69.00	
(4) Residential - unlimited gigabits		84.00	
2. Premium Broadband Packages:			
a. Up to 15MB Down/10 MB Up-Package Level 1			
(1) Business up to 300 gigabits		80.00	
(2) Business - unlimited gigabits		106.00	
(3) Residential up to 300 gigabits		80.00	
(4) Residential - unlimited gigabits		106.00	
b. Up to 25MB Down/10MB Up-Package Level 2			
(1) Business - unlimited gigabits		138.00	
(2) Residential - unlimited gigabits		138.00	

* See B. Terms and Conditions, 8. Rates b.

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** Grandfathered and only available in Sand Springs and Lake Valley until upgraded.

SERVICES AND PRICING GUIDE OF
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INTERNET SERVICES

C. Rates – (Cont'd)

	<u>USOC Code</u>	<u>Non-Recurring Charge*</u>	<u>Rate Per Month</u>
2. Premium Broadband Packages - (Cont'd)			
c. Up to 50MB Down/25MB Up-Package Level 3			
(1) Business - unlimited gigabits		\$178.00	
(2) Residential - unlimited gigabits		178.00	
3. High Speed Broadband Package			
a. Up to 100MB Down/50MB Up-Package Level 1			
(1) Business - unlimited gigabits		257.00	
(2) Residential - unlimited gigabits		257.00	
4. Options:			
a. ModemGuard Service Protection Plan			See Sheet 33
b. Network Reconfiguration Charge, Per line, per request		\$27.00	
c. Static IP Address		5.00	

* See B. Terms and Conditions, 8. Rates b.

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LINCOLN COUNTY TELEPHONE SYSTEM, INC.

INTERNET ONLY SERVICES

A. Description

TurboNet Broadband not offered with the Company's voice services where speeds are available.

B. Terms and Conditions

1. Use of this Service is subject to the Company's Acceptable Use Policy available for viewing or download at <http://www.lctsys.com/aup.html> and is incorporated herein by reference.
5. This Service comes with a modem.
6. Usage over the maximum is \$2.00 per gigabyte, per month.
7. Basic Package (Single User), includes:
 - a. 5 e-mail accounts (additional email accounts \$1.40 ea.) with spam filtering
 - b. 24/7 Held Desk Support
 - c. Unlimited hours of connect time
 - d. Optional Wi-Fi wireless access is available on a limited basis

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

INTERNET ONLY SERVICES

B. Terms and Conditions – (Cont'd)

5. Monthly pricing includes the Company's standard installation charges and is based on term commitment and provisioning service on existing line. Also see Terms and Conditions 7. Customer premises equipment, regular voice telephone line and service not included. Speed ranges are expressed as “up to” to represent capabilities between the customer location and the Company network and are not guaranteed. Speeds vary due to distance from switching locations, network equipment, delivery technology, and external/internal network conditions.
6. Actual speed over Broadband Internet will vary depending on several factors including location of the customer's home or business, computer performance and configuration, network, Internet congestion, and web sites accessed. The speeds are “best effort”. Speed of service, uninterrupted service and error-free service is not guaranteed. Wi-Fi strength diminishes over distance and obstruction, impacting and slowing speeds.
7. Currently the Company does not meter the customer's traffic usage. Prior to beginning metered service customers will be notified. If the customer's usage exceeds the allowable amount during the first month the customer has the option to pay the overage or subscribe to the unlimited plan. Residential Internet cannot be used to conduct business. If it is determined that the customer use is non-residential in nature, the customer will be notified, and the service can be terminated.
8. Rates
 - a. There are three types of rates and charges applicable to Internet Service which are a monthly charge, applicable non-recurring charges, and a network reconfiguration charge (if applicable).
 - b. A 6-month term is required. When the Broadband Package is installed that is the customer's verbal acceptance of the Rules and Regulations set forth in this document and the start of the 6-month term. The term commitment waives the \$185 installation charge. During the year if the Broadband Package is disconnected then a \$25.00 early termination charge will be billed.
 - c. The initial Broadband Package installation includes Category 5 wiring and a jack to one location. If additional wired locations are required, then it will be billed based on time and materials.
 - d. Moves that involve a change in the physical location of the Broadband Termination Point at the customer premises will be billed based on time and materials. Moves to a different building will be treated as a discontinuance and start of a new service and all associated non-recurring charges will apply.
 - e. A network reconfiguration charge applies when the customer requests the Company to modify the Company's network, i.e., a change in the existing IP address, or to assign a static IP address, or to limit the data speed delivered over the line. This charge applies for each request per line and will be billed to the customer.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

INTERNET ONLY SERVICES

C. Rates

	<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge*</u>	<u>Rate Per</u> <u>Month</u>
1. Basic Broadband Packages:			
a. Up to 10MB Down/1MB Up-Package Level 1			
(1) Business up to 300 gigabits			\$116.00
(2) Business - unlimited gigabits			123.00
(3) Residential up to 300 gigabits			116.00
(4) Residential - unlimited gigabits			123.00
b. Up 10MB Down/10 MB Up-Package Level 2			
(1) Business up to 300 gigabits			130.00
(2) Business - unlimited gigabits			137.00
(3) Residential up to 300 gigabits			130.00
(4) Residential - unlimited gigabits			137.00
2. Premium Broadband Packages:			
a. Up to 15MB Down/10 MB Up-Package Level 1			
(1) Business - unlimited gigabits			146.00
(2) Residential - unlimited gigabits			146.00
b. Up to 25MB Down/10MB Up-Package Level 2			
(1) Business - unlimited gigabits			178.00
(2) Residential - unlimited gigabits			178.00

* See B. Terms and Conditions, 8. Rates b.

SERVICES AND PRICING GUIDE OF
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INTERNET ONLY SERVICES

C. Rates – (Cont'd)

	<u>USOC Code</u>	<u>Non-Recurring Charge*</u>	<u>Rate Per Month</u>
2. Premium Broadband Packages - (Cont'd)			
c. Up to 50MB Down/25MB Up-Package Level 3			
(1) Business - unlimited gigabits		\$218.00	
(2) Residential - unlimited gigabits		218.00	
3. High Speed Broadband Package			
a. Up to 100MB Down/50MB Up-Package Level 1			
(1) Business - unlimited gigabits		327.00	
(2) Residential - unlimited gigabits		327.00	
4. Options:			
a. ModemGuard Service Protection Plan			See Sheet 33
b. Network Reconfiguration Charge, Per line, per request		\$27.00	
c. Static IP Address		5.00	
d. Wi-Fi, where available for Broadband Only		6.00	

* See B. Terms and Conditions, 8. Rates b.

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WIREGUARD SERVICE

A. Description

Provides maintenance on all inside wiring running between the demarcation point and the jack. Includes maintenance for cable, internet, and telephone. Available only to the Company's customers.

B. Terms and Conditions

1. Wireguard Service can be discontinued any time, however if the plan is cancelled with 60 days of a service call the customer will be charged the full-service rates.
2. Replacement and repair of damaged or defective inside wiring.
3. Covers service calls for the following repairs:
 - a. Twisted pair telephone wiring located inside the customer's home that carries signal transmission from the Company.
 - b. Rainbow Cable TV wiring, LCTS TurboNet, and/or the Company's voice services inside wiring.
 - c. Isolate problem within the inside wiring or the customer's on-premises equipment.
4. If this Wireguard Service is not taken, the Company does offer repairs on a time and materials basis.
5. Service does not cover:
 - a. Repair to customer premises equipment.
 - b. Initial installation or installation of primary or additional internet or cable outlets or telephone jacks or the move or reconfiguration of existing internet or cable outlets and telephone jacks.
 - c. Repair of wire concealed within a wall.
 - d. Rewiring after a home is destroyed or damaged by fire, flood, earthquake, acts of nature, vandalism, gross negligence or willful damage.
 - e. Non-standard telephone system, video, or data transmission.

C. Rates

	USOC <u>Code</u>	Rate Per <u>Month</u>	Paid <u>Annually</u>
1. WireGuard Service Protection Plan		\$3.00	\$33.00

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

WI-FI SERVICE

A. Description

Provides access to a true wireless broadband connection in internet hotspots on a daily, weekly, or monthly basis.

B. Terms and Conditions

1. Service can be discontinued any time and only offered where service is available.
2. A Wi-Fi capable computing device and operating system are required to access this Service.
3. This service is limited to the MAC address of the device.
1. Free for LCTS TurboNet customers.
8. This Service can be accessed by using the customer's laptop computer, Personal Digital Assistance (PDA), or similar mobile device equipped for wireless connections.

C. Rates

	<u>USOC</u> <u>Code</u>	<u>Rate Per</u> <u>Month</u>
1. Daily Access		\$5.99
2. Weekly Access		19.95
3. Monthly Access		49.95

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

TOTAL WI-FI

A. Description

Total Wi-Fi is a monthly service available to residential and business LCTS TurboNet internet customers. The Service is designed to enhance the customers Wi-Fi experience and provide ongoing Wi-Fi support. These services are provided as long as the customer subscribes to the monthly service.

The following services are included with Total Wi-Fi:

1. A technician will do a site study and consult with the customer and offer suggestions for establishing an adequate signal strength throughout the location.
2. On-site and phone support - If the customer experiences Wi-Fi related issues or needs help connecting additional devices, LCTS TurboNet will provide support over the phone and on-site (if needed) at no additional cost.
3. Ongoing modem/router firmware upgrades at no cost.

LCTS TurboNet offers two different Total Wi-Fi packages. Total Wi-Fi Basic and Total Wi-Fi Enhanced. Both packages include all the services described above but includes rental of a different modem/router.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

TOTAL WI-FI

B. Terms and Conditions

1. The customer must have internet service with LCTS TurboNet. These rates are in addition to internet rates and charges.
2. Total Wi-Fi does not cover adding additional jacks, inside wiring, or other miscellaneous labor/materials.
3. Each Total Wi-Fi package will provide services to one location where the LCTS TurboNet internet service terminates. For residential customers, one location is defined as a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied as separate living quarters. For businesses, this is defined as one small to medium sized office as determined under the sole discretion of LCTS TurboNet.
4. The customer may terminate the Total Wi-Fi service at any time. The modem/router and mesh units are LCTS TurboNet's property and must be returned when the service is terminated. If the units are not returned, the customer must pay for the cost of the equipment not returned.
5. The LCTS TurboNet supplied modem/router and mesh units (if applicable) include a limited lifetime warranty. If the units malfunction due to manufacturing defect, LCTS TurboNet will replace or repair the units without charge. If the units are broken, damaged, or rendered inoperable for any reason other than a manufacturing defect, the customer will be responsible to pay for the damaged equipment.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

TOTAL WI-FI

C. Monthly Rates

	<u>USOC Code</u>	<u>Rate Per Month</u>
1. Total Wi-Fi Basic		
a. Residential & Business		\$3.99
2. Total Wi-Fi Enhanced		
a. Residential & Business		8.99
3. Mesh Units – price per mesh unit (only available with Total Wi-Fi Enhanced)		
a. Residential & Business		3.99

D. Annual Payments

The customer can pay for Total Wi-Fi or Mesh Units annually and receive a 10% discount. If the customer chooses to pay annually and disconnects their Total Wi-Fi service before a year has elapsed, they will receive credit for the unused period of service.

SERVICES AND PRICING GUIDE OF
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MODEMGUARD SERVICE

A. Description

The LCTS TurboNet customer that leases a modem and/or wireless router from the Company must pick one of the following two protection plan options.

1. The ModemGuard Basic. This plan will replace the customer's modem if the modem does not work due to modem damage or failure.
2. The ModemGuard Plus. This plan covers the modem and wireless router from damage and equipment failure.

B. Terms and Conditions

Service can be discontinued any time. See the Rules and Regulations, I. Customer Obligations, 3.

C. Rates

	<u>USOC</u>	<u>Rate Per</u>
	<u>Code</u>	<u>Month</u>
1. ModemGuard Basic		\$2.50
2. ModemGuard Plus		4.50

SERVICES AND PRICING GUIDE OF
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ETHERNET TRANSPORT SERVICE (ETS)

A. Description

A packet switched based service used to transport information (data, voice, and video) at high speeds from one destination to another.

B. Terms and Conditions

The Company concurs in all the rules, terms, and regulations set forth in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 5.

C. Rates and Charges

		<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge</u>	<u>Rate Per</u> <u>Month*</u>
1. ETS Channel Terminations				
a. Per termination when customer designated premises located within 300 feet of ETS Serving Wire Center				
(1)	2 Mbps	\$295.00		\$72.81
(2)	5 Mbps	295.00		89.35
(3)	10 Mbps	295.00		103.19
(4)	20 Mbps	295.00		113.28
(5)	50 Mbps	295.00		130.97
(6)	100 Mbps		295.00	145.52
(7)	200 Mbps		295.00	162.71
(8)	250 Mbps		295.00	181.90
(9)	300 Mbps		295.00	181.90
(10)	400 Mbps	295.00		206.98
(11)	500 Mbps	442.00		232.84

* Contact the business office for rates on speeds over 600 Mbps to 10 Gbps.

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ETHERNET TRANSPORT SERVICE (ETS)

C. Rates and Charges – (Cont'd)

<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge</u>	<u>Rate Per</u> <u>Month*</u>
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1. ETS Channel Terminations – (Cont'd)

- b. Per termination when customer designated premises located more than 300 feet from ETS Serving Wire Center

(1) 2 Mbps	\$295.00	\$293.07
(2) 5 Mbps	295.00	296.29
(3) 10 Mbps	295.00	300.51
(4) 20 Mbps	295.00	339.96
(5) 50 Mbps	295.00	384.31
(6) 100 Mbps	295.00	402.14
(7) 200 Mbps	295.00	410.64
(8) 250 Mbps	295.00	419.97
(9) 300 Mbps	295.00	419.97
(10) 400 Mbps	295.00	487.01
(11) 500 Mbps	442.00	555.59

2. ETS Ports

- a. Per ETS Basic Port

(1) 2 Mbps	259.00	105.44
(2) 5 Mbps	259.00	116.73
(3) 10 Mbps	259.00	128.91
(4) 20 Mbps	259.00	143.22
(5) 50 Mbps	259.00	151.79
(6) 100 Mbps	259.00	165.60
(7) 200 Mbps	259.00	185.95
(8) 250 Mbps	259.00	207.00
(9) 300 Mbps	259.00	207.00
(10) 400 Mbps	259.00	235.76
(11) 500 Mbps	388.00	264.96

* Contact the business office for rates on speeds over 600 Mbps to 10 Gbps.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

ETHERNET TRANSPORT SERVICE (ETS)

C. Rates and Charges – (Cont'd)

Non-Recurring Charge Rate Per
Month*

2. ETS Ports – (Cont'd)

b. ETS Basic Port-DSL ASCC

(1) 2 Mbps	\$150.00	\$0.00
(2) 5 Mbps	150.00	0.00
(3) 10 Mbps	150.00	0.00
(4) 20 Mbps	150.00	0.00
(5) 50 Mbps	150.00	0.00
(6) 100 Mbps	150.00	0.00
(7) 200 Mbps	150.00	0.00
(8) 250 Mbps	150.00	0.00
(9) 300 Mbps	150.00	0.00
(10) 400 Mbps	150.00	0.00
(11) 500 Mbps	225.00	0.00

* Contact the business office for rates on speeds over 600 Mbps to 10 Gbps.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

ETHERNET TRANSPORT SERVICE (ETS)

C. Rates and Charges – (Cont'd)

	<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge</u>	<u>Rate Per</u> <u>Month*</u>
3. ETS Ethernet Virtual Connection (EVCs)			
a. Per Intraswitch ETS Serving Wire Center			
(1) 2 Mbps	\$205.00	\$0.00	
(2) 5 Mbps	205.00	0.00	
(3) 10 Mbps	205.00	0.00	
(4) 20 Mbps	205.00	0.00	
(5) 50 Mbps	205.00	0.00	
(6) 100 Mbps	205.00	0.00	
(7) 200 Mbps	205.00	0.00	
(8) 250 Mbps	205.00	0.00	
(9) 300 Mbps	205.00	0.00	
(10) 400 Mbps	205.00	0.00	
(11) 500 Mbps	307.00	0.00	
b. Per Interswitch ETS Serving Wire Center			
(1) 2 Mbps	205.00	45.20	
(2) 5 Mbps	205.00	61.10	
(3) 10 Mbps	205.00	114.57	
(4) 20 Mbps	205.00	229.16	
(5) 50 Mbps	205.00	309.12	
(6) 100 Mbps	205.00	493.11	
(7) 200 Mbps	205.00	691.78	
(8) 250 Mbps	205.00	862.94	
(9) 300 Mbps	205.00	862.94	
(10) 400 Mbps	205.00	1,045.97	
(11) 500 Mbps	307.00	1,232.77	

* Contact the business office for rates on speeds over 600 Mbps to 10 Gbps.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

ETHERNET TRANSPORT SERVICE (ETS)

C. Rates and Charges – (Cont'd)

	<u>USOC</u>	<u>Non-Recurring</u>	<u>Rate Per</u>
	<u>Code</u>	<u>Charge</u>	<u>Month*</u>
4. ETS Extended Ethernet Virtual Connections (E-EVCs)			
a. Per ETS E-EVC – Adjacent Study Areas			
(1) 2 Mbps	\$410.00		\$30.13
(2) 5 Mbps	410.00		38.18
(3) 10 Mbps	410.00		68.75
(4) 20 Mbps	410.00		137.50
(5) 50 Mbps	410.00		206.08
(6) 100 Mbps	410.00		331.21
(7) 200 Mbps	410.00		464.88
(8) 250 Mbps	410.00		579.61
(9) 300 Mbps	410.00		579.61
(10) 400 Mbps	410.00		761.77
(11) 500 Mbps	615.00		993.62
1. ETS Interconnected Ethernet Virtual Connection (I-EVCs), Per ETS I-EVC			
a. Less than or equal to 50 miles:			
(1) 2 Mbps	410.00		68.05
(2) 5 Mbps	410.00		88.32
(3) 10 Mbps	410.00		171.30
(4) 20 Mbps	410.00		325.40
(5) 50 Mbps	410.00		539.04
(6) 100 Mbps	410.00		761.43
(7) 200 Mbps	410.00		1,245.00
(8) 250 Mbps	410.00		1,732.71
(9) 300 Mbps	410.00		1,732.71
(10) 400 Mbps	410.00		2,055.00
(11) 500 Mbps	615.00		2,373.89

* Contact the business office for rates on speeds over 600 Mbps to 10 Gbps.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

ETHERNET TRANSPORT SERVICE (ETS)

C. Rates and Charges – (Cont'd)

	<u>USOC Code</u>	<u>Non-Recurring Charge</u>	<u>Rate Per Month*</u>
5. ETS Interconnected Ethernet Virtual Connection (I-EVCs), Per ETS I-EVC-(Cont'd)			
b. Between 51 to 75 miles:			
(1) 2 Mbps	\$410.00		\$113.96
(2) 5 Mbps	410.00		180.42
(3) 10 Mbps	410.00		351.35
(4) 20 Mbps	410.00		474.79
(5) 50 Mbps	410.00		960.68
(6) 100 Mbps	410.00		1,117.11
(7) 200 Mbps	410.00		1,630.00
(8) 250 Mbps	410.00		2,031.14
(9) 300 Mbps	410.00		2,031.14
(10) 400 Mbps	410.00		2,405.00
(11) 500 Mbps	615.00		2,781.38
6. ETS Design Change			
a. Change to bandwidth or removal of existing ETS EVCs and/or ETS E-EVCs per ETS element	6.00	0.00	
7. Access Order Charge	86.00	0.00	
8. Term Discounts (with a committed ETS port)			
a. 36 month term commitment			10%
b. 60 month term commitment			20%

Discounts are on all monthly rates listed above

* Contact the business office for rates on speeds over 600 Mbps to 10 Gbps.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

VoIP RESIDENTIAL SERVICE

A. Description

VoIP or Voice over Internet Protocol is a digital telephone service in which calls are sent and received over the Internet. To utilize Voice over IP phone systems, the customer needs a high-speed Internet connection.

B. Terms and Conditions

1. The Terms and Conditions are covered in each customer's VoIP service order.

2. 911:

The Company's VoIP is different than traditional voice service because the Service requires both electrical power and a broadband network to function. The customer is responsible for providing the electrical power necessary for the Service to function. Emergency 911 calling will not function if the Service is interrupted or not functioning for any reason, including, but not limited to, a power outage, internet outage, the equipment is moved, or the Service is suspended for non-payment or other reasons. If there is a power outage, the customer is responsible for maintaining a working backup battery, and the customer may be required to reset or reconfigure the equipment prior to being able to use their services, including use for 911 calling. This Service will work only in the customer's service location. The customer will not be able to make any calls, including 911 calls, from any other location, even if the customer moves their Service equipment to the new location. See Rules and Regulations I. Customer Obligations 2, for Interconnected VoIP Service.

3. The customer must pick their long-distance toll service provider. This must be done directly the long-distance toll service provider.

4. The customer is responsible for securing equipment adequate to support their Service at its location(s). Equipment compatible to support the Service can be purchased from the Company or from other outside vendors. The customer-premises equipment is power dependent, which is the customer's responsibility.

C. Rates

The monthly rates and non-recurring charges are based on each individual customer agreement.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

HOSTED VoIP BUSINESS PBX SERVICE

A. Description

Hosted PBX is a service where both the Internet Protocol (IP) platform and the PBX functions are performed by Lincoln County Telephone System, Inc. at its switching facility rather than by the customer at their location(s). The Service reduces the need of the customer to purchase and maintain their own equipment. The customer needs an Internet connection at a speed sufficient to support this Service. The Service is restricted to bandwidth.

B. Terms and Conditions

1. 911:

The Company's VoIP is different than traditional voice service because the Service requires both electrical power and a broadband network to function. The customer is responsible for providing the electrical power necessary for the Service to function. Emergency 911 calling will not function if the Service is interrupted or not functioning for any reason, including, but not limited to, a power outage, internet outage, the equipment is moved, or the Service is suspended for non-payment or other reasons. If there is a power outage, the customer is responsible for maintaining a working backup battery, and the customer may be required to reset or reconfigure the equipment prior to being able to use their services, including use for 911 calling. This Service will work only in the customer's service location. The customer will not be able to make any calls, including 911 calls, from any other location, even if the customer moves their Service equipment to the new location. See Rules and Regulations I. Customer Obligations 2, for Interconnected VoIP Service.

2. The customer must pick their long-distance toll service provider. This must be done directly with the long-distance toll service provider.
3. The application for service includes a VoIP service order and may be conducted via the telephone or in person. Acceptance of payment of the first bill or charges becomes a contract between Lincoln County Telephone System, Inc. and the customer. The contract binds the customer to the Terms and Conditions in the Service Order and Acceptable Use Policy set forth at <http://www.lctsys.com/index.html>.
4. The initial Term for this Service is two (2) years. The Term will automatically renew and be extended for another successive two (2) years unless terminated by either party upon written notice given at least thirty (30) days before the expiration of the then current Term.
5. The Service does not come with 800 Service.
6. The customer is responsible for securing equipment adequate to support service at its location(s). Equipment compatible to support the Service can be purchased from Lincoln County Telephone System, Inc. or from other outside vendors.
7. The customer-premises equipment is power dependent, which is the customer's responsibility.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

HOSTED VoIP BUSINESS PBX SERVICE

C. Rates

1. Monthly Service and Installation Charges offered on an Individual Case Base (ICB).
2. Basic Features included with Monthly Service:
 - a. Hunt Group Capability Call Pick-Up Groups
 - b. Personalized Voicemail with Web Portal
 - c. Caller ID
 - d. Selective Calling
 - e. Speed Dialing
 - f. Selective Call Reject
 - g. Find Me Follow Me
 - h. Call Forwarding
 - i. Call Transfer
 - j. Call Park/Pickup
 - k. Multiple Line Appearance 3-Way Calling
 - l. Caller ID with Name
 - m. Music on Hold
 - n. Busy Lamp Field
 - o. Intercom
 - p. Group Paging
 - q. 911 calling (see B. Terms and Conditions 1.)
 - r. Basic Voice Mail Service which includes:
 - (1) 30 Messages Per Box
 - (2) Un-played Retention 21 Days
 - (3) 3 Minute Message Length
 - (4) Voicemail Forwarding to Email Available
 - (5) Auto Attendant
3. The following additional items are available from the Company and can be added to the ICB:
 - a. Conference Service, per call
 - b. Monitor Service-on a per phone bases
 - c. Equipment:
 - (1) Handsets and/or cordless phones (examples: VoIP & Polycom phones)
 - (2) Fax Line Analog Telephone Adapter (ATA)
 - (3) Line Expansion Modules

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

SIP TRUNK SERVICES

A. Description

Session Initiation Protocol (SIP) is the virtual equivalent of a traditional business phone line. A SIP trunk is a virtual connection to the Public Switched Telephone Network (PSTN), utilizing the customer's internet connection.

B. Terms and Conditions

1. 911:

The Company's VoIP is different than traditional voice service because the Service requires both electrical power and a broadband network to function. The customer is responsible for providing the electrical power necessary for the Service to function. Emergency 911 calling will not function if the Service is interrupted or not functioning for any reason, including, but not limited to, a power outage, internet outage, the equipment is moved, or the Service is suspended for non-payment or other reasons. If there is a power outage, the customer is responsible for maintaining a working backup battery, and the customer may be required to reset or reconfigure the equipment prior to being able to use their services, including use for 911 calling. This Service will work only in the customer's service location. The customer will not be able to make any calls, including 911 calls, from any other location, even if the customer moves their Service equipment to the new location. See Rules and Regulations I. Customer Obligations 2, for Interconnected VoIP Service.

2. The customer must pick their long-distance toll service provider. This must be done directly with the long-distance toll service provider.
3. The customer is responsible for securing equipment adequate to support service at its location(s). Equipment compatible to support the Service can be purchased from the Company or from other outside vendors.
4. The customer-premises equipment is power dependent, which is the customer's responsibility.
5. SIP trunks require an existing broadband connection. The bandwidth provided in the broadband connection plays a big part in the quality of the customer's call. The Company can assist in making sure there is ample bandwidth for the SIP Trunk Services.
6. Additional security measures need to be included with the customer's SIP Trunk Services. The Company can provide the security solutions offered in the SecureIT Services section.

SERVICES AND PRICING GUIDE OF
LINCOLN COUNTY TELEPHONE SYSTEM, INC.

SIP TRUNK SERVICES

C. Rates

			<u>USOC</u> <u>Code</u>	<u>Non-Recurring</u> <u>Charge</u>	<u>Rate Per</u> <u>Month</u>
1.	SIP Trunk -Minimum 12 Lines	\$250.00			\$210.00
2.	SIP Trunk -24 Lines	250.00			410.00
3.	SIP/ISDN Line Port Charge, per arrangement		0.00	23.51	
4.	Caller ID- Optional	0.00			25.00
5.	DID Numbers-25 cents per number				
6.	Subscriber Line Charge-5 @ \$9.20	0.00			46.00
7.	Access Recovery Charge-5 @ \$3.00		0.00		15.00
8.	Transport-will piggyback on broadband connection (see Terms and Conditions B.5)				
9.	SecureIT Services (see Terms and Conditions B.6)				