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September 30, 2025

Celeste Chaney-Tucker
Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

26-HOME-106-TAR

Dear Ms. Chaney-Tucker:

Enclosed for filing with the Commission are revisions to Home Telephone Company's (HOMT) [LEC] General Exchange Tariff. Please refer to the attached Addendum for a list of revised pages.

With this filing, Home is revising tariff language related to no longer providing a printed telephone directory and also removing services which are no longer provided. There is no (\$0.00) revenue effect as a result of these changes. Customers were notified of the printed directory change in 2024.

Please return a stamped copy of the tariff sheets upon Commission approval. If you have any questions concerning this filing, please contact me on (785) 473-7337.

Sincerely,

/s/ Tom Maurer

Tom Maurer
Director

Enclosures

cc: Richard Baldwin, Home Telephone Company

Addendum to the Home Telephone Company Tariff Filing
September 30, 2025

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2.2 Telephone Service

2.21 Description of the Telephone Service

- A. Local exchange and long distance telephone service is available to the general public through the facilities owned and operated by the Company in accordance with the rules and regulations of this tariff. These services consist principally of local exchange and toll telephone service provided for residential and commercial customers of the Company. In addition to these services the Company may also provide other services as a part of special contracts.
- B. Charges for Company services offered under this tariff are covered in other tariff sections. Long distance telephone charges are billed to the customer by the Company in accordance with interexchange carrier tariffs, when applicable.

2.22 Application of Business and Residence Rates

- A. Business rates apply at the following locations:

- 1. In offices, stores, factories, and all other places of a strictly business nature.
- 2. In boarding houses, except as noted in Section 2.22 B.2 following. In offices of hotels, halls, and offices of apartment buildings; quarters occupied by clubs or lodges; public, private or parochial schools or colleges, hospitals, libraries and other similar institutions, except as noted in Section 2.22 B.4 following.
- (T) 3. At residence locations where the customer has no regular business telephone and when advertising or other forms of business advertising are used in association with such locations or numbers.
- 4. At residence locations, when an extension is located in a shop, office, or other place of business.
- 5. In any location where the listing of service at that location indicates a business, trade or profession, except as specified below.
- 6. At residence locations where the customer has no regular business phone and the customers' principal income is derived from public sale of goods or services (as in the case of distributors of household products or carpenters who contract their services).

- B. Residence rates apply only at the following locations:

- 1. In a location used exclusively as a private residence except as provided for in 2.22 A preceding.
- 2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

3. In the place of residence of a clergyman or nurse, and in the place or residence of a physician, surgeon, or other medical practitioner, dentist or veterinarian, provided the customer does not maintain an office in the residence.
4. In clubs, associations, churches, or fraternal organizations that meet infrequently.

2.23 Application for Telephone Service

- A. Applications for service may be made on the Company's standard form of application, verbally, by facsimile (fax), or by electronic means (e-mail). Applicants for service may be required to pay in advance, at the time application is made, all charges accruing for the first billing period for exchange service, and the Service Charges if applicable. Customers are subject to these general rules and regulations, the General Exchange Service Tariffs and the Local Exchange Tariffs for the particular exchange in which service is furnished.
- B. Subsequent requests from customers may be made verbally, and no advance payment will be required. A move from one location to another within the Company's service area is not considered to terminate the contract and orders for such moves may be made verbally.

2.24 Minimum Contract Periods

- A. Except as hereinafter provided or specifically stated in this tariff, the minimum contract period for all services shall be one (1) month. Customers taking service for less than the minimum period will be billed for a minimum monthly charge including installation and other nonrecurring charges, if any, as specified under the appropriate rate schedule.

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- (T) B. Where the provision of service requires special or nonstandard types of arrangements of equipment or make it necessary to construct or install additional or special facilities or equipment, the Company may require that a written contract be executed between the Company and the customer providing for a minimum contract period of more than one (1) month at the same location, subject to approval by the Kansas Corporation Commission.

2.25 Termination of Service

- A. Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the company, and upon payment of the termination charges specified hereunder, in addition to all charges due for service which has been furnished.

1. Where service for which the minimum contract period is one (1) month, the charges due include payments for the balance of the initial month.

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- (T) 2. Contracts for periods of longer than one (1) month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original customer.
- B. Service may be terminated after the expiration of the minimum contract period, upon the Company being notified and upon payment of all charges due to the date of termination of the service.

2.26 Authorized Use of Company Service and Facilities by the Customer

- A. Customer telephone service, as distinguished from public telephone service, is furnished only for exclusive use by the customer, family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on public premises unless the instrument is so located that it is not accessible for public use.
- B. The Company strictly prohibits any customer from charging or receiving compensation from another for services or use of the facilities provided to that customer without the prior written approval of the Company.

2.27 Use of Profane Language or Impersonation of Another

- A. The Company may deny or discontinue telephone service to any person(s), firm or corporation who, over the facilities furnished by the Company, uses, or permits to be used, foul, abusive, obscene, or profane language; or in a manner which could reasonably be considered frightening to others; or for impersonation of another.
- B. The Company will attempt to identify nuisance calls only after proper arrangements have been made with the Company.

2.28 Use for Unlawful Purposes

- A. All service is provided subject to the condition that it will not be used for any unlawful purpose; nor may the Company operate outside the law or allow to be operated any service or facilities belonging to the customer, or the Company, which might be or could become a danger or hazard to the employees, property, or agents of the Company or the public in general. Any damages, injuries, or harm caused by the negligence of the customer shall be the responsibility of the customer and in no case may the Company be held liable.
- B. The Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon written objection to the furnishing of such service made by or on behalf of any governmental law enforcement officer with authority to do so on the grounds that such service is or may be used for an illegal purpose.

2.29 Connection of Automatic Dialing and Announcing Devices

- A. This rule applies to use of automatic dialing or automatic announcing devices when operated or used for the purpose of making a solicitation telephone call.

1. A solicitation telephone call includes any telephone call by or for a commercial, political, charitable, polling or other entity which has the purpose or effect, directly or indirectly, of soliciting a sale, a contribution or donation, or an opinion or information or other specific action on the part of the called party.
 2. An automatic dialing device is any user terminal equipment which, when connected to a telephone line, can dial, with or without manual assistance, telephone numbers which have been stored or programmed in the device or are produced or selected by a random or sequential number generator.
 3. An automatic announcing device is any user terminal equipment which, when connected to a telephone line, can disseminate a recorded message to the telephone number called, either with or without manual assistance.
- B. No automatic announcing device, either in conjunction with an automatic dialing or other device or separately, shall be connected to or operated over, the telephone network unless:
1. The device or its operator, within five (5) seconds after the called party hangs up, creates a disconnect signal or on hook condition which allows the called party's line to be released, if the called party would otherwise be unable to obtain dial tone after hanging up; and
 - (a) The automatic announcing device is used pursuant to prior agreement between the calling and called parties; or
 - (b) The recorded message begins with or is preceded by a statement announcing the name, address, and callback telephone number of the calling party, the purpose or nature of the message, and the fact that the message is a recording.
- C. Automatic dialing and announcing devices (ADAD), when used in conjunction, shall not be connected to, or operated over, a telephone line unless:
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1. No calls are made to emergency telephone numbers. Emergency telephone numbers are those identified as such for the exchange to which ADAD calls are made and also those numbers included on a list provided by the telephone facility of each such exchange. This list shall be provided to the prospective ADAD user upon the Company's receipt of the notice required by Section 2.29 C.4, below. The list shall include the numbers of customers who have requested inclusion on the list and have proven to the satisfaction of the Company that ADAD calls would substantially interfere with the customer's ability to render emergency services in situations involving danger to life, health or property. The customer or the Company may request Kansas Corporation Commission determination of the appropriateness of inclusion on the list. Changes in the list shall also be provided to ADAD users who have not ceased operation.
 2. No calls are made, except pursuant to prior agreement between the calling and called parties,
 - (a) Before 9:00 a.m. and after 9:00 p.m., and
 - (b) At such other times when operation might cause substantial impairment of service, as determined by the Company pursuant to Section 2.29. E. below.

- C. The tariffs and rate schedules of the Company govern and fix the outgoing service of a customer and in no manner guarantee to them the same incoming service. All incoming service of a customer depends upon and is limited by the right of a calling customer to such service.
- D. The Company shall not be responsible for the customer's conformance to any applicable laws, regulations or ordinances, or for any harm caused by the customer's neglect.

2.32 Service Outage Restoration Priority

- A. In the event of a service outage, restoration of service, to the extent practical, will be made in the following sequence:
 - 1. Emergency services to: medical, fire, law enforcement, highway maintenance, civil defense and other utilities.
 - 2. City businesses.
 - 3. Rural businesses.
 - 4. Rural residences.
 - 5. City residences.
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(T) 6. All other facilities not affecting main station service.
- B. If necessary to maintain working central office equipment in the event of an emergency, service will be disconnected in the reverse of the above restoral sequence.

2.4 Ownership, Maintenance, and Use of Facilities

2.41 General

- A. All facilities furnished by the Company extending to and including the network interface device (NID) installed on the premises of a customer are the property of the Company. The Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the facilities or for the purpose of removing such facilities. Such facilities are not to be used for transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid to any party other than the Company without the written consent of the Company.
- B. The Company shall maintain all facilities which it furnishes to the customer. Facilities no longer meeting acceptable standards will be repaired or replaced without charge to the customer, provided easement and rights-of-way, as required, have been furnished to the Company.
- C. If installation and maintenance of service is requested at locations which are dangerous to the Company's employees, or to the public, the Company may refuse to provide such service. If such service is furnished, the Company may require the customer to indemnify and hold the Company harmless from any claims, loss or damage from such facilities.
- D. A Network Interface Device (NID) may be provided so the customer can conveniently test customer owned facility before calling the Company for maintenance.

2.42 Telephone Directories

- (C) A. The Company does not provide printed telephone directories. The Company will, however, provide upon customer request and without charge, a list of the telephone numbers applicable for the exchange area in which the customer resides. Such list may be obtained in person at Company offices or on the Company's website.
- (C) B. The Company will provide such telephone number lists in any format it deems essential and efficient for customer use.

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2.43 Telephone Numbers

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

2.44 Use of Connecting Company Lines

Facilities of other companies may be used in establishing connections to points not reached by this Company's lines. In establishing connections with the facilities of other companies, the Company does not assume any liability for any action of the connecting company.

2.45 Defacement of Premises

The Company shall exercise care in all work done on a customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises, unless such defacement or damage is the result of the negligence of the Company, or its employees.

C. Rules and Regulations

1. Local service for Lifeline customers may be disconnected for non-payment of toll charges.
2. Toll restriction service will be provided to Lifeline customers at no charge.
3. Lifeline customers may be required to accept toll restriction service as a condition to avoid disconnection of local service for non-payment of toll.
4. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of toll restriction service.
5. Partial payments from Lifeline customers will be applied first to local service charges and then to toll charges.
6. Lifeline customers will not be denied re-establishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
7. Lifeline will not be furnished on a foreign exchange service arrangement.

D. Credit and Collections

1. If a Lifeline applicant is known to have a poor credit history, a deposit may be required.
2. Once service has been established for a Lifeline customer, they will be subject to bill payment policies contained in this tariff applicable to all customers.

(T) **3.2 Reserved For Future Use**

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3.3 Service Connection Charges

3.31 General

- A. Service charges are made separately to connect, move or change telephone service according to the components of work required.

1. Service Order Charge

For work associated with receiving, recording and processing information necessary to execute a customer's request for initial establishment of telephone service or additions, moves and changes to existing service.

2. Central Office Line Connection Charge

For work associated with the installation or changing of central office connections required to provide or change exchange access service requested by service order. Also included is central office work required for off-premise location of extensions.

3. Premise Visit Charge

Whenever a customer request, including deliveries, requires a premise visit, one charge applies for all work requested at one time on one continuous property.

- B. Service charges apply, except as specified in this section or in other sections of the tariff, to customer-initiated requests for establishment of telephone service, reconnecting service which has been temporarily disconnected for nonpayment, and establishing miscellaneous services. Service order charges may be provided for in other sections of the tariff.

1. When service which has been disrupted by fire, accident or natural catastrophe is reestablished, nonrecurring charges will not apply.

- C. Service connection charges apply to customer-initiated moves and changes of service. A move is relocation of the Company-owned protector or network interface device (NID).

3.32 Regulations

- A. Conditions under which no service charges apply:

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1. Complete termination of service.
2. The "From" portion of work involved in a transfer of service from one premises to another premises.
3. Company initiated upgrade in classes of service.
4. Cancellation of service orders.
5. Changes in bill mailing address, or special billing arrangements.

C. Rates:

- | | |
|---|---------|
| 1. Establishing or changing bank payment detail | \$10.00 |
| 2. Processing fee, per occurrence | \$5.00 |

3.5 Private Line Services

3.51 General

- A. The Company will furnish and maintain private lines within the exchange area where adequate facilities exist. Examples of applicable services include PBX trunks, off premise extensions, alarm circuits, radio loops and foreign exchange circuits.
- B. These charges cover the additional facilities required and are in addition to rates specified in this tariff for the class of service desired, service connection charges, and construction charges, when applicable.

3.52 Rates¹

	Monthly Rate
Per each one-quarter mile or fraction thereof	\$2.00

(T) **3.6 Telephone Number Listings**

3.61 General

- (T) A. The regulations for telephone number listings, as provided in this section, apply only to the information records and the alphabetical list of names of customers.
- B. The alphabetical list of names of customers is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customers' service. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.
- (T) C. Names in telephone number listings shall be limited to the following:
1. The individual name of the customer, or
 2. The individual name of a member of the customer's family, or
 3. The name of a business.

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¹ A minimum monthly charge of \$2.00 applies.

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(T) **3.62** Non-Published Telephone Number Service

- (T) A. Customers who desire their telephone numbers to be omitted from the Company's telephone number listing service and directory assistance records available to the general public may subscribe to non-published telephone number service.
- (T) B. Incoming calls to a customer subscribing to non-published telephone number service will be completed only when the calling party places the call by telephone number, notwithstanding any claim made by the calling party.
- (T) C. The undertaking of the Company in providing non-published telephone number service shall be to omit from the Company's telephone number listings the telephone number of a customer subscribing to such service.^{1 2}
- (T) D. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly by the publication of the telephone number which the customer has requested to be omitted or the disclosing of such telephone number to any person. Where such telephone number is published, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular non-published telephone number service.

(T) **3.63** Non-Listed Telephone Number Service

- (T) A. At the request of the customer, their telephone number will be omitted from the Company's telephone number listing service but listed in the directory assistance records available to the general public.
- (T) B. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly by the publication of the telephone number which the customer has requested to be omitted or the disclosing of such telephone number to any person. Where such telephone number is published, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular non-listed telephone number service.^{1 2}
- (T) C. The monthly rate for non-listed telephone numbers applies separately for each telephone number which normally would be provided but which, at the customer's request, is furnished on a non-listed basis.

(T) ¹ When a call is placed from a telephone number associated with a non-published telephone number or non-listed telephone number service, the number may be disclosed if the called party has equipment to display calling party number (CPN). Customers may prevent the display of their CPN by activating CPN blocking. CPN blocking is available, at no charge, in areas where CPN disclosure is possible.

(T) ² The non-published telephone number or non-listed telephone number service customer's name, telephone number, and address may be provided to a 911 customer who subscribes to customer records service. The 911 customer must complete an agreement to protect non-published listing or non-listed service information.

(T) **3.64** Rates

		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
(D)			
(D)			
(T)	A. Non-Published Telephone Number Service	\$1.00	\$10.00 ¹
(T)	B. Non-Listed Telephone Number Service	\$1.00	\$10.00 ¹

3.7 Vacation Rate Service

3.71 General

- A. Upon request from a customer having any class of exchange service, the service may be suspended for a minimum period of one (1) month and not more than six (6) months. Only one temporary suspension of service is allowed in any calendar year. No outward or inward service is provided during the period of suspension.
- B. Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made. No charge will be made for restoration of service.
- C. During the period of suspension, the customer will be billed fifty percent (50%) of their total service bill.

3.8 Direct Inward Dialing Service

3.81 General

- A. Direct inward dialing (DID) service to customer-premise located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.
- B. The service includes the central office switching equipment necessary for DID from the exchange and long distance message telecommunications network directly to stations and attendant positions associated with customer-premise located switching systems.
- C. The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk or network access line group is not contemplated.
- D. The charges for the service, as provided following, are in addition to the applicable basic service rates and service connection charges as provided in accordance with the regulations of this tariff.

(T) ¹ A non-recurring charge for non-published telephone number service or non-listed telephone number service is applicable when service is requested after original installation. When service is requested with original installation, the appropriate service order connection charge will apply.

- E. Operational characteristics of interface signals between the Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- F. The Company shall not be responsible to the customer or authorized user if changes in the protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- G. DID telephone numbers are normally provided on a consecutive number basis. DID numbers may be provided on a non-consecutive basis when such service provision is acceptable to the customer and the Company and, is within the normal limitations of the serving office. The Company retains its rights to the administration and use of telephone numbers as described in elsewhere in this tariff.
- (T) H. Telephone number listings will be provided in accordance with the provisions of this tariff. DID numbers furnished herein are not entitled to free telephone number listings.
- I. The customer premises located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
- J. The rates and charges for the service contemplate the use of standard Company equipment and serving arrangements.

3.82 <u>DID Rates</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
A. First 10 DID numbers	N/A	\$50.00
B. Each additional 10 DID numbers or fraction thereof	N/A	\$25.00

3.9 Enhanced Business Services ¹

3.9.1 General

- A. Enhanced business services (EBS) is an optional communications system arrangement offering central office based features similar to those found in intelligent customer premise equipment to business customers with three or more access lines. For purposes of this tariff customers requiring more than 50 EBS lines will be handled on an individual case basis.
- B. EBS Basic service consists of an access line, touch-tone capability and these standard features:
- | | |
|--------------------------|---------------------------------|
| Busy transfer all | Distinctive ringing |
| Busy transfer intragroup | Group speed call 8 |
| Call hold | Intercom dialing |
| Directed call pick-up | Three-way calling/call transfer |

¹ Requires Direct Inward Dialing service.

- C. EBS lines may be designated as either public access lines or intercommunication only lines. Public access lines allow access to the exchange network. Intercom only lines allow calls to only those within the customer group. Through the use of a virtual facilities software package, intercom only lines can share access to the exchange network with the public access lines. The number of lines to the exchange network at any one time is limited by the number of public access lines ordered.
- D. EBS is intended for customers utilizing single line telephone sets. Use of PBX or Key Systems in conjunction with EBS is allowed only to provide connection between lines served by the existing system and other lines of the customer. These lines are considered a business access line and are furnished in accordance with the provisions of local services found elsewhere in this tariff.
- (T) E. Telephone number listings will be furnished in accordance with the regulations set forth elsewhere in this tariff.
- F. The assignment of telephone numbers for EBS lines shall be in accordance with the general rules and regulations of this tariff.
- G. The Company central offices with EBS switching arrangements providing access to WATS, tie lines, foreign exchange lines etc. is considered to be the customer premises for the purposes of this section of the tariff.
- H. End user common line charges will apply to all lines as prescribed in the Company's interstate Access Service Tariff.
- I. Service order charges and central office line connection charges per EBS line will apply when changing service (adding or deleting lines or changing software). These charges can be found elsewhere in this tariff.
- (T) J. EBS is offered subject to the availability of Company plant and facilities enabled to provide the service. One telephone number listing is provided without charge to each customer of EBS features.
- K. The customer is responsible for any long distance toll charges incurred by use of certain EBS features that may complete a call over the long distance message telecommunications network. (i.e. – call forwarding or call transfer)

3.9.3 Definitions

Attendant Camp-On - allows an attendant attempting to transfer a call to a busy station within the business group to place the call in "wait" status until the station becomes idle.

Automatic Callback - allows for the automatic redialing of the last call placed from the line within the prior thirty (30) minute period.

Automatic Identified Outward Dialing - Group - provides identification of the calling line or the group billing/pilot number on billable calls directed to the public network.

Busy Transfer All - allows any calls that terminate in a group to be transferred automatically to another station within that group when a busy signal is encountered.

Busy Transfer Intragroup - allows calls that originate and terminate from the same group to be transferred automatically to another station within that group when a busy signal is encountered.

Call Forwarding Busy - causes all calls to be redirected to an alternate station when the called station is busy.

Call Forwarding Don't Answer - allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

(T) Call Forwarding Variable - allows a station user to divert all incoming calls to another telephone number.

Call Hold - allows a user to place an established call on hold.

Call Waiting - allows a station user, already talking on the phone, to be informed by a tone that another call is waiting to reach the station.

Caller ID - displays the calling party's name and number information. Customer must provide station equipment enabled for caller ID display.

Code Restriction - blocks the completion of calls directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A code restriction list may be assigned to either an individual station or shared by multiple stations.

Direct Inward Dialing - allows for incoming calls from the exchange network to reach a specific station. Simultaneous calling paths with the exchange network are limited by customer specified number of actual access paths.

Directed Call Pickup - allows a station user to answer incoming calls to another station within the group.

Distinctive Ringing - allows the station user to determine whether the call is from a station within the station group or from the exchange network.

Do Not Disturb - allows a station user to prevent incoming calls from ringing on their line.

Group Dialing Plan - allows a station abbreviated dialing to other station members within the same intercom group.

Group Speed Calling - allows a station group to use abbreviated dialing of frequently called numbers by the use of either one (1) or two (2) digit dialing.

Hunt Groups - line or station hunting provides a means of searching a number of lines to find an idle one.

Individual Speed Calling - allows an individual station to use abbreviated dialing of frequently called numbers by the use of either one (1) or two (2) digit dialing.

Intercom Dialing - allows station users to call other stations within their station group by use of abbreviated dialing codes.

Line Restriction (Full) - prevents a station from making or receiving calls from stations outside the station group or the attendant.

Line Restriction (Semi) - prevents a station from making or receiving calls from stations outside the station group but can indirectly make or receive calls via the attendant.

Music On Hold - provides the capability to play music or a recorded announcement to callers awaiting connection to a station. Third party vendor equipment is required to provide this feature.

Night Service - allows calls directed to the attendant to be rerouted to predesignated stations within the group when the attendant position is not staffed.

(T) Outgoing Call Screening – blocks the completion of calls to specific customer defined telephone numbers. May be assigned to an individual station or to multiple stations.

Paging Access – allows selected stations to have access to customer-provided loudspeaker equipment. An access line or tie-trunk is required to support the customer's paging equipment.

Three-Way Calling/Call Transfer – allows a station user to call a third party and establish a three-way call or hang up without disconnecting the other two parties.

Toll Restriction – blocks the completion of calls to an outside operator service provider or to numbers outside the local calling area. Toll restriction lists may be assigned to individual stations or groups of stations.

Uniform Call Distribution - distributes calls evenly among stations in a multi-line hunt group.

Voice/Data Protection - allows a station user to inhibit call intrusion features directed to their line when the line is busy.

3.9.4 Rates

A. The following rates apply in addition to other access line rates specified elsewhere in this tariff.

- | | |
|-----------------------------------|-------------|
| 1. EBS Basic, per line, per month | \$5.00 |
| 2. EBS Plus, per line, per month | \$7.00 |
| 3. Installation Charge, per line | Regular SCC |

B. A trunk additive of \$10.00 per month will be applied for all EBS lines terminating in multi-line equipment (e.g., key and PBX systems). The line rate specified above is for EBS lines terminating in single line instruments.

C. The number of lines to the exchange network for a customer at any one time is limited by the number of public access lines ordered. Add \$6.00 for each public access line ordered.

- (T) C. Charges for NDA are not applicable on calls from customers whose physical or visual handicaps or lack of literacy prevents them from using printed telephone numbers. Such customers must provide certification from an agency or physician to establish exemption from NDA charges.

D. Where facilities permit, NDA will be available from hotel/motel and pay telephones.

4.42 NDA Rates

Per NDA request \$1.00

4.5 Custom Calling and Advanced Calling Services

4.51 General

Custom calling services (CCS) are a group of optional services available to customers which provide basic call management features. Advanced calling services (ACS) are optional telephone service arrangements available to customers which provide customized call management features. Promotional periods may be instituted by the Company with regard to these services. Promotion periods may include temporary waiver of applicable installation charges, or a free additional feature with the purchase of another. Local or long distance calls established by using certain features will be charged the appropriate tariff rates for such calls.

4.52 Feature Descriptions

- A. Anonymous Call Rejection - enables the customer to reject calls for which caller identification has been intentionally blocked. Calls rejected are given an announcement.
- B. Automatic Callback - allows the customer to place a call to the last number to which a call was previously made or attempted. In addition, if the customer encounters a busy signal, this feature will automatically scan the called line for an idle condition. This scanning continues until the called station becomes idle, the original request is canceled, or a timer expires and clears the request. Customers may use this feature on a usage sensitive (billed per occurrence) basis.
- C. Automatic Recall - enables the customer to automatically redial the telephone number of the most recent incoming call. If the telephone number is busy, the Company's equipment will monitor the line for a maximum of thirty (30) minutes beginning with the customer's activation of call return in an attempt to establish the call. This feature cannot return a call to a line that is not associated with a telephone number (e.g. multi-line hunt groups) or to a line with call forwarding activated. Customers may use this feature on a usage sensitive (billed per occurrence) basis.
- D. Call Forwarding - enables the customer to redirect incoming calls to another line. Any calls that are forwarded to a number requiring long distance toll service will incur the appropriate long distance toll charges for the forwarded call. Call forwarding is available in various formats:
1. Call Forwarding-Busy - the customer can activate call forwarding to forward only when a busy condition exists.

- J. Distinctive Ringing - allows a customer to program their line with a distinctive ringing pattern for a list of six (6) calling numbers and with a normal ringing pattern for all other calling numbers. In addition, for customers who also have call waiting, a distinctive call waiting tone is heard when the line is called by one of the numbers on the list. The customer can, thus, selectively answer incoming calls based on the distinguishable ring pattern or tone. To the extent sufficient equipment is available, customers may purchase more than one priority call feature in order to create additional telephone number lists.
- K. Do Not Disturb - allows the customer to prevent incoming calls from ringing their line by diverting the call to a tone or announcement.
- L. Selective Call Forwarding - allows a customer to create a list of ten (10) telephone numbers for which calls will be forwarded. Only those calls from numbers programmed into the selective call forwarding list will be forwarded. To the extent sufficient equipment is available, customers may purchase more than one selective call forwarding feature in order to create additional telephone number lists. This feature requires the purchase of basic call forwarding service.
- (T) M. Selective Call Rejection - allows the customer to create a list of ten (10) telephone numbers from which calls will be rejected. Calls from telephone numbers contained on the list will be given a rejection tone or an announcement. This feature may only be used to reject selected calls from within the customer's end office or a different office, provided proper signaling exists between the originating, terminating, and interconnecting offices. Only those calls that the customer programs into the selective call rejection list will be rejected. To the extent sufficient equipment is available, customers may purchase more than one selective call rejection feature in order to create additional telephone number lists.
- (T) N. Speed Calling - allows the customer to place calls to select telephone numbers by dialing a one or two-digit code. The customer can generate a speed calling list of up to 38 telephone numbers with each number in the list associated with a unique code (2 through 9 and 20 through 49).
- O. Three-Way Calling - allows the customer to have simultaneous conversations with two other parties.
- (T) P. Teen Service - provides for an additional telephone number to be assigned to the same line. Each telephone number is assigned a unique ringing pattern to allow the customer to determine which number was called. A telephone number listing is also provided.
- Q. Toll Restriction - allows the Company to block calls to certain customer-specified destinations. Customer options available are:
1. Restriction of 1+ calls only.
 2. Restriction of 1+ and 0+/0- (operator handled) calls, except incoming 8XX type calls.
 3. Restriction of 1+, 0+/0- and incoming 8XX type calls.
- Restriction of 0+ and 0- operator calls prevents the customer from dialing a long distance toll telephone number or operator for any purpose, including for emergency or telephone assistance. The Company shall not be liable for any and all claims,

losses or damages caused by the customer's use of toll restriction.

- (T)
- R. Warm Line/Alert Line - allows the customer to automatically place a call to a preselected telephone number by simply lifting the receiver off of the switchhook. No dialing is required for the calling party to reach the specified destination. Warm line is switched after a brief timing period while alert line is switched immediately.
 - S. Find Me/Follow Me - allows the customer to be located by forwarding calls to numerous devices either in sequence or simultaneously to a list of numbers. The customer can also forward calls to specific numbers based on a time schedule.
 - T. Privacy Defender - intercepts calls that are delivered as "unknown" or "out of area" to the customer's line. The service plays an announcement stating that the party they have dialed does not accept calls from telemarketers, and that the party wishes for their name to be added to the telemarketer's "Do Not Call" list. The announcement allows callers who are not telemarketers, but whose calling number information is not provided, to enter an access code to complete the call.

Section 5 – Kansas Telecommunications Billing Practices

5.1 Application of Standards

The following standards are applicable to all telecommunications public utilities, telecommunications carriers and local exchange carriers as defined in K.S.A. 66-1,187 and to all entities designated as Eligible Telecommunications Carriers (ETCs) providing service through land lines, referred to herein as "provider," "telecommunications provider," "local service provider," or "long distance provider". When the customer has a written and executed contract with a provider in which the contract specifies the billing standards which are applicable to the customer, the billing standards within the contract will be utilized to resolve the customer's complaint.

5.2 Definitions

Abandonment of Service	Premises vacated without advising the telecommunications provider.
Bundled Service	Basic dial tone and other features such as Caller ID, long distance service, internet service, etc. that are offered by the provider at one price. Bundles may also be referred to as a package of services.
Customer	Any person, firm, partnership, corporation, or other entity who uses the services of a telecommunications provider.
Customer(s) of Record	The person(s), firm, partnership, corporation, or other entity responsible for payment of charges for telecommunications services. The billing name(s) on an account. Customer of Record is synonymous with subscriber.
Deniable Charge	A charge that, if not paid, may result in the termination (denial) of the customer's local exchange service (dial tone). Local service charges are deniable charges.
High Long Distance PreBilling	The practice of billing a subscriber for long distance charges before the normal billing period ends because of significantly higher than normal or estimated long distance charges.
Itemized Service	Name of service is listed along with the rate for such service.
Listed Service	Name of service is placed on the bill excluding the rate for such service.
(T) Local Service Charges	A local service provider's charge for service which allows a customer to complete calls within the local service area (dial tone), plus any local service provider charges for calling, line or service features (such as Caller ID, touch tone service, etc.). Local service charges include packages or bundles of service, offered at one price, which includes local and other services (e.g., long distance, internet services, wireless services, etc.). Local services do not include long distance, advertising, inside wire maintenance, etc. when purchased by the subscriber on an <i>a la carte</i> basis.

- (T) 11. Deniable and Non-Deniable Charges. Charges that are non-deniable shall be designated clearly and separately from the charges for local telephone services. See Paragraph 5.3.1 C. 2 regarding the itemization of services. Providers must clearly and conspicuously identify that non-payment of non-deniable charges will not result in the disconnection of basic local service. The charge for a bundle or package of services that contains basic local service shall be considered a deniable charge. Special charges for services such as the sale of merchandise, inside wire maintenance plans, advertising, etc. can also be included on the customer's bill, however, failure to pay these non-deniable special service charges shall not be justifiable cause to suspend/disconnect local service.
- D. Alternative Billing Format. If approved by the subscriber, a telecommunications provider may provide a bill through alternate means (e.g., electronic billing) and/or in an alternative format. A provider may offer discounts to those subscribers that choose to use an alternate means of billing, but may not assess an additional charge to those customers that elect paper billing. Upon request, a paper copy of the subscriber's bill must be provided, unless an electronic version is available to the customer.
- E. Third-Party and Collect Call Billing. Third-party and collect calls must be billed to the third party or the subscriber accepting the collect call. Once a telecommunications provider has billed a third-party or a collect call, the originating phone number may not be charged, except in cases of fraud attributable to the subscriber at the originating number.
- F. High Long Distance Pre-Billing.
1. A telecommunications provider may utilize high long distance pre-billing only when:
 - (a) Subscriber has less than one (1) year of service; or
 - (b) Long distance usage is at least double the previous three (3) month average levels or the subscriber's provided estimate and above the amount of deposit held.
 2. If the telecommunications provider's collection action includes blocking (suspending) subscriber's access to the long distance network until the debt is paid or arrangements are made, the suspension/disconnection notice provisions in Section 5.6.4 do not apply. The subscriber may be billed for long distance blocking if there is a charge for the service(s). Such blocking can not interfere with the subscriber's local service or access to emergency numbers.
- G. Refunds for Service Outages (Repair). The telecommunications provider shall make an adjustment or refund, as required below, if a subscriber's service is interrupted unless such interruption is by negligence or willful act of the subscriber. The adjustment or refund shall be a pro rata portion of the monthly local service charges and any miscellaneous equipment charges for the period of time during which the service is interrupted. An adjustment or refund is not required for the portion of time when the provider stands ready to repair and restore service but the subscriber does not provide access necessary to accomplish the repair or restoration. The adjustment or refund may be accomplished by a credit on the next subsequent bill for service. An adjustment or refund shall be made:

5.65 Restoration of Service

- A. Upon the subscriber's request, a telecommunications provider shall promptly restore service when:
 - 1. the cause of suspension of service has been eliminated; or
 - 2. satisfactory payment arrangements have been made.
- B. At all times, every reasonable effort shall be made to restore service on the same day the cause of the suspension has been remedied, and in any event, restoration shall be ordered no later than the next business day after the day the subscriber requests restoration of service.

5.66 Disputes

- A. Notice/Time Frame. A subscriber must advise the telecommunications provider, within ninety (90) days of the billing date and prior to the date of the proposed suspension/disconnection of service that all or any part of any bill is in dispute. A subscriber may advise a provider that a bill is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the appropriate provider's personnel.
 - B. Provider Responsibilities. Upon receiving notice of the dispute, the company shall:
 - 1. Immediately record the date, time and place the complaint is made.
 - 2. Postpone suspension/disconnection until a full investigation is completed and the dispute is found to be invalid.
 - 3. Investigate the dispute promptly and completely.
 - 4. Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.
 - C. Non-resolved Dispute. In the event a dispute is not resolved to the satisfaction of the subscriber after full investigation, and the telecommunications provider intends to proceed with suspension/disconnection, the provider shall advise the subscriber of formal and informal procedures available before the Corporation Commission of the State of Kansas. The provider may then suspend/disconnect service once proper notice of suspension/disconnection has been provided to the subscriber.
- (T) D. Notice: Subscribers who are unable to obtain a satisfactory resolution of a dispute with a telecommunications provider may contact the Corporation Commission of the State of Kansas at 1-800-662-0027 for information as to possible further remedies.