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**My Choice Communications, Inc. d/b/a MCCI**

**Basic Local Exchange**

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**REGULATIONS, RATES AND CHARGES**

Applying to the provision of

Intrastate Basic Local Exchange Services

within the operating territory of

My Choice Communications, Inc. d/b/a MCCI

in the State of

**IDAHO**

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**1. APPLICATION AND REFERENCE**

**1.1 APPLICATION OF TARIFF**

**A. Basic Local Exchange Services**

This Tariff contains the regulations and charges applicable to intra-LATA intrastate exchange and network services and equipment furnished by My Choice Communications, Inc. d/b/a MCCI, hereinafter referred to as the Company, pursuant to Title 61, Idaho Code.

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**1.4 TARIFF FORMAT**

**1.4.1 LOCATION OF MATERIAL**

1. Section 1 provides the following for all of the sections in the Basic Local Exchange Tariff.

- Subject Index - an alphabetical listing to find the desired section.
  - Table of Contents - a numerical listing to find the desired section and page.
2. Each individual section in the Basic Local Exchange Tariff provides a Subject Index for the material located within that section.
3. Obsolete Service Offerings

Obsolete service offerings are identified in the Tariff by adding 100 to the current section number, i.e., obsolete items from Section 5., Exchange Services, would be found in Section 105., Obsolete Exchange Services. This section is then filed behind Section 5.

**1.4.2 OUTLINE STRUCTURE**

The Tariff uses nine levels of indentations known as Tariff Information Management (TIM) Codes, as outlined below:

<b>LEVEL</b>	<b>APPLICATION</b>	<b>EXAMPLE</b>
1	Section Heading	<b>5. EXCHANGE SERVICES</b>
2	Sub Heading	<b>5.2 LOCAL EXCHANGE...</b>
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8	Sub Heading/Tariff Text	(a) Text
9	Footnotes	[1] Text

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**1.4 TARIFF FORMAT (Cont'd)**

**1.4.3 RATE TABLES**

Within Tariff rate tables, four types of entries are allowed:

- Rate Amount

The rate amount indicates the dollar value associated with the service.

- A dash "-"

The dash indicates that there is no rate for the service or that a rate amount is not applicable under the specific column header.

- A footnote designator "[1]"

The footnote designator indicates that further information is contained in a footnote.

**1.4.4 USOC COLUMN**

Within Tariff USOC columns, two types of entries are allowed:

- USOC

The three- or five-character code for the product or service.

- N/A

The "N/A" indicates that there is no applicable USOC.

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**1.5 EXPLANATION OF TARIFF CHANGE SYMBOLS**

<b>SYMBOL</b>	<b>EXPLANATION</b>
<b>(C)</b>	To signify changed regulation
<b>(D)</b>	To signify discontinued material
<b>(I)</b>	To signify rate increase
<b>(M)</b>	To signify material moved from or to another part of the Tariff with no change, unless there is another Tariff change symbol present
<b>(N)</b>	To signify new material
<b>(R)</b>	To signify rate reduction
<b>(T)</b>	To signify a change in text but no change in rate or regulation

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**1.6 EXPLANATION OF ABBREVIATIONS**

CO	- Central Office
Cont'd	- Continued
DID	- Direct Inward Dialing
DTF	- Dial Tone First
ENI	- Extended Network Interface
ESS	- Electronic Switching System
FCC	- Federal Communications Commission
FCO	- Foreign Central Office
FX	- Foreign Exchange
IC	- Inter-Exchange Carrier
ITAP	- Idaho Telephone Assistance Program
LIHEAP	- Low Income Home Energy Assistance-Program
MCC	- Miscellaneous Common Carrier
MTS	- Message Telecommunications Service
OCC	- Other Common Carrier
PAL	- Public Access Line
PBX	- Private Branch Exchange
SUS	- Suspension of (all) Service
TIM	- Tariff Information Management (Code)
USOC	- Uniform Service Order Code
WATS	- Wide Area Telecommunication Service
TIM	- Tariff Information Management (Code)
USOC	- Uniform Service Order Code
WATS	- Wide Area Telecommunication Service

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**1.7 RESERVED FOR FUTURE USE**

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS**

Base Rate

The monthly rate that applies for a specific grade and class of exchange service located within a base rate area.

Base Rate Area

That portion or portions of an exchange within which specified classes and grades of basic exchange service are furnished at a charge that does not vary with the distance from the CO.

Central Office (CO)

A switching unit providing telecommunication services to the general public, designed for terminating and interconnecting lines and trunks. More than one CO may be located in a building.

Central Office Connecting Facilities

A facility furnished to an Other Common Carrier by the Company between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

Central Office District

The territory served by a CO or group of CO's, any one of which may serve any part of a district.

Central Office Line

See "Exchange Access Line".

Class of Service

A sub-grouping of customers typically business, residence or Public Access Line (PAL) for the purpose of rate distinctions.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Code Ringing

The method of signaling stations on a party line whereby the bells of all or part of the stations on the circuit are rung whenever one station is signaled, signals of the respective stations being distinguished by a code made up of various combinations of short and long rings.

Company

Refers to My Choice Communications, Inc.

d/b/a MCCI. Continuous Property

Continuous property is defined as the land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others.

Cost

Where the words cost or actual cost are used, they are intended to cover the actual cost of material, labor, and incidentals, plus a charge for administration.

Customer

A person, firm, corporation, or governmental agency responsible for paying the telephone bills and for complying with the rules and regulations of the Company.

Drop Wire

Wires between an open wire lead, aerial, or underground cable terminal and the point of entrance to the building in which the customer's service is located.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Exchange

A geographical unit, established by the Company, for the administration of telecommunication services in a specified area.

Exchange Access Line

All of the Company's CO equipment and outside plant facilities that are needed to connect the service CO to and including the Company provided Network Interface or equivalent.

Exchange Access Line Type

- Individual main telephone service.
- Companion line service, which is normally provided in a group of two or more lines so arranged that when a busy line is dialed the CO equipment will automatically select another line.
- Trunk line service, which is an offering of CO lines which connect an automatic all distributing system, PBX system, or other (dial) automatic switching system at the customer's premises to the CO.

Exchange Service

The service of furnishing equipment and facilities for telephone communications within a designated area.

Exchange Service Area

The territory served by an exchange.

---

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Exchange Zone

One of a series of specified areas, beyond the base rate area of an exchange, in which service is furnished at rates in addition to base rates.

Flat Rate Service

An exchange service for which a specified rate is charged, regardless of the amount of local use.

Grade Of Service

The term used to describe exchange service with respect to the number of main telephones which may be connected to a CO line or to designate a specific type of exchange service, i.e., individual line, PBX, rural, service station service, etc.

Individual Line

An exchange access line designed for the connection of one main station.

Joint User

A person, firm or corporation who is designated by the customer as a user of exchange service furnished to the customer and to whom a portion of the charge for the service will be billed under a joint user arrangement.

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**2.1 DEFINITION OF TERMS (Cont'd)**

Local Exchange Service

The furnishing of telecommunication services to the Company's customers within an exchange for local calling. This service also provides access to and from the telecommunication network for long distance calling.

Local Service Area or Extended Local Service Area

That area throughout which an exchange service customer, at a given rate, may make calls without the payment of a toll charge. A local service area may be made up of one or more exchange areas.

Locality Area

An area of concentrated development located outside and remote from the base rate area but within an exchange area.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Maintenance Of Service (Trouble Isolation)

Maintenance of Service (Trouble Isolation) denotes all testing performed by the Company to determine the cause of a customer's service difficulty. Maintenance of Service, including a premises visit, if applicable, is performed at no charge for residential and single line business customers.

Business customers on multi-line systems are charged Premises Work Charges when it is necessary for a technician to make a visit to the customer's premises to isolate the cause of the trouble. If the trouble is found to be in the Company's facilities no charges will apply.

Measured Rate Service

The type of exchange service provided at a monthly rate with additional usage charge for each local message based on distance, time of day, duration and frequency.

Message Rate Service

The type of exchange service provided at a monthly rate with an additional charge for each local message.

Message Unit

A unit of measurement used in charging for local message rated calls.

Minimum Point Of Presence (MPOP)

A service interface point established inside the customer's property. One network interface point per property will be provided. The customer or property owner is responsible for all cable past the MPOP in the same building and for cable between buildings on the customer's property.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Miscellaneous Common Carrier

A communications common carrier which is engaged in providing service by radio through a base station authorized by the Federal Communications Commission but who does not also provide a public land wire telephone service.

Multi-line Telephone Systems (Key Telephone Systems)

- Multi-line Telephone Service is an arrangement consisting of common equipment, line equipment, station sets, and wiring located on the customer's premises, or another premises of the same customer which allow stations to selectively answer, originate, or hold calls over individual CO lines, WATS lines, FX lines, PBX station lines or Centrex station lines, etc.
- Direct access to a line is provided by the operation of a button or key which may be mounted separately or internal to the station apparatus.
- This service may include multi-line station sets and suitably equipped single line sets and other features such as illumination, intercommunication, etc.

Network Control Signaling

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

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Network Interface

The Network Interface for the connection of customer premises wire consists of a miniature modular or other standard jack as determined by the Company and is provided as part of the exchange access line. This Network Interface will be installed on or near the customer's premises at a location determined by the Company and which is accessible to the customer. The normal location of the Network Interface would be combined with or in close proximity to the protector or equivalent.

Network Premises Work Charge

A time-sensitive one time Charge billed to the customer for work performed by a Company employee or representative for work done on the customer's premises on the Company side of the network interface. Does not include the work required to establish or reestablish access service.

Party Line Service

A single exchange access line which serves more than one customer. Each customer has a different telephone number and the calls are determined by code ringing. Two-party line service is the connection of two main stations and four-party line service is the connection of four main stations, etc.

Premises

See "Same Premises".

Premises Work Charge

A time-sensitive one time charge that applies to customer requested work done by the Company on the customer's side of the Network Interface.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Privacy

Provides the station user with sole access to the line and prevents others from entering the connection.

Public Access Line Service

Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones at locations accessible to the public, subject to the availability of existing central office facilities and special operator equipped locations, as appropriate, e.g., Traffic Operator Position System (TOPS).

Same Building

Same building means a structure under one roof, or two or more structures under separate roofs, throughout which there is general access by means of doors, elevators, stairways, enclosed passageways or continuous corridors. Sidewalks, driveways, heating and utility tunnels, pipes and conduits are not considered enclosed passageways.

Same Household

Those who dwell as a family under one roof, including relatives and not more than four other persons residing with the family and participating in the common use of such facilities as dining room, kitchen, living room, etc. Premises occupied by any group of four or less persons functioning in the same manner as a family are also considered as the same household.

Same Premises

All the space in the same building in which a customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one customer. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Service and Equipment Charge

The service and equipment charge is a nonrecurring charge associated with a given service or item of equipment which applies on a per-service and/or a per-item basis each time the service or item of equipment is provided or changed.

Service Station Service

- Service station service is an exchange line furnished to a remote area outside the base or locality rate areas and generally within the exchange area where it is not practical for the Company to make facilities available. CO switching only is contemplated. The CO line beyond an agreed upon junction point at or near the base or locality rate area boundary, is furnished and maintained by the customer.
- Toll station service provides for connecting customer owned and maintained telephone lines and equipment to Company toll line facilities by means of a switching device located at a toll station.

Service Terminating Arrangement

Company-provided equipment which terminates exchange telecommunications service at a customer's premises. The service terminating arrangement provides a clearly delineated interface which facilitates the design, isolation, and testing of the telecommunications network. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Station

A signaling unit and other type equipment at the customer's premises which allows the customer to establish communication.

Suburban Area

An area located outside and contiguous to the base rate area within the exchange area and within which urban grades of service are furnished

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. TSP regulations, rates and charges applicable to Exchange and Network Services are as specified in Section 12.3.2 of the Access Services Catalog.

Type Of Service

Flat rate service, measured rate service, and message rate service.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Urban Service

Any of the grades of service regularly furnished inside base or locality rate areas, or outside base or locality rate areas at base or locality rates plus zone connection charges.

Wire Center

The building which houses the local switching equipment (Central Offices) from which exchange and private line services are furnished and where cable facilities are terminated which furnish telephone service within a designated wire center serving area.

▪ Primary Wire Center

The wire center in a multi-wire center exchange in which most interchange circuits terminate.

▪ Serving Wire Center

The wire center from which service is provided to the customer.

Wire Center Serving Area

The area of the exchange area served by a single wire center.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

These regulations are added to those pertaining to specific service items in other sections. Any change in rates or regulations approved by appropriate governmental authority modifies all service terms and conditions.

**2.2.1 APPLICATION FOR SERVICE**

1. Applications for establishment of telephone service may be made to the Company orally or in writing. These applications become contracts upon approval or establishment of the service and shall be subject at all times to the lawful rates, charges and regulations of the Company.
2. Requests from customers for additional service may be made orally or in writing and, upon approval or installation of the service, become a part of the original contract, except that each such additional item is subject to the appropriate Tariff rates, charges and initial contract period, if any.
3. Any change in rates, charges or regulations authorized by the legally constituted authorities will act as a modification of all contracts to that extent without further notice.

**A. Refusal**

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for telephone service previously furnished, until the indebtedness is satisfied.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**B. Cancellations and Deferments**

When the Company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 business day grace period. If after 30 business days the customer still has not accepted service, regular monthly billing for the ordered services may begin, or the facilities will be released for other service order activity, and cancellation charges (non-recurring charges that would have applied had the service been installed) may be applied. These cancellation and deferment provisions apply to requests for 5 or more exchange access lines.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**C. Use of Service**

Customer telephone service, as distinguished from PAL Service, will be furnished only:

1. In business establishments for communications by the customer, members of the immediate family, or by employees and representatives upon the customer's business except as the use of the service may be extended to joint users or where regular flat rate PBX or Centrex Service is provided to hospitals where patient room telephones are required or to customers who resell/share local exchange service.
2. In residences, for communication by the customer, members of the immediate family, the customer's employees, and not more than four roomers, boarders, roommates, or others residing in the close circle of the customer's household. If an applicant obtains service for the use of others at a different residence, the applicant must have current residential service with the Company in the same state and must have good credit. If the applicant requests service at a different residence, where a prior customer still resides and where any balance for service to that prior customer incurred at that location is still past due and owing, the deposit amount will be based on the prior customer's credit history.
3. The Company reserves the right to refuse to install customer service or to permit such service to remain on premises of a public or semipublic character when the instrument will be or is so located as to be accessible for use by the public in general or by patrons of the customer, except as provided in the Public Access Line Service Tariff and Resale/Sharing of Company Services Tariff.
4. A customer shall not provide switched voice or data communications between local exchange areas, including the bridging of Extended Area Service (EAS) zones, using underlying services from this Tariff or the Exchange and Network Services Catalog. Providers of inter-exchange service, that furnish service between local calling areas, must purchase services from the Access Service Catalog for their use in furnishing their authorized intrastate telecommunications services to end user customers. If a customer violates this regulation, and has not placed an order for necessary services from the Company's Access Service Catalog for immediate installation within 14 days of notice from the Company, the Company shall immediately disconnect such services purchased from this Tariff or the Exchange and Network Services Catalog.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**D. Restriction of Service**

Flat, message and measured rate services will not be furnished on the same premises except as follows:

1. Where the flat rate service is physically arranged so it cannot be used to supplement message or measured rate service.
2. Where the flat and message or measured rate services have entirely different local service areas.

**E. Transfer of Service Between Customers**

An applicant may supersede the service of a customer where an arrangement acceptable to the Company is made by the customer and the applicant to pay all outstanding charges against the service.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**F. Automatic Dialing and Announcement Devices (ADAD)**

An ADAD dials telephone numbers it has been programmed to dial and plays a recorded message when a call is answered. ADADs may be connected to the telephone network in accordance with the following provisions:

1. The ADAD must automatically disengage the called party's line when the called party hangs up its receiver, except:
  - a. for use in security and alarm systems; or,
  - b. other systems in which the called party has previously agreed to receive the ADADs call and has consented to its line being engaged in this manner.
2. ADADs are prohibited from making unsolicited calls before 9:00 a.m. or after 9:00 p.m. except in emergencies.
3. ADADs are prohibited from calling public safety numbers such as police, fire and emergency services.
4. ADADs are prohibited from calling non-listed, non-published or inward WATS numbers.
5. ADADs are prohibited from calling more than one number held by a given called party.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

**F. Automatic Dialing and Announcement Devices (ADAD) (Cont'd)**

6. ADADs must be connected to an individual measured or message business rate access line unless the use of the ADAD comes exclusively within the exception of 1.a. or 1.b., above.
  - a. ADADs are prohibited on Service Station party line service.
7. All customers operating ADADs must notify the Company of their connection of an ADAD to the network and estimate how intensively the ADAD is expected to use the access line. This condition does not apply if the use of the ADAD comes exclusively within exception 1.a. or 1.b., above.
8. The Idaho Public Utilities Commission has established the specific terms and conditions for the connection of ADADs to the telephone network by Commission Order No. 19793. Compliance with these terms and conditions is the responsibility of the customer. A determination by the Idaho Public Utilities Commission that a customer is using or operating an ADAD in violation of these terms and conditions may result in termination of the customer's access line service.

**2.2.2 OBLIGATION TO FURNISH SERVICE**

1. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain, and maintain suitable rights and facilities, without unreasonable expense, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.
2. Such connections are also subject to the availability of required facilities.
3. When such connections are requested and facilities to provide the required connections at the CO normally designated to serve the premises are inadequate, facilities may be furnished from another CO to provide the requested interconnection. Under such circumstances additional monthly rates and installation charges will apply.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.3 30 DAY PRODUCT GUARANTEE**

1. The 30 Day Product Guarantee allows residence customers who are new subscribers to a covered product(s) and are not completely satisfied with that covered product(s) to receive a credit for all applicable paid charges.
2. If a new customer of a covered product(s) is not satisfied with the covered product(s) that was ordered, and so notifies the Company within 30 days of the installation of that covered product(s) and requests disconnection of that product, then that customer will receive a credit for all applicable paid charges.
3. The 30 Day Product Guarantee does not include and will not apply to any service, feature, product, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.
4. The 30 Day Product Guarantee does not include and will not apply to the following products and services of the Company:
  - Optional Toll Calling Plans
  - Directory Assistance
  - Intra-LATA Toll Service
  - Any service, product, or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this tariff.
5. The 30 Day Product Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any product, service, offering, or other feature that is not solely provided by the Company, such as but not limited to:
  - Customer Access Line Charge (CALC)
  - State Assessed Charges (i.e., 911 Surcharge)
  - 900 Service
  - Toll Service provided by others
  - Access Charges, features, or services that are provided as part of or pursuant to an access catalog/tariff.
  - Equipment, facilities, telephone sets, instruments or the like provided by another.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.3 30 DAY PRODUCT GUARANTEE**

5. (Cont'd)

The following services have separate guarantees that apply to them:

- Basic Wire Maintenance
- Line Backer Service
- Line Backer Plus Service
- Time and Material Services

6. The Company may refuse to return a customer's applicable paid charges where the customer has previously ordered that same or similar product(s) or service(s) and cancelled such same or similar product or service.

**2.2.4 LIMITED COMMUNICATION**

The Company reserves the right to limit use of communication services when emergency conditions cause a shortage of facilities.

**2.2.5 RESALE OF SERVICE**

Except as otherwise provided in this Tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which payment or other compensation shall be received by him from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. Resale/Sharing of service is allowed pursuant to the terms of Sections 5.5.7 and 5.10 of this Tariff.

**2.2.6 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS**

1. The customer has no property right in the telephone number nor any right to continuance of service through any particular CO, and the Company may change the telephone number or CO designation of a customer whenever it considers it desirable in the conduct of its business.
2. In any case where existing service is continued for a new customer, the telephone number may be retained by the new subscriber only if the former customer consents and an arrangement acceptable to the Company is made to pay all outstanding charges against the service.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.6 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS (Cont'd)**

3. The following service and equipment charge applies to change a telephone number of a CO line or trunk at the customer's request. No charge applies to change the telephone number due to annoyance calls, or Company initiated number changes.

**SERVICE &  
EQUIPMENT  
CHARGE**

- Per telephone number changed \$25.50

**2.2.7 TERMINATION OF SERVICE - COMPANY INITIATED**

The Company adopts by reference "The Telephone Customer Relations Rules", IDAPA 31.41.01000 et seq, promulgated by the Idaho Public Utilities Commission and all amendments to those rules which may be hereafter adopted by the Idaho Public Utilities Commission.

The Company may terminate service in accordance with the regulations set forth in IDAPA 31.41.01300, Denial, Restriction, and Termination of Service, of the above referenced Rules.

**A. Service and Equipment Charge for Restoration of Service**

1. A service and equipment charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service, toll service or other charges, but an order providing for complete disconnection has not been completed. The following charge will be applied unless a charge for restoration of service is included in a specific service's section of the Tariff. Additionally, all charges up to the date of the suspension are due prior to restoration of service.
2. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application for service in addition to any charges for services due up to the date of suspension.

**SERVICE &  
EQUIPMENT  
CHARGE**

- Residence, each line restored \$20.00
- Business, each line restored 52.00

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**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.8 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED**

A. Description

Upon the request of the customer, one or all of their exchange access lines/trunks may be temporarily suspended so that inward, outward, and intercom calls can not be made. All features and services associated with a suspended access line/trunk would also be temporarily suspended.

Suspension of service allows the customer to retain their directory listings(s).

B. Terms and Conditions

1. Any class of business or residence service, flat, measured or message rate, may be suspended except as specifically precluded elsewhere.
2. Suspension of service may begin or terminate on any day of the month provided sufficient notice is given in advance for arrangements to be made.
3. When a service is suspended, persons calling the number of the suspended service will hear a recorded announcement. At the customer's request, the recorded announcement will provide a forwarding number. The customer assumes all risks in connection with the forwarding number and no liability attaches to the Company by reason of failure to complete a particular call.
4. Services provided out of the Private Line Transport Services Tariff, e.g., Foreign Exchange (FX), Foreign Central Office (FCO), off-premises lines, and exchange service extension lines, may not be suspended.
5. Services provided under contract, e.g., payment plans, are not eligible for suspension.
6. Calling cards may be used while the line(s)/trunk(s) is suspended.
7. The customer may suspend service any time after service has been established. No minimum period for service applies and no minimum period for suspension applies.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.8 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED (Cont'd)**

**C. Rates and Charges**

The following rates and charges apply for suspended exchange access line(s)/trunk(s). Features and services associated with suspended exchange access line(s)/trunk(s) will not be billed during the period of suspension. Charges for additional listings associated with line(s)/trunk(s) not suspended will be billed; however, when a directory listing charge is directly associated with a suspended line/trunk, the listing monthly rate does not apply during the period of suspension.

When an exchange access line(s)/trunk(s) is restored, optional features and services, including those previously removed due to incompatibility with suspend service, will be restored at no charge. When service is restored, the customers may add additional features and services at the rates and charges specified for that feature/service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Residence			
- Per line suspended	SUS	-	\$10.00
- Per line restored	RES	\$15.00	-
• Business			
- Per line suspended	SUS	-	17.00
- Per line restored	RES	25.00	-

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.9 SPECIAL SERVICES**

1. Where equipment, facilities, or service arrangements are requested which are not provided for in the Company's applicable Tariffs, monthly rates and one-time charges such as installation, nonrecurring, service and equipment and construction charges will apply based on the circumstances in each case.
2. These special equipment and service items will be provided whenever, in the judgment of the Company, there is a valid reason for providing the service requested. In such cases, the Company reserves the right to require an initial contract period longer than 1 month at the same location.
3. From time to time, the Company may offer services other than basic exchange access lines at rates and charges lower than those listed in this tariff for promotional purposes. Customers will be notified of the availability and duration of such promotions, however, such offers will not constitute price changes.
4. For basic local exchange service the Company may from time to time offer a full or partial waiver of nonrecurring charges. Customers will be notified of the availability and duration of such promotions, however, such offers will not constitute price changes.

These promotional offers shall be generally available to all similarly situated customers during the term of the offer. However, such offers may be limited for certain subscribers based on facility and service availability.

For any basic local exchange service promotional offer, the Company shall file with the Commission a description of the offer 15 working days prior to its commencement.

The Company's notifications to customers and the Commission will specifically describe any geographic or other reasonable limitations to the promotion. Notification to the Commission will also specifically explain why such limitations, if any, are included in each promotion.

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**2.2.9 SPECIAL SERVICES (Cont'd)**

5. The rates and charges specified contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular hours or if the customer interrupts work which has begun, the customer may be required to pay any additional costs incurred.
6. A concession will be allowed from the standard rates for service furnished to employees of the Company. The amount of concession will, in each case, depend upon how necessary the service is considered in carrying on the work of the Company.

**2.2.10 TERMINATION OF SERVICE**

**A. Initial Contract Periods**

1. An initial contract period of 1 month will apply to all CO lines to which telephone numbers are assigned.
2. For joint user services where the listing appears in the directory, both the initial and subsequent contract periods will be coextensive with the directory period.
3. Where service is disconnected and subsequently reestablished at the same location for the same or a different customer, a new initial contract period will apply, whether or not the equipment has been removed. However, where there is a transfer of service from one customer to another without lapse in the rendition of service and the same business is continued, (in the case of residence service where the service is taken over by a different member of the same household) a new initial contract period will not apply, except that the succeeding customer will be required to assume responsibility for any unexpired portion of the initial contract period.
4. Where the provision of service requires unusual costs or involves special assemblies of equipment, or where the provision of service requires construction of outside plant facilities for possible short term use, the Company reserves the right to require an initial contract period of longer than one month in addition to any construction charge that may be applicable.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.10 TERMINATION OF SERVICE (Cont'd)**

**B. Charges for Termination Service**

1. Service and equipment charges do not apply to disconnect and/or removal of service, equipment, service features or facilities unless otherwise specified.
2. After the expiration of the initial contract period, service may be terminated upon reasonable advance notice to the Company and payment of all charges due to the date of termination of the service, except that, in the case of joint user services, each directory period will be considered as a separate initial contract period, (i.e., listings will be automatically included in each directory unless sufficient advance notice to do otherwise is received from the listed party) and termination may be arranged for only under the conditions specified in 3.b. following.
3. Prior to the expiration of the initial contract period, service may be terminated upon reasonable advance notice to the Company and upon payment of the termination charges hereinafter provided, in addition to all charges for the period service has been rendered.
  - a. In case the initial contract period is one month or three months, the termination charge consists of the charges for the remainder of the initial contract period.
  - b. Joint User Services
    - (1) Where the listing appears in the current directory, charges to the end of the directory period will apply except that the charges will cease at the time:
      - The contract for the main service is terminated.
      - The listed party or joint user becomes a subscriber to some class of exchange service.
      - The listed party or joint user dies or moves to some new location at which the customer's service in connection with which he is listed is not available.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.10 TERMINATION OF SERVICE**

**B.3. (Cont'd)**

- c. Where the rated items of equipment associated with other services to which a termination charge applies, are disconnected within the initial contract period and like items of equipment have been added subsequent to the initial installation, termination charges for the items disconnected will be computed on the basis that the equipment removed was the last of its kind installed.

- d. **Battery Operated Power Equipment**

In the case of battery-operated power service provided for certain Multiline Telephone Systems, the termination charge is an amount equal to one-half of the regular monthly rate specified for the power service for the unexpired portion of the initial contract period.

- e. Where the provision of service requires construction of outside plant facilities for possible short term use, or involves unusual costs or special assemblies of equipment, the initial contract period and termination charge base will be determined by the Company in each individual case. The amount of the termination charge actually billed is such proportion of the termination charge base as the number of days in the unexpired portion of the initial contract period bears to the total number of days in the full initial contract period.

**4. Initial Contract Period of Three Years**

- a. An addition of rated items of equipment to a regular PBX system is subject to the same initial contract period and termination charge treatment as applies to the PBX system with which it is associated. A separate initial contract period is applicable to each such addition.
- b. In connection with the disconnection of dial switched on step-by-step dial systems where five or less selectors, selector-connectors or connectors are disconnected, no termination charges will be applicable; where more than five such items are disconnected regular termination charges will apply to all the items disconnected.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.10 TERMINATION OF SERVICE (Cont'd)**

**C. Application of Initial Contract Periods and Termination Charges in Connection with Changes in Class or Grade of Service**

1. Where the initial contract period is one month for both the old and new services, a new contract period will not apply in connection with a change in class or grade of service.
2. Where the initial contract period is longer than one month for both the old and new service the customer is required to pay the termination charge applicable to the old service and apply for a new contract for the new service.
3. Where the initial contract period is one month for the old service and longer than one month for the new service, a new initial contract period will apply. If the change occurs during the initial contract period for the old service, termination charges will not be applicable.
4. Where the initial contract period is longer than one month for the old service and one month for the new service, a new initial contract period will not apply. However, if the change occurs during the initial contract period of the old service, termination charges will apply.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.1 CUSTOMER RESPONSIBILITY**

The customer is responsible for payment of all charges for facilities and services furnished the customer, including charges for services originated, or charges accepted, at such facilities.

**2.3.2 PAYMENT OF BILLS**

1. All charges for exchange service, equipment, and facilities exclusive of charges for local messages in excess of the monthly allowance and toll message, are payable monthly in advance. Charges for local messages in excess of the monthly allowance and toll messages are payable monthly except that the Company reserves the right to require payment of such charges at more frequent intervals.
2. Where the rates and charges for a particular service are determined by applying a percentage or similar factor to a quoted rate or charge and such computation results in a fraction, the charge for the service shall be computed to the nearest cent, a half cent being increased to the next higher cent.
3. In the event a customer is indebted to the Company for charges and services previously rendered, or for service under one or more numbers at the same location, and the customer does not pay the charges or satisfy such indebtedness, the Company may charge and bill such indebtedness for a residence account against the same customer's residence service or a business account against the customer's business service.
4. In the event that payment from a customer is less than the total amount of all charges owing to the Company and the customer does not specifically designate the manner in which he wishes to apply said payment, then the Company will apply the payment first to the undisputed balance owed by the customer for local exchange services and associated installation charges, taxes and surcharges. Remaining payment amounts may be applied by the Company at its discretion.

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**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (Cont'd)**

5. Payment of bills for telephone service may be made by any means mutually acceptable to the customer and the company. Payment which is not honored or paid by the customer's designated financial institution will be considered as nonpayment.
6. Customers have the following options as to the method of paying bills for telephone service:
  - At any Company payment depository location.
  - At the office of any authorized payment agent of the Company.
  - By U.S. Mail, by check or money order only.
  - Through an agent of the customer.
  - By electronic funds transfer
7. Payments received by the Company on or before the due and payable date on the customer's bill will be considered timely, provided the following billing information is remitted with payment:
  - Customer's name.
  - Customer's telephone number.
  - Customer's customer code.
  - Customer's account type.
  - Amount of payment.

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**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (Cont'd)**

8. Payments received by the Company after the due and payable date on the customer's bill, but at least one day before the termination date on the suspension notice, may result in discontinuance of the customer's service unless the following billing information is remitted with payment:
  - All of the items enumerated in 7., and
  - The final payment date before discontinuance for nonpayment
9. The Company will not be responsible if a customer's telephone service is discontinued after payment has been remitted, unless the payment is timely as set forth in 7. or, if the payment is not timely, the requirements of 8. have not been met.
10. In the event it becomes necessary for service to be discontinued to a customer for nonpayment, a written notice of at least seven calendar days will be given advising the customer of the amount due and the date by which the same must be paid. If the customer fails to pay or make suitable arrangements for payment by said date, the Company may suspend the service or discontinue the service and remove any or all of its equipment from the customer's premises.
11. Delinquency in payment for service to a previous occupant of the premises to be served, or unpaid charges for service or facilities not ordered by the present customer or applicant may not in and of itself be considered as sufficient cause for refusal of service to the present customer or applicant.
12. Postponement of termination of essential service will be handled in accordance with IPUC Rules IDAPA 31.41.01308. The Company shall postpone termination of telephone service to a residential customer for thirty days from the date of a certificate by a licensed physician or public health official with medical training which states that termination of service will aggravate an existing medical emergency or create a medical emergency for the customer, a member of his/her family, or other permanent resident on the premises where service is rendered.

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**2.3 PAYMENT FOR SERVICE (Cont'd)**

**2.3.3 ADVANCE PAYMENTS AND DEPOSITS**

**A. Advance Payments**

1. In accordance with the Company's practice of requiring that all regularly recurring charges for services, equipment, and facilities be paid monthly in advance, an applicant for telephone service, equipment or facilities, may be required to pay in advance at the time application for such is made, the installation charges and/or service and equipment charges applicable, together with at least 1 month's charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the Company, the estimated amount of construction charges. An applicant to buy facilities or equipment may be required to pay the sales price in advance, at the time of application, if in the opinion of the Company such is necessary to satisfy reasonable credit standards.
2. The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for any applicable rates and charges, and for toll messages.

**B. Deposits**

1. The Company adopts by reference "The Telephone Customer Relations Rules", codified at IDAPA 31.41.01000 et seq, by the Idaho Public Utilities Commission and all amendments to those rules which may be hereafter adopted by the Idaho Public Utilities Commission.
2. When the Company deems it necessary, in protecting its earned revenues, an applicant for service or a present customer may be required to make and keep intact a deposit in such amount as may be required from time to time by the Company as a guarantee of the payment of charges for services. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the regulations of the Company as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for services rendered.
3. Copies of these Rules and Regulations are on file in every business office and are available for public inspection.

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**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCE PAYMENTS AND DEPOSITS**

**B. Deposits (Cont'd)**

4. Interest will be payable on all deposits at the rate determined by the IPUC pursuant to Commission rule IDAPA 31.41.01106. Interest will accrue from the date of the deposit until the date of refund or application to the customer's telephone bill.

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**2.3 PAYMENT FOR SERVICE (Cont'd)**

**2.3.4 ADJUSTMENT OF CHARGES**

A. Interruptions

1. The Company adopts by reference "The Telephone Customer Relations Rules", IDAPA 31.41.0100 et seq, promulgated by the Idaho Public Utilities Commission and all amendments to those rules which may be hereafter adopted by the Idaho Public Utilities Commission.
2. When the Company is informed by the customer of a service interruption (outage) as described in the above referenced Quality of Service Rules, IDAPA 31.41.01501, the Company must respond in accordance with Rules IDAPA 31.41.01502 and 31.41.01503 and apply credit where applicable. If the Company does not restore service within the times required by the Rules, the Company will credit the customer's account for an amount equal to the monthly rate for one month of the basic local exchange service.
3. For the purpose of applying this provision, the word interruption shall mean the inability to complete calls either incoming or outgoing or both, or cannot use the service for voice grade communication because of cross-talk, static or other transmission problem. Interruption does not include and no credit allowance shall be given for service difficulties such as slow dial tone, busy circuits or other network and/or switching capacity shortages.
4. The credit allowance will not apply when service is interrupted due to extenuating circumstances, as specified in IDAPA 31.41.01503.
5. Credit allowance for interruptions of message rate service will not affect the number of local messages or message units to which the customer is entitled during a given billing period.

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**2.3 PAYMENT FOR SERVICE (Cont'd)**

**2.3.5 PAYMENT PLANS**

Rates for service and facilities continue monthly and are payable as specified in 2.3.2., except as modified by the following:

**A. Installment Billing**

1. Installment billing except as otherwise provided in this Tariff is provided, at no extra charge, to assist our customers in obtaining adequate and up-to-date telephone service.
2. Installment billing provides for billing one time charges in monthly installments where a need for it is indicated. The monthly installments normally begin with the first bill rendered after completion of the arrangements between the Company and the customer.

**2.4 LIABILITY OF THE COMPANY**

**2.4.1 SERVICE LIABILITIES**

In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the following terms, conditions and limitations.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4 LIABILITY OF THE COMPANY 2.4.1**  
**SERVICE LIABILITIES(Cont'd)**

**A. Limitations**

NO LIABILITY SHALL ATTACH TO THE COMPANY FOR DAMAGES ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OR FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES) IN THE ABSENCE OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

**B. Transmission**

1. The Company does not transmit messages but offers the use of its facilities, when available, for communications between parties, each of whom is present at a telephone.
2. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

**C. Connections with Other Telephone Companies**

When the lines of other companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies and their agents, servants, or employees.

**D. Defacement of Premises**

The Company shall not be liable for any defacement of, or damage to, customer's premises resulting from the existence of the Company's instruments, apparatus, or wiring, on such premises, or caused by the installation or removal, when such defacement or damage is not the result of the negligence of the Company.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4 LIABILITY OF THE COMPANY (Cont'd)**

**2.4.2 MAINTENANCE AND REPAIR**

1. All ordinary expense of maintenance and repair in connection with service provided by the Company is borne by the Company unless otherwise specified.
2. Service and equipment charges do not apply to repair services.
3. The Company will perform trouble isolation at no additional charge for residential and single line business customers. The monthly rate for the access line includes the cost of isolating trouble conditions on both the Company's side and the customer's side of the demarcation point. Should the trouble be found in the wiring facilities, rather than the customer provided equipment (set), a Premises Visit Charge and Premises Work Charges would apply for any repair work performed.

Business customers on multi-line systems shall be billed a Premises Visit Charge and Premises Work Charges for trouble isolation and repair, if applicable. If the trouble is found to be in the Company's facilities, no charge will apply.

4. Except as otherwise specified, equipment and or wiring to the Network Interface furnished by the Company on customers' premises shall be and remain the property of and must be installed, relocated and maintained by the Company. Company agents and employees shall have the right to enter the premises at any reasonable hour for the purpose of installing, inspecting, or repairing the facilities or for the purpose of disconnecting service.
5. Unless otherwise specified, customers may not rearrange, disconnect, remove, attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment or wiring owned by the Company except upon the consent of the Company.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4 LIABILITY OF THE COMPANY (Cont'd)**

**2.4.4 DIRECTORY ERRORS OR OMISSIONS**

1. The Company's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such of the customer's service as is affected during the period covered by the directory in which the error or omission occurs.
2. The Company, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the Company be a party to controversies arising between customers or others as a result of such publication.

**2.4.5 HAZARDOUS OR INACCESSIBLE LOCATIONS**

1. In areas the Company considers hazardous or inaccessible to its employees, the customer may be required to furnish, install and maintain the facilities or equipment.
2. Such installations must meet Company specifications and the rules which apply to customer-provided equipment.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.5 RESPONSIBILITIES OF THE CUSTOMER**

**2.5.1 LOST OR DAMAGED EQUIPMENT**

1. In case of damage to, or destruction of any of the Company's instruments or accessories due to the negligence or willful act of the customer and not due to ordinary wear and tear, the customer will be held responsible for the cost of restoring the equipment to its original condition, or of replacing the equipment destroyed.
2. The customer is required to reimburse the Company for loss, through theft, of equipment or apparatus furnished to him.

**2.5.2 BUILDING SPACE AND ELECTRIC POWER SUPPLY**

When Company equipment installed on the customer's premises requires power for its operation, the customer is required to provide such power.

**2.5.3 USE OF TELEPHONE ALARM REPORTING DEVICES**

Devices that automatically dial a predetermined telephone number and transmit a prerecorded message may be used only after authorization has been obtained from the party to whom the called telephone number is assigned or that party's agent. In those cases where the number dialed is assigned to a public emergency agency, written authorization is required.

**2.6 SPECIAL TAXES, FEES, CHARGES**

Insofar as practicable, any sales, use, privilege, excise, franchise or occupation tax, costs of furnishing service without charge or similar taxes or impositions now or hereafter levied by the Federal, State, or Local government or any political subdivision or taxing authority thereof may be billed by the Company to its exchange customers on a pro rate basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.6 SPECIAL TAXES, FEES, CHARGES (Cont'd)**

**A. Universal Service Fund Surcharge**

**1. Description**

- a. Universal Service Fund is established to maintain the universal availability of local exchange service at reasonable rates. Universal Service Fund surcharges are assessed on all local exchange access lines services.
- b. In compliance with IPUC Orders, a monthly surcharge rate is assessed on each residence and business exchange access line. The surcharge contributes towards funding for the Idaho Universal Service Fund.

**2. Charge**

The surcharge rates are as specified by the IPUC. The surcharge rate remains effective until otherwise modified, changed, or canceled by the IPUC.

[1] Excludes Idaho Telephone Assistance Programs.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.15 OBSOLETE SERVICES**

Services and equipment referred to as obsolete are no longer suitable to meet the current needs of the general public. They will not be furnished as a new entire item of service to any customer or applicant.

**2.15.1 MONTHLY SERVICES**

A. Regulations

Certain items of service may be furnished where they are required to fully utilize the installed common equipment capacities of existing systems. At the discretion of the Company, such items presently being furnished to existing customers may be continued in service on the same premises for the same customer for a limited period of time subject to the ability of the Company to maintain the items without unreasonable expense and to obtain repair parts from existing or recovered stock.

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**3. SERVICE CHARGES**

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.1 SERVICE AND EQUIPMENT CHARGES**

A. Regulations

Unless otherwise specified, service and equipment charges apply whether or not the facilities are in place. Facilities are considered as being in place when no change is made at the customer's request in the type or location of the facilities.

B. Charges

1. Service and equipment charges do not apply to:

- a. Move or change a customer's telephone service if required or initiated by the Company.
- b. Install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
- c. The "from" portion of work involved in a transfer of service from one premises to another.

2. Service and equipment charges apply to:

Establish or change billing name responsibility subsequent to the initial installation of service and is in addition to directory listing charges, if applicable. This charge will also apply to establish toll only accounts.

**SERVICE &  
EQUIPMENT  
CHARGE**

Each service order required

- Residence	\$4.00
- Business	7.50

3. The service and equipment charges, where applicable, are specified with a given service as stated in each Tariff.

**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES (Cont'd)**

**3.1.2 NETWORK PREMISES WORK CHARGES**

A. Description

Network Premises Work Charges are charges billed to the customer for work performed by a Company employee or representative for work done on the Company side of the network interface.

B. Regulations

1. Network Premises Work Charges will apply to move, change, or modify the access line or access line termination on the customer's premises when requested by the customer.
2. Network Premises Work Charges do not apply to the following work:
  - To move or change a customer's telephone service if required or initiated by the Company.
  - To install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
  - Disconnection of access line services providing no other work subject to Network Premises Work Charges is involved.
  - Repair service except as stated otherwise.
3. Network Premises Work Charges apply for a visit to the customer's premises which is required because of a move of network facilities by the customer in violation of the regulations.
4. Premises work required to establish or reestablish network access to the premises is not subject to Network Premises Work Charges.
5. Network Premises Work Charges apply to all residence customers and to business customers with 5 lines or less.

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

**B. Regulations (Cont'd)**

6. Only one initial Network Premises Work Charge applies when:

- For Company reasons, more than one Company technician is involved in performing billable premises work on the same service order.
- Additional Network Premises Work Charges will be calculated by totaling the remaining billable work time performed by all technicians.

7. The initial Network Premises Charge, as well as additional Network Premises Work Charges, will apply if applicable, for the first and subsequent move of network equipment, drop wire, entrance facilities, etc., on the customer's premises, made at the customer's request, as a result of the customer's remodeling/redecorating or any other customer activity requiring the first and subsequent visit for moves.

**C. Charges**

1. Network Premises Work Charges - each 15 minutes or fraction thereof of billable premises work

	<b>USOC</b>	<b>NONCOMPLEX</b>	
		<b>RESIDENCE</b>	<b>BUSINESS</b>
Network Premises Work Charges			
- First 15 minute increment or fraction thereof	HRH11	\$27.50	\$38.00
- Next three 15 minute increments or fraction thereof	HRHA1	10.00	10.00
- All additional 15 minute increments or fraction thereof	N/A	7.50	7.50

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

C.1. (Cont'd)

	<b>USOC</b>	<b>COMPLEX</b>
<b>Schedule I</b>		
Applicable to work performed Monday through Friday between 8:00 a.m. and 5:00 p.m.		
- First 15 minute increment or fraction thereof	HRH11	\$49.00
- Each additional 15 minute increment or fraction thereof	HRHA1	10.00
<b>Schedule II</b>		
Applicable to work performed Monday through Friday at hours other than Schedule I and all day Saturday.		
- First 15 minute increment or fraction thereof	HRH12	54.00
- Each additional 15 minute increment or fraction thereof	HRHA2	15.00

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

C.1. (Cont'd)

	<b>USOC</b>	<b>COMPLEX</b>
Schedule III		
Applicable to work performed on Sundays and holidays.		
- First 15 minute increment or fraction thereof	HRH13	\$59.00
- Each additional 15 minute increment or fraction thereof	HRHA3	20.00

Holidays subject to Schedule III Charges are:

<b>HOLIDAYS</b>	<b>DAY OBSERVED</b>
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

The Company develops exchange service areas to establish service within a defined geographical area. The exchange areas and local calling areas will be the same as the underlying incumbent local exchange carrier.

**5.1.2 EXCHANGE AREA RATE GROUPS**

Monthly rates for exchange access line service and certain other services vary depending on the local calling area and location of the exchange.

Rate Group 1 includes exchanges that are located outside of an Extended Area Service (EAS) region.

Rate Group 1-A includes the Burley - Declo region.

Rate Group 2 includes exchanges that have an expanded calling area and are located within an EAS region. The three EAS regions are: Boise Region, Eastern Region and Twin Falls Region.

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**5.1 EXCHANGE AREAS**

**5.1.2 EXCHANGE AREA RATE GROUPS (Cont'd)**

2. Exchanges

<b>EXCHANGE AREA</b>	<b>RATE GROUP</b>
Afton, Wyoming .....	1
American Falls .....	2
Bancroft .....	2
Blackfoot	
• Blackfoot Main .....	2
• Riverside .....	2
Bliss .....	2
Boise	
• Boise Main .....	2
• Boise Northwest .....	2
• Boise West .....	2
• Boise So. West .....	2
• Eagle .....	2
Buhl .....	2
Burley	
• Burley Main .....	1-A
• Declo (BRA) .....	1-A
Caldwell	
• Caldwell .....	2
• Greenleaf (BRA) .....	2
• Notus (BRA) .....	2

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.2 EXCHANGE AREA RATE GROUPS**

2. Exchanges (Cont'd)

<b>EXCHANGE AREA</b>	<b>RATE GROUP</b>
Castleford .....	2
Dietrich .....	2
Downey .....	2
Eden - Hazelton .....	2
Emmett .....	2
Glenns Ferry .....	2
Gooding .....	2
Grace	
• Grace Main .....	2
• Thatcher .....	2
Hagerman .....	2
Hailey	
• Hailey Main .....	1
• Bellevue (BRA) .....	1
Idaho City .....	2
Idaho Falls	
• Idaho Falls Main .....	2
• Ucon (BRA) .....	2
Jerome .....	2
Ketchum .....	1
Kimberly	
• Kimberly Main .....	2
• Hansen (BRA) .....	2
Kuna .....	2
Lava Hot Springs .....	2

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**5.1 EXCHANGE AREAS**

**5.1.2 EXCHANGE AREA RATE GROUPS**

2. Exchanges (Cont'd)

<b>EXCHANGE AREA</b>	<b>RATE GROUP</b>
McCammon	
• McCammon Main .....	2
• Arimo (BRA) .....	2
Melba .....	2
Meridian .....	2
Middleton .....	2
Montpelier	
• Montpelier Main .....	2
• Bennington (BRA) .....	2
• Dingle (BRA) .....	2
• Georgetown (BRA) .....	2
Mountain Home	
• Mountain Home Main .....	2
• Mountain Home So .....	2
Murtaugh .....	2
Nampa .....	2
New Plymouth .....	2
Payette .....	2
Pocatello	
• Pocatello Main .....	2
• Pocatello North .....	2
• Inkom (BRA) .....	2
• Fort Hall (BRA) .....	2

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**5.1 EXCHANGE AREAS**

**5.1.2 EXCHANGE AREA RATE GROUPS**

**2. Exchanges (Cont'd)**

<b>EXCHANGE AREA</b>	<b>RATE GROUP</b>
Preston	
• Preston .....	2
• Clifton (BRA) .....	2
• Dayton (BRA) .....	2
• Franklin (BRA) .....	2
• Weston (BRA) .....	2
Rexburg	
• Rexburg .....	2
• Sugar City (BRA) .....	2
Rigby	
• Rigby Main .....	2
• Lewisville - Menan (BRA) .....	2
Ririe .....	2
Roberts .....	2
Shelley	
• Shelley (BRA) .....	2
• Firth (BRA) .....	2
Shoshone .....	2
Soda Springs .....	2
Star .....	2
Twin Falls .....	2
Weiser .....	2
Wendell .....	2

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS (Cont'd)**

**5.1.3 CLASSES OF SERVICE OFFERED IN AN EXCHANGE AREA**

**A. General**

1. The following classes of service are offered in all Idaho exchanges:

**FLAT RATE SERVICE**

Individual line business  
Individual line residence

**MEASURED SERVICE**

Individual line business  
Individual line residence

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

1. The following services are offered as regulated services to all residence customers and to business customers who subscribe to 5 or fewer lines pursuant to Title 61, Idaho Code.
2. The provision of local exchange service at the rates, charges and under the regulations shown is subject to the provision of other sections of this Tariff.
3. The rates and local message unit and measured service charges as quoted herein for local exchange service, entitle the customers to local calls, without toll charges, to all local exchange access lines connected to a CO of the exchange, or to all telephones served by CO's of the extended local service area where comprised of more than one exchange.
4. Application of Business and Residence Rates
  - a. Service is classified as business service and business rates apply when any of the following conditions exist:
    - (1) When the service is furnished at a location where a business, trade or practice is performed and where use of the location is not confined primarily to domestic activities.
      - Service for social clubs (e.g., Elks, VFW, Eagles, etc.) will be considered business service.
    - (2) When the directory listing is to be a business listing.
    - (3) When the service is provided to or through a reseller of local exchange service. Rates, charges and terms and conditions specific to resellers are specified in 5.10.

---

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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

b. Service is classified as residence service and residence rates apply when the following two conditions exist:

(1) When the service is furnished at a location used primarily for domestic purposes; a residence location typically contains cooking and sleeping facilities.

- Residence service will be allowed for individual rooms at group homes. e.g., fraternities, sororities, patient rooms at retirement homes, boarding houses when service to the rooms is not provided through a reseller of local exchange service, if the listing is in an individual's name.

- Residence service will be allowed in church living quarters and the clergy person's private study if the listing is in an individual's name.

(2) When the directory listing is to be a residential listing. A residence service may not have a business directory listing.

c. A residence service may not be part of a hunting sequence that contains business lines. When business and residence service both exist at the same location, no call forwarding, rollover-type services will be allowed between the business and residence line(s).

d. Customers changing from business to residence service will be assigned different telephone number. Referral of calls to the new residence telephone number assigned will not be provided.

Customers may choose to retain the same telephone number but must continue to pay business rates until the next telephone directory is issued by US WEST Direct, in which their telephone number does not appear as a business listing.

**5. Nonrecurring Charges**

The nonrecurring charge associated with a given service or item of equipment applies on a per-service and/or per-item basis each time the service or item of equipment is provided.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5. Nonrecurring Charges (Cont'd)**

**a. Nonrecurring charges do not apply:**

- To change of grade, class or type of service as a result of held re-grades;
- To change a customer's mailing address;
- To move a drop for maintenance reasons.

**b. Nonrecurring Change Charges**

(1) The following nonrecurring charge applies for changes at the customer's request, unless otherwise specified.

- To each line when changing the type of service, flat rate to message or measured rate or vice versa.

**NON-  
RECURRING  
CHARGE**

- Per activity, per CO access line changed **\$13.50**

(2) The following nonrecurring charge for changes applies:

- When changing a grade of service within the categories of individual line or rural line service, at customer's request;
- For temporary transfer of calls, at customer's request;
- To changes in class of service from business to residence service or vice versa, not involving PBX service.

**NON-  
RECURRING  
CHARGE**

- Per activity, per CO access line changed **\$25.50**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

6. Local calls alternately billed or operator handled will be assessed the following:

	<b>CHARGE</b>
• Customer Dialed Calling Card (Mechanized)	\$0.56
• Customer Dialed Calling Card (Operator Assisted)	0.95
• Operator Handled Station-to-Station	1.30
• Operator Handled Person-to-Person	3.50

**5.2.1 MEASURED SERVICE**

**A. Description**

Measured Service is an exchange service for which a regular monthly charge is billed to the customer for access to the local and toll networks. In addition to the monthly charge, local usage charges will apply for outgoing calls completed on a local basis.

**B. Terms and Conditions**

1. Measured Service is available for customers on an individual line basis only.
2. Regular flat rate, and measured service will not be provided on the same customer premises.
3. The customer has no property rights to the continuance of service through any particular wire center and the Company may change the wire center designation of a customer whenever it deems it necessary in the conduct of its business. Wire center serving area transfers and wire center additions do not constitute a rate change.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.1 MEASURED SERVICE**

**B. Terms and Conditions (Cont'd)**

4. The monthly rates for this service do not contemplate the provision of monthly billing detail. When billing detail is furnished, it must be arranged for in advance. The following charge per call will be assessed. In addition, the following nonrecurring charge will also apply.

	<b>USOC</b>	<b>CHARGE</b>
• Detail billing, per call	N/A	\$0.01
		<b>NON - RECURRING CHARGE</b>
• Each service order required	<b>USOC</b>	
- Residence	OMD	\$4.00
- Business	OMD	7.50

**5. Timing of Local Messages**

- a. Chargeable time begins when connection is established between the calling station and the called station.
- b. Chargeable time ends when the calling station hangs up, thereby releasing the network connection. If the called station hangs up, but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- c. Chargeable time does not include time lost because of faults or defects in the connection.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.1 MEASURED SERVICE (Cont'd)**

**C. Rates and Charges**

**1. Measured Service Usage Charges**

- a. Measured Service usage charges accumulate on a monthly basis commencing on the billing date.
- b. Measured Service usage charges do not apply to messages completed to official numbers located on Company premises within the local calling area, that the general public calls to transact Company business.
- c. Calls to directory assistance are not subject to measured service usage charges.
- d. Measured Service usage charges are based upon the rate shown and are applicable to local messages completed on a dial station-to-station basis.

**PER  
MINUTE  
RATE**

• Measured Service Usage Charge \$0.02

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.1 MEASURED SERVICE**

C. Rates and Charges (Cont'd)

2. Measured Service Access Line Rates and Charges

a. The nonrecurring charge associated with provision of measured service CO access line applies:

- To install each CO line;
- For connecting a CO line when changing a grade of service to or from PBX service.

b. The residence rates shown below include a three hour usage allowance for outgoing local calls. Any unused portion of the monthly allowance will not be credited in subsequent billing periods. Local usage in excess of the monthly allowance will be billed at the local measured service rates.

	USOC	NON- RECURRING CHARGE	1	MONTHLY RATE PER RATE GROUP 1-A	2
• Business					
- Individual line	LMB	\$52.00	\$11.50	\$12.63	\$17.51
- Additional individual line	ALM	52.00	11.50	12.63	17.51
• Residence					
- Individual line	RWV	30.00	6.75	7.88	10.51
- Additional individual line	AWV	30.00	6.75	7.88	10.51

3. See 5.2, 5.b. for applicable nonrecurring change charges.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.2 FLAT RATE SERVICE**

A. Description

This service entitles customers to an unlimited number of calls within the local calling area.

B. Rates and Charges

1. The nonrecurring charge associated with provision of flat rate service access line applies:

- To install a CO line;
- For connecting a CO line when changing a grade of service to or from PBX Service.

2. See 5.2, 5.b. for applicable nonrecurring change charges.

3. Residence Flat Rate Service

	USOC	NON-RECURRING CHARGE	1	MONTHLY RATE PER RATE GROUP 1-A	2
• Individual line, each	1FR	\$30.00	\$11.49	\$12.62	\$17.50
• Additional individual line, each	AFH	30.00	11.49	16.62	17.50

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.2 FLAT RATE SERVICE**

**B. Rates and Charges (Cont'd)**

**4. Business Flat Rate Service**

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>1</b>	<b>MONTHLY RATE PER RATE GROUP</b>	
				<b>1-A</b>	<b>2</b>
• Individual line, each	1FB	\$52.00	\$26.50	\$27.63	\$32.51
• Additional individual line, each	AFK	52.00	26.50	27.63	32.51
• 911 Individual access line	91L	[1]	[1]	[1]	[1]

[1] Apply same rates and charges as for Business Measured Service Access Lines as specified in 5.2.1.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**A. Service Stations 1. Description**

- a. Generally the Company will provide facilities for local exchange service within the exchange area. Where facilities are not in place or where unusual costs are involved, facilities may be provided in accordance with Section 4.
- b. Service Station Service is offered as a means of providing telephone service in isolated and sparsely developed areas where it is not practicable for the Company to make facilities available or where to do so would impose excessive costs on the general body of customers.
- c. Service Stations may be connected with a CO of the Company.
- d. Service Station associations will be required to appoint a secretary or representative to transact all business with the Company. An association will be required to execute through its delegated representative, an agreement with the Company covering the privileges and obligations of either party to the other.
- e. After written notice, service may be discontinued on any line or lines at the option of the Company when the Service Station association or the owner of the Service Station line neglects or refuses to make such additions, replacements, changes, and repairs as may be necessary to place the line or lines and equipment in condition satisfactory to the Company for furnishing adequate service of the type established by the Company for the exchange zone area in which the Service Stations are located.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**A.1. (Cont'd)**

- f. The Company may limit the number of telephones connected to a line in order that the general quality of telephone service may be maintained. The association's representative will report immediately to the Company any installations or removals of telephones on a Service Station line.
- g. A line will not be terminated at more than one CO. Lines will not be interconnected except as provided through the Company's CO unless permission for such interconnection is granted in writing.
- h. Both business and residence stations may be connected with the same service station line.
- i. Except as specifically provided herein, the furnishing of service will be subject to standard rules and regulations. Where the provisions of any equipment requires unusual installation, special charges based on cost may apply.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**A. Service Stations (Cont'd)**

**2. Service Stations Connected with a CO**

- a. The local service area for customers will be the same as for other customers connected with the CO at which the Service Station line terminates. All customers on any one service station line must have the same local service area.
- b. The Service Station rates shown herein provide for the necessary switching at the CO and allow each customer one listing in the alphabetical section of the directory.
- c. Charges for exchange service, toll service, etc., will be billed against the individual Service Station customer or, in the case of Service Station associations, billing may be against the association. Bills against the association will be rendered in the name of the individual customers and sent to the authorized representative of the association for payment. The representative of the association will be held responsible for the payment of such accounts.
- d. Service Station Service is not furnished inside base, suburban, or locality areas. Ordinarily, all telephones must be located within the exchange zone area. Where connection is made with telephones located outside the exchange zone area, an extension of the exchange boundary to include the area involved should be considered. Where this is not practicable, additional rates and/or charges may be assessed, depending on the circumstances in each case.
- e. Extension stations may be connected with a Service Station System. Neither directory listings nor distinctive signals, such as code rings, will be furnished in connection with extension service.
- f. The Company will provide and maintain the necessary circuit between the CO and a mutually agreed upon junction point, usually at or near a base or locality area boundary. Service Station customers will be required to construct and maintain the necessary circuit or circuits and pole lines beyond such junction point. Where the agreed junction point is outside of the base, suburban, or locality area boundary, Line Extension Charges per Section 4. will apply.

## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.3 LOCAL SERVICE OPTIONS

##### A.2. (Cont'd)

##### g. Special Service Arrangements

- (1) Service Station circuits may, under separate agreement, be attached to poles of the Company.
- (2) The regular main station line rates plus the appropriate nonrecurring charge and exchange zone increments will be applicable for each main station line connected.
- (3) Where facilities are available, Service Station lines may connect with facilities of the Company at exchange zone boundaries. In such cases the individual line monthly incremental charge applicable within the exchange zone area will apply to each Service Station line in addition to regular rates and charges. The incremental charge will be apportioned equally among all stations on the line.
- (4) Where facilities are available, Service Station lines may be connected with facilities of the Company at a location beyond the normal junction point. In such cases Private Line mileage charges will apply.

##### h. Rates and Charges

Service Station lines connected to lines of the Company.

The nonrecurring charge associated with provision of flat rate service access line applies:

- To install CO line;
- For connecting a CO line when changing a grade of service to or from PBX Service.

The nonrecurring change charge applies when changing from exchange service station service to individual line or rural grades of service.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

A.2.h. (Cont'd)

	USOC	NON- RECURRING CHARGE	1	MONTHLY RATE PER RATE GROUP 1-A	2
• Residence, each Service Station Line Connected					
- One-party	1SS	\$30.00	\$11.49	\$12.62	\$17.50

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**B. Computer Port Access**

1. The following rates and charges will apply to CO access lines connected to customer-provided computer and/or computer systems equipment capable of information processing and/or storage.
2. Foreign Central Office, FX, Exchange Service Extension, or other incremental charges will be applied in addition to the following rates and charges.
3. The following rates and charges are in addition to the equipment with which the lines are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Flat rate access line, each	1FA	[1]	[1]
• Additional flat rate access line, each	AFV	[1]	[1]
• Measured rate access line, each	B4Q	[2]	[2]
• Additional measured rate access line, each	A4Q	[2]	[2]

[1] Rates and charges same as 1FB in 5.2.4.

[2] Rates and charges and measured usage charge same as LMB in 5.2.1.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**C. CO Lines for Telephone Answering Services for Administrative Use**

CO lines associated with multi-line telephone systems, consoles, or switchboards which are arranged to preclude switching to and/or between administrative stations, each.

	<b>USOC</b>	<b>NONRECURRING MONTHLY CHARGE</b>	<b>RATE</b>
• Flat	S3L	\$52.00	[1]

[1] Regular flat business individual line rates and charges found in 5.2.4 apply.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**D. *STAND-BY* Line Service**

**1. Description**

*STAND-BY* Line service is an additional line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

**2. Terms and Conditions**

- a. *STAND-BY* Line service is available to business customers.
- b. *STAND-BY* Line service cannot be used as the primary business line. Customers must have flat business individual line or trunk service at the location for which they are ordering *STAND-BY* Line service.
- c. *STAND-BY* Line service provides an additional line which measures both incoming and outgoing calls on a per minute of use basis. The incoming and outgoing call capability is always active.
- d. This service is offered subject to the availability of existing central office facilities.
- e. Regulations, rates and charges as described elsewhere in the Company's tariffs, apply as appropriate.
- f. A directory listing will not be provided with *STAND-BY* Line service.
- g. The nonrecurring charge will not apply to customers who change from *STAND-BY* Line service to an individual business line.
- h. *STAND-BY* Line service is eligible for Temporary Suspend and restore only if one or more business lines in the account has been placed on a suspended status. If all lines in the account are temporarily suspended, a *STAND-BY* Line cannot remain active.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.3 LOCAL SERVICE OPTIONS**

**D. STAND-BY Line Service (Cont'd)**

3. *STAND-BY* Line service will be provided at the following rates and charges:

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line	A2Y/1TM	\$52.00	\$16.80

4. Usage Charge

	<b>PER MINUTE OF USE [1]</b>
• Incoming and outgoing	\$0.05

5. Nonrecurring CO Change Charge

a. The following nonrecurring charge for changes applies:

- To each line when changing from flat rate to *STAND-BY* Line at customer's request unless otherwise specified.

	<b>NONRECURRING CHARGE</b>
• Per activity, per CO access line changed	\$13.50

[1] Applies to connections of one minute or any fraction thereof.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

**A. Idaho Telephone Service Assistance Program (ITSAP)**

**1. Definition**

The Idaho Telephone Service Assistance Program (ITSAP), provides for a credit against the recurring monthly rate for the provision of local residential service for certain low-income customers. Qualified recipients may also receive Lifeline, Link-Up and Tribal Lifeline credits.

**2. Application**

- a. The ITSAP credit, per Idaho code section 56-903, is only available to residence customers who meet eligibility requirements. To be considered eligible, the applicant must be the head of household and shall meet narrowly targeted eligibility criteria based solely on income or factors directly related to income established by the Idaho department of health and welfare (IDHW). IDHW has established that ITSAP credit is available to customers whose gross income is "at or below 133% of the Federal Poverty limit".
- b. The monthly discount to eligible ITSAP customers will be \$3.50. The discount will be applied to a single residential telecommunication service at the principal residence of the eligible subscriber or head of household.

**3. Funding**

The total cost of providing this ITSAP program shall be funded from a uniform monthly surcharge on each business and residential access line, excluding those residential access lines receiving ITSAP credit.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

**A. Idaho Telephone Service Assistance Program (ITSAP) (Cont'd)**

**4. Terms and Conditions**

- a. The ITSAP credit will begin with the date the customer's application is approved or when new service is established for a qualifying customer. The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.
- b. The regular nonrecurring charges and terms and conditions applicable to the service offerings specified in 5.2.6 will apply. The nonrecurring charges to change to or from this program due to eligibility status will be waived.
- c. The credit is applicable only to a single residence line at the principal residence of the eligible head of household customer.

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**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

**A. Idaho Telephone Service Assistance Program (ITSAP) (Cont'd) 5.**

**Assistance Credits**

Eligible subscribers of the FCC Lifeline Program can also receive additional credits. See Tribal Lifeline for expanded federal lifeline benefits available to residents living on reservations.

- Credit applied to customer bill:

	<b>CREDIT USOC</b>	<b>MONTHLY CREDIT</b>
- Federal Credit [1]	ASGFX	\$6.33
- Federal Credit [1]	ASGF2	3.50
- State Credit [2]	ASGSX	3.50

[1] The FCC Lifeline Program consists of a monthly federal baseline support of \$6.33 (ASGFX). An additional \$1.75 in Federal Lifeline support is also provided, plus an additional \$1.75 which is a 50% FCC Lifeline match of the amount of the Idaho Telephone Service Assistance Program (ITSAP). The additional (ASGFX) support totals \$3.50 (ASGF2). The FCC Lifeline support amount cannot exceed \$10.00. See Tribal Lifeline for expanded federal lifeline benefits available to residents living on reservations.

[2] The monthly credit (ASGSX) reflects the appropriate credit for the Idaho Telephone Service Assistance Program.

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**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

**B. Federal Link Up**

**1. Description**

The Federal Link Up Program provides for a 50% reduction (not to exceed \$30.00) in the nonrecurring charge for connection of basic local residential service for certain low-income customers.

**2. Application**

- a. The Link Up credit is available to residence customers who are eligible for the Idaho Telephone Service Assistance Program (ITSAP).
- b. The discount is applicable only to a single residence line at the principal residence of the eligible head of household customer.
- c. The consumer can receive the benefit of the Link Up Program for a second or subsequent time only for a principle place of residence with an address different from the residence address at which Link Up assistance was provided previously.
- d. An applicant may defer payment of the service connection charges. Payment may be deferred up to 12 months with a payment schedule of equal payments for up to \$200.00 assessed for commencing service. Interest will not be charged on deferred payments.

**3. Funding**

The costs of providing the discounts on this program are funded through the Federal Link Up program.

**4. Nonrecurring Charge Credit**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• 50% reduction in the nonrecurring charge for connection of a residence exchange access line, up to a maximum of \$30.00.	LNK	\$15.00

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**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

C. Expanded Link-Up Program

1. Description

Residents living on reservations who qualify for Tribal Lifeline, are eligible for an additional Expanded Link-Up benefit of up to \$70.00, in addition to the Link-Up Program. The additional benefit will apply towards 100% of the connection charges between \$60.00 and \$130.00 which are assessed to begin service at the principle residence of the eligible resident. Eligible charges include any charges customarily assessed to connect the subscriber to the network, including line extension charges, zone connection charges and special construction charges.

2. Nonrecurring Charge Credit

**CREDIT  
USOC**

- Expanded Link-Up

**LNKEL**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

**D. Tribal Lifeline**

**1. Description**

Tribal Lifeline provides additional lifeline support of up to \$25.00, for qualifying low-income individuals living on reservations as defined by the Bureau of Indian Affairs (BIA) regulations.

**2. Terms and Conditions**

- a. Tribal Lifeline support is provided to applicants who meet the eligibility requirements established within the state guidelines of the Idaho Telephone Service Assistance Program as described in 5.2.6.A., preceding.
- b. Residents living on reservations are eligible for the Tribal Lifeline benefit if they participate in one or more of the following programs:
  - Bureau of Indian Affairs general assistance program,
  - Tribally administered Temporary Assistance for Needy Families block grant program,
  - Head Start programs (only for those meeting its income-qualifying standard),
  - National School Lunch Program's free lunch program,
  - Aid to Families with Dependent Children,
  - Aid to the Aged, Blind, and Disabled,
  - Medical Assistance,
  - Food Stamps.
- c. The Company must obtain the customers signature on a document in which the eligible customer certifies, under penalty of perjury, that such customer receives benefits from at least one of the programs above, and lives on a reservation. In addition to identifying the program or programs from which that customer receives benefits, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs.
- d. Tribal Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.

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**5.2.4 TELEPHONE ASSISTANCE PROGRAMS**

**E. Application of Telephone Assistance Programs to Concession able Accounts**

**1. Description**

Concession groups: These individuals will receive 100% TAP benefits less the amount of concession able discount. For example, if the person receives a 50% discount on their End User Common Line Charges, they will receive 50% of their TAP benefits.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 COMPETITIVE RESPONSE**

**A. Business Competitive Response Program**

**1. Description**

The Business Competitive Response Program is an offering to business customers who have terminated or canceled all or part of their Company services and established service with another telecommunications provider, and such business customers are reestablishing some part of their services with the Company.

In accordance with the terms of this Business Competitive Response Program, the Company may offer incentive(s) to such returning business customers.

**2. Terms and Conditions**

- a. The Business Competitive Response Program may be offered only to business customers returning to the Company from a competing telecommunications provider.
- b. The Company may offer returning business customers incentives in the form of a credit on the business customer's bill after the business customer actually reestablishes the agreed upon service with the Company.
- c. Business customers may not obtain the incentive(s) or any credits after their first or initial return to the Company for which incentive credit(s) have been provided.
- d. Business customers may receive the incentive credit(s) only in connection with services that are reestablished or established upon the initial return to the Company.
- e. On contractual services, business customers are required to sign a contract in order to receive a waiver.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 COMPETITIVE RESPONSE**

A.2 (Cont'd)

- f. Business customers who receive the Competitive Response Program credit(s) are required to remain with the Company for a minimum of one year or be billed all of the nonrecurring charge(s) and monthly rate(s) waived.
- g. Returning business customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3.
- h. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentive credits in similar circumstances.
- i. The Business Competitive Response Program may be resold so as to waive the Company's charges in accord with this program when a local telecommunications carrier reselling the Company's services is attempting to reacquire one of its former customers.

**3. Rates and Charges**

- a. Returning business customers receive a maximum of either a waiver of the current nonrecurring charge(s), or up to three months of the current monthly rate(s), or both, on selected services as determined by the Company.
- b. Incentive amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total credit amount will not exceed the total nonrecurring charge(s) plus three months service of the monthly rate(s).

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 COMPETITIVE RESPONSE**

**B. Residence Competitive Response Program**

1. Description

The Residence Competitive Response Program is an offering to residence customers who have terminated their local exchange service with the Company and have established service with another telecommunications provider, and such residence customers are now reestablishing their local exchange service with the Company.

In accordance with the terms of this Residence Competitive Response Program, the Company may offer incentive(s) to such returning residence customers.

2. Terms and Conditions

- a. The Residence Competitive Response offering may only be offered to residence customers who have terminated or canceled all or part of their Company services and established service with another telecommunications provider, and such residence customers are reestablishing some part of their services with the Company.
- b. Residence customers may receive the waivers only on their first or initial return to the Company for their local exchange service.
- c. Residence customers who receive the waivers must currently reside in the Company's service territory.
- d. Residence customers who receive the waivers are required to remain with the Company for a minimum period of 12 months of time or be billed all the nonrecurring charge(s) and monthly rate(s) waived.
- e. Residence customers are required to have a satisfactory credit rating with the Company as specified in 2.3.3.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 COMPETITIVE RESPONSE**

**B.2. (Cont'd)**

- f. The Company shall use reasonable business efforts so that similarly situated residence customers are offered similar waivers in similar circumstances.
- g. Periods and provisions of this offer will be determined by the Company.
- h. The Company reserves the right to discontinue this offer, without further proceedings or approval, upon 14 days notice to the Idaho Public Service Commission.
- i. The Residence Competitive Response Program may be resold so as to waive the Company's charges in accord with this program when a local telecommunications carrier reselling the Company's services is attempting to reacquire one of its former customers, or acquire a new customer.

**3. Rates and Charges**

- a. Customers returning to the Company for their local exchange service may receive either a waiver of the current nonrecurring charge(s), up to three months of the current monthly rate(s) or both, on selected services, as determined by the Company. Amounts and types of waivers may vary.
- b. Incentive amounts are calculated on the first month's monthly rate(s). The total credit amount will not exceed the total nonrecurring charge(s) plus three months service of the monthly rate(s).

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**5.2.5 COMPETITIVE RESPONSE**

**C. Residence Competitive Inquiry Program**

**1. Description**

The Competitive Inquiry Program is an offering for potential new residence local exchange customers.

**2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new My Choice Communications, Inc. d/b/a MCCI residence local exchange customers.
- b. Residence customers will receive the waiver(s) only one time from My Choice Communications, Inc. d/b/a MCCI
- c. Residence customers are required to have a satisfactory credit rating with My Choice Communications, Inc. d/b/a MCCI in accordance with 2.3.3.
- d. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentive waivers in similar circumstances.
- e. The Company may condition its offers upon a residence customer remaining with the Company for a minimum period of time; in such cases, if the customer terminates service early, they will be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program.
- f. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon 30 days notice to the Idaho Public Utilities Commission.

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**5.2.5 COMPETITIVE RESPONSE**

**C. Residence Competitive Inquiry Program (Cont'd) 3.**

**Rates and Charges**

a. Customers may be offered one of the following on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
- (2) A waiver of up to two months of the recurring rates, or
- (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to two months of the recurring rates, or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise and with a retail value not to exceed the sum of 3.a.(3), above.

b. The waiver(s) will appear in the form of a credit(s) on the customer's bill.

c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the total nonrecurring charge(s) plus two months service of the monthly rate(s).

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 COMPETITIVE RESPONSE**

**D. Business Competitive Inquiry Program**

**1. Description**

The Competitive Inquiry Program is an offering for potential new business local exchange customers.

**2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new My Choice Communications, Inc. d/b/a MCCI business local exchange customers.
- b. Business customers will receive the waiver(s) only one time from My Choice Communications, Inc. d/b/a MCCI.
- c. Business customers are required to have a satisfactory credit rating with My Choice Communications, Inc. d/b/a MCCI in accordance with 2.3.3.
- d. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentive waivers in similar circumstances.
- e. Business customers who receive the Competitive Inquiry Program waiver(s) are required to remain with the Company for a minimum of one year; to the extent the customer terminates service early, the customer will be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program.
- f. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon 30 days notice to the Idaho Public Utilities Commission.

**3. Rates and Charges**

- a. Customers may be offered one of the following on selected products as determined by the Company:
  - (1) A waiver of an amount up to 100% of the current business nonrecurring charge(s),  
or

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**5.2.5 COMPETITIVE RESPONSE**

D.3.a. (Cont'd)

- (2) A waiver of up to two months of the recurring rates, or
  - (3) A waiver of an amount up to 100% of the current business nonrecurring charge(s) and up to two months of the recurring rates, or
  - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise and with a retail value not to exceed the sum of 3.a.(3), above.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the total nonrecurring charge(s) plus two months service of the monthly rate(s).

E. Residence Product Save Program

1. Description

The Residence Product Save Program is an offering to current My Choice Communications, Inc. d/b/a MCCI residence customers who request to have one or more products disconnected and who decide to retain the product(s) after having been informed of the product(s) benefits and this program.

2. Terms and Conditions

- a. The Residence Product Save Program may be offered only to current My Choice Communications, Inc. d/b/a MCCI residence customers who request to have one or more products disconnected.
- b. Residence customers will receive the waiver(s) only one time per product from My Choice Communications, Inc. d/b/a MCCI.
- c. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentive waivers in similar circumstances.
- d. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon 30 days notice to the Idaho Public Utilities Commission.

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**5.2.5 COMPETITIVE RESPONSE**

**E. Residence Product Save Program (Cont'd) 3.**

**Rates and Charges**

a. Customers may be offered one of the following on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
- (2) A waiver of up to one month of the recurring rates, or
- (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to one month of the recurring rates, or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise and with a retail value not to exceed the sum of 3.a.(3), above.

b. The waiver(s) will appear in the form of a credit(s) on the customer's bill.

c. The total waived amount will not exceed the total nonrecurring charges(s) plus one month's service of the monthly rate(s).

**F. Business Product Save Program 1.**

**Description**

The Business Product Save Program is an offering to current My Choice Communications, Inc. d/b/a MCCI business customers who request to have one or more products disconnected and who decide to retain the product(s) after having been informed of the product(s) benefits and this program.

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**5.2.5 COMPETITIVE RESPONSE**

**F. Business Product Save Program (Cont'd)**

**2. Terms and Conditions**

- a. The Business Product Save Program may be offered only to current My Choice Communications, Inc. d/b/a MCCI business customers who request to have one or more products disconnected.
- b. Business customers will receive the waiver(s) only one time per product from My Choice Communications, Inc. d/b/a MCCI
- c. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentive waivers in similar circumstances.
- d. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon 30 days notice to the Idaho Public Utilities Commission.

**3. Rates and Charges**

- a. Customers may be offered one of the following on selected products as determined by the Company:
  - (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
  - (2) A waiver of up to one month of the recurring rates, or
  - (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to one month of the recurring rates, or
  - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise and with a retail value not to exceed the sum of 3.a.(3), above.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill.
- c. The total waived amount will not exceed the total nonrecurring charges(s) plus one month's service of the monthly rate(s).

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

1. The following services are offered as regulated services to business customers who subscribe to 5 or fewer lines pursuant to Title 61, Idaho Code.
2. PBX Service is not provided on a one-way basis. Therefore, in-only, out-only, or two-way trunks must be used in combinations which provide for two-way service for the PBX system.
3. See 5.4.11 in the Exchange and Network Services Catalog for terms, conditions, rates and charges applicable to Hunting Service.
4. Nonrecurring Change Charge

The following nonrecurring change charge applies to each trunk when changing the types of trunks within the categories of in-only, out-only or both-way at the customer's request.

	<b>NONRECURRING CHARGE</b>
• PBX trunks, each	\$41.00

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)**

**5.3.1 MEASURED TRUNKS**

1. Trunks are offered at the following rates and charges.
2. The following nonrecurring charge applies to install a trunk and to connect a trunk when changing a grade of service to or from PBX service.

	USOC	NON-RECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	1-A	2
• Business					
- 2-Way [1]	TV1	\$117.50	\$11.50	\$12.63	\$17.51
- 1-Way Out [1]	TVW	117.50	11.50	12.63	17.51
- 1-Way In	TV4	117.50	11.50	12.63	17.51
- Hotel, LD Terminal	TTT	117.50	11.50	12.63	17.51
- 1-Way in, with hunting, for DID [1,2,3]	TDV	117.50	19.50	20.63	25.51

3. See 5.3 for applicable nonrecurring change charge.

[1] Usage charges specified in 5.2.1 also apply.

[2] Monthly rate includes rate for Hunting Service (USOC HTG).

[3] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)**

**5.3.2 MESSAGE TRUNKS**

1. Trunks are offered only to semipublic customers at the following rates and charges. Also, see message unit charge.
2. The following nonrecurring charge applies to install a trunk and to connect a trunk when changing a grade of service to or from PBX service.

	USOC	NON-RECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	1-A	2
• Business					
- Hotel, first	TMB	\$117.50	\$11.50	\$12.63	\$17.51
- Hotel, additional	TM2	117.50	11.50	12.63	17.51
- In-only	TMN	117.50	11.50	12.63	17.51
- Out-only	TMU	117.50	11.50	12.63	17.51
- 1-Way in, with hunting, for DID[1,2]	TZZ	117.50	19.50	20.63	25.51

3. See 5.3 for applicable nonrecurring change charge.

4. Trunk Message Unit Charge

	CHARGE
• Charge for each unit	\$0.096

[1] Monthly rate includes rate for Hunting Service (USOC HTG).

[2] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.2 MESSAGE TRUNKS (Cont'd)**

5. Semipublic Message Trunk Service is available to hotels, motels, and clubs to meet the telephone service requirements of their transient guests. Where warranted, in the opinion of the Company, this service arrangement may also be provided for hospitals, apartment houses, condominium complexes, courts and trailer parks where a considerable portion of the rooms or other units are regularly occupied by guests, patients or tenants for relatively short periods of time so that it is impracticable to provide regular exchange-type telephone service.
6. Any class, grade or type of business service regularly offered may be furnished to such locations in addition to the Semipublic Service, provided the use of the business service is confined to the management of the particular business establishment. Regular residence service may also be furnished in the quarters of guests, tenants, and/or patients in addition to Semipublic Service.
7. Under special circumstances, where in the opinion of the Company, it is practical to provide the necessary facilities, the tenants in separate motels, hotels, apartment houses, etc., may be served by one System. Under this arrangement all of the establishments must be under one ownership and operated as a single property. In such cases, the regular mileage charge treatment is applicable. Should one or more of the establishments cease to be under the same ownership, this service arrangement will be discontinued and separate service provided, as required for the establishments no longer under the same ownership.
8. Where regular flat rate or Centrex Service is provided to hospitals, regular residence service may also be furnished in the quarters of guests and tenants.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.2 MESSAGE TRUNKS (Cont'd)**

9. Residence additional listings may be furnished to permanent guests, tenants, etc., at regular additional listing rates.
10. The customer receiving Semipublic Service is responsible to the Company for all charges at the regularly quoted rates for telephone messages, telegrams, cablegrams, and radiograms sent-paid from or received-collect at telephones of the system, whether sent or received by the customer for his own account or by or for others.
11. A single Semipublic PBX System may be arranged to provide flat or message trunk service to the administrative portion of the service and either flat or message trunk service to the guest portion of the Service; providing, where both flat and message trunk services are used, one trunk service will not supplement the other. A special charge may be made to the customer to cover the cost of modifying the service, if required, to provide such service. The Company will furnish message indications from the serving CO on message trunk service where facilities permit.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)**

**5.3.3 FLAT RATE TRUNKS**

1. Trunks are offered at the following rates and charges.
2. Two-way four-wire trunk with E&M signaling and *DID* service is not available to Joint User Service customers. This service will be provided where facilities permit.
3. The following nonrecurring charge applies per trunk to install and to connect a trunk when changing a grade of service to or from PBX service.

	USOC	NON-RECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	1-A	2
• Business					
- 2-Way	TFB	\$117.50	\$34.08	\$35.21	\$37.20
- 2-Way, 4-wire with E&M signaling and DID service[1]	THHCX	117.50	62.00	63.13	62.51
- 1-Way out	TFU	117.50	34.08	35.21	37.20
- 1-Way in	TFN	117.50	34.08	35.21	37.20
- Centrex CO	D4D	117.50	28.29	29.42	31.41
- 1-Way in, with hunting, for DID[1,2]	TDD	117.50	42.08	43.21	45.20

4. See 5.3 for applicable nonrecurring change charge.

[1] Requires a *DID* trunk circuit termination. See 5.3.4 for terms, conditions, rates and charges.

[2] Monthly rate includes rate for Hunting Service (USOC HTG).

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

A. Description

1. The following service is offered to all business customers who subscribe to 5 or fewer lines pursuant to Title 61, Idaho Code.
2. Direct-Inward-Dialing (*DID*) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX (Private Branch Exchange) station directly without an attendant's assistance.

B. Regulations

1. This feature may be provided, in addition to regular, FCO or FX rates and charges, where CO facilities are available and the PBX system or customer provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each *DID* number may be provided subject to the regulations, rates, and charges as specified in 5.7.1.
3. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
4. *DID* service is available to new customers from non-ESS offices if the office is equipped for *DID* service and has sufficient *DID* capacity available.
5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with sequential numbers are specified in C. Rates And Charges following.

A *DID* sequential number block is a group of twenty (20) telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a nine (9) in the last digit.

6. *DID* Service is offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (Cont'd)**

C. Rates And Charges

1. *DID* Service

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Each in-only trunk circuit Termination [1]	NDT	\$50.00	\$50.00
• Each 2-way, 4-wire analog trunk circuit termination [2]	NAY	50.00	50.00

2. *DID* Telephone Numbers

a. Non-sequential telephone number, each	NHN	1.00	0.15
b. <i>DID</i> block of twenty sequential telephone numbers, per block	NGS	20.00	3.00

[1] In addition, an in-only PBX trunk is required.

[2] In addition, a THHCX PBX trunk, specified in 5.3.3 is required.

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**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

C. Rates And Charges (Cont'd)

3. Change Charges

The following rates and charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits out-pulsed to the PBX or to change DTMF signaling to DP or vice versa.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>
• Rerouting of telephone numbers, per number	N/A	[1]
• Changing number of digits out-pulsed, per change	REAGM	\$50.00
• Changing signaling, per change	REAGN	50.00

[1] Same nonrecurring charge as specified for initial installation of *DID* telephone numbers.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.1 TOUCH-TONE CALLING SERVICE**

A. Description

1. The following service is offered as a regulated service to all residence customers and to business customers who subscribe to five or fewer lines pursuant to Title 61, Idaho Code.
2. Touch-Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment and is provided at no charge with an access line.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description**

Custom Calling Services include one or more of the following features:

Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and the calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Call Forwarding - Busy Line

• Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.

• External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy. The customer's system is service for which the customer is billed at that location.

• Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

• Programmable Forwarding

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Call Forwarding - Busy Line/Don't Answer

• Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

• External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the called number does not answer (where available).

• Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or does not answer.

Call Forwarding - Don't Answer

Allows a customer to have incoming calls forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

• Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

• Programmable Forwarding

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Call Forwarding - Variable

Enables the customer to forward incoming calls to another number by dialing a code, plus the number to receive the call. Call Forwarding-Variable, for PBX customers, will only work on one trunk at a time. The feature will also remove that trunk from rotary hunting service during its use.

Call Rejection

Enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. Manual Trap and Trace is available where facilities permit.

Call Transfer

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered. The customer can alternate between calls by flashing the switchhook.

Call Waiting, can be temporarily cancelled by the customer prior to or during any call by dialing a specific code. Incoming calls will receive a busy signal. Upon disconnecting from the call in progress, normal call waiting is automatically restored.

Where facilities and equipment permit, customers who have a line equipped with Call Waiting and Call Forwarding Don't Answer and/or Call Forwarding Busy Line, will be provided a feature so that Call Forwarding Don't Answer and/or Call Forwarding Busy Line forwards an incoming call to the number designated by the customer when the incoming call is not answered in response to the Call Waiting tone.

A customer with Caller Identification may also receive name and/or number information on a call that is waiting (USOC: N2W). (The customer must have the appropriate CPE.)

A customer who subscribes to Call Waiting may enhance their service to separately identify local and long distance calls. Different tones will distinguish the two types of calls, whether at the initial ring cycle or in the call waiting mode. There is no additional charge for this Long Distance Alert feature enhancement, nor will the Company charge to add this feature.

A customer who subscribes to Call Waiting may also enhance their service by adding Talking Call Waiting to their line. Talking Call Waiting is an enhancement that provides an audible announcement of the incoming caller's name. The audible announcement consists of the regular Call Waiting tone followed immediately by the calling party's name.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

*CALLER ID WITH PRIVACY +*

Includes the Caller Identification - Name and Number functionality and, in addition, provides the customer with the ability to screen private and unidentified calls that are placed to their number.

Callers placing a call from a private or blocked telephone number to a *CALLER ID WITH PRIVACY +* customer will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for identification purposes and to hold the line.

When the calling party records their name, the service will call the *CALLER ID WITH PRIVACY +* customer and the Caller ID unit will display "*PRIVACY +*" which identifies that the call is from the *CALLER ID WITH PRIVACY +* service. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call from the *CALLER ID WITH PRIVACY +* service, they will hear the recorded name and may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call, or, if they subscribe to Voice Messaging, they can direct the original call to their mailbox.

Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

Caller Identification - Name and Number

Allows for the automatic delivery of a calling party's name and telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Caller Identification Customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence subscribers of Caller Identification and to business subscribers where technically feasible.

Caller Identification - Number

Allows for the automatic delivery of a calling party's telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

Caller Identification Customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence subscribers of Caller Identification and to business subscribers where technically feasible.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

Dial Lock

Allows a customer the ability to manage their outbound calls (local, local long distance, and toll) by selectively blocking different types of calls placed from their line. This service will allow blocking to: all non-emergency local calls; long distance calls; international calls; operator assisted; toll free; information services; and directory assistance calls. The customer will select the types of calls they wish to have blocked. Customers may override the blocking at anytime through a personalized assigned PIN code.

Dial Call Waiting

Allows a customer with a line equipped with the feature to direct a Call Waiting tone or a Distinctive Alert signal to a line equipped with Distinctive Alert. The feature is activated by dialing a preset access code and the telephone number of the line to which the signal is directed.

Directed Call Pick Up

Allows a customer to answer a call, during the ringing cycle, that is directed to another line by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Directed Call Pick Up With Barge-In

Allows a customer to answer a call directed to another line which has been answered or is ringing by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

Do Not Disturb

Allows a customer to prevent the ringing of their telephone. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available. If the customer has messaging service the caller may stay on the line and leave a message.

Easy Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two-digit code. The dialing code is \*98.

Hot Line

Hot Line service allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

I-CALLED

*I-CALLED* allows for callers who encounter a "ring no answer" condition to record their name and telephone number for future delivery to the called party. The service provides a voice prompt for the caller to enter a touch-tone command. Once callers record their name and number, *I-CALLED* will attempt to deliver the information to the called party by calling the called party periodically for a predetermined number of days, or until the called party answers, whichever comes first. When the called party answers the *I-CALLED* call, the recorded information will be played through twice to ensure the called party hears the information. The called party will also have the opportunity to replay the message if needed. This service is billed to the calling party on a per use basis.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

Last Call Return

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available. This service is available on a usage or subscription basis.

Last Call Return customers who do not wish to receive blocked calls can activate Anonymous Call Rejection (USOC: AYK) by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Last Call Return and to business customers where technically feasible; and to monthly (subscription) customers only.

Priority Call

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at his/her location, when calls are received from callers' telephone numbers on that list.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

Remote Access Forwarding (Call Following)

A function which allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following.

Scheduled Forwarding

A function which allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

*SECURITY SCREEN*

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to *SECURITY SCREEN* must also subscribe to Caller Identification – Name and Number.

Callers placing a call from a private or blocked telephone number to a *SECURITY SCREEN* customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. The *SECURITY SCREEN* customer will hear a distinctive ring if the calling party input the data passed unless they subscribe to Custom Ringing Service.

Unidentified callers will hear a message indicating that the person they are calling does not accept unidentified calls. The calling party will be told to hang up if they are a solicitor. All other callers will be asked to input the telephone number they are calling from. Once the calling party unblocks their line or enters a telephone number, they will be connected directly to the *SECURITY SCREEN* customer. The Caller ID unit will display one of the following:

- If the call is private or unavailable and the caller enters a ten-digit number from within Qwest's territory that is the same as the calling number, the display will carry the telephone number and the caller's name with an (\*).

- If the call is private or unavailable and the caller enters a private ten-digit number that is different from the calling number, the display will show *SECURITY SCREEN* and the number the caller input.

- If the call is private or unavailable and the caller enters a ten-digit number outside of Qwest's territory, the display will read *SECURITY SCREEN* and the number the caller input.

- If the call is private or unavailable and the caller inputs one to nine digits (e.g. 2345), the display will read *SECURITY SCREEN* and the number the caller input backfilled with zeros (000-000-2345).

A caller who chooses not to unblock their line or enter a number will be advised that their call could not be completed and the call will be terminated.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Selective Call Forwarding

Allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

Selective Call Waiting

Includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of telephone numbers that trigger the Call Waiting tone when the customer's line is in use. Calls from telephone numbers not on the list, or calls from unidentified callers will either hear busy tone when the customer's line is busy or if the customer subscribes to Voice Mail service, the call will be routed to the customer's mailbox.

Speed Calling

Enables the customer to call a preselected group of telephone numbers by dialing 1 or 2 digits rather than the actual number. Speed Calling is available with an 8 or 30 telephone number capacity. It will be provided to PBX customers only on the basis that all trunks will be equipped with Speed Calling and have a common numbering plan.

*NO SOLICITATION*

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily (may be disabled by the customer at any time if desired). A caller may press one, or stay on the line to complete the call connection.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Three-Way Calling

Enables a customer to add a third customer on an established local or long distance connection without operator assistance. The third customer may be called by the customer initiating the Three-Way Calling on either a local or long-distance basis. This service is available on a usage or subscription basis.

Warm Line

Warm Line service allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes offhook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

A. Description (Cont'd)

Wireless Extension

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number. If the Wireless Extension customer has Voice Mail Service and the wireless handset is on, and the wireless handset is busy or the call is not answered, the customer can choose to have calls forwarded to the mailbox instead of the wireline number.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**B. Regulations**

1. Custom Calling Services are furnished only in CO areas where adequate and suitable facilities are available. COs will be equipped for Custom Calling Services at the discretion of the Company and in accordance with regular engineering practices.
2. The services will be provided only in connection with individual access line service. Custom Calling Services are not available in connection with Smart Public Access Line Service.
3. Where Custom Calling Services are provided in connection with Combination Access Line Service, all access lines must be equipped with the same Custom Calling features. The appropriate rate will apply per access line equipped. Custom Calling features are not available with Combination Access Line Service Arrangements No. 2 or No. 3.
4. At the time of a number change for Company reasons, existing business and residence lines may be equipped for one or more Custom Calling features without a service and equipment charge.
5. Flat, measured or message rate services equipped for Call Forwarding features are assessed regular long distance messages charges for each call forwarded on a long distance basis. Message rate services equipped for Call Forwarding features are assessed local message rate charges for each call forwarded on a local basis.
6. Due to technical limitations, customers who subscribe to Abbreviated, Access, one-digit may not purchase an additional Abbreviated Access, one-digit or Speed Calling, 8-number and customers who subscribe to Abbreviated Access, two-digit may not purchase an additional Abbreviated Access, two-digit or Speed Calling, 30-number.
7. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**B. Regulations (Cont'd)**

8. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling 8-number capacity will only have 6-number capacity available for their use.
9. Where technology permits, the predetermined number associated with Warm Line Service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
10. With Warm Line Service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a service order.
11. Once automatic dialing begins on lines equipped with Warm Line Service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the delay periods ends.
12. The connection to the predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
13. A line equipped with Hot Line Service is totally dedicated to operate in the manner outlined herein. There is no ability to operate the line in any other manner. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line Service.
14. A line equipped with Hot Line Service can be used for incoming calls, but cannot initiate outgoing calls except to the predetermined number.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**B. Regulations (Cont'd)**

15. The Company is offering a Money Back Guarantee which applies to the services listed below, subject to the following terms and conditions.
  - a. The Money Back Guarantee will apply only to business customers who subscribe to the following features:
    - Caller Identification-Number
    - Caller Identification-Name & Number
    - Last Call Return
    - Continuous Redial
    - Selective Call Forwarding
    - Priority Call
    - Call Rejection
  - b. The customer must first subscribe to the service(s) and agree to pay the applicable service charges and monthly rates. However, if the customer is not satisfied with any of the services listed above, and notifies the Company within 30 days of the installation that he/she wishes to disconnect the service(s), the customer shall be entitled to a full refund of the applicable recurring monthly rate(s) accrued through the disconnect date. The refund of any monthly rate(s) will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.
  - c. The customer is responsible for notifying the Company of his/her decision to disconnect or change their service on or before the expiration of the 30-day period. When the expiration of the 30-day period falls on a weekend or legal holiday, the customer has until the first day following the weekend or legal holiday to notify the Company. In such event, the customer will be entitled to a credit for the monthly rate(s) accrued through the disconnect date.
  - d. The Money Back Guarantee will not apply to services offered under a separately negotiated contract/promotion.
  - e. In no event will the Money Back Guarantee apply to telephone equipment purchased from a vendor.
  - f. The Money Back Guarantee does not apply to normal termination of service, either voluntarily or due to non-payment.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**B. Regulations (Cont'd)**

16. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
17. Due to technical limitations, the calling number and the called number must be in the same central office switch for the following features: Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
18. A telephone number must be assigned to lines equipped with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
19. The Company cannot guarantee that Call Trace will be successful. The sole liability of the Company due to errors, omissions or mistakes with respect to Call Trace shall be to refund the charge for the trace, and the Company shall not otherwise be liable for any damages whether consequential, incidental, special or otherwise.
20. Last Call Return, Continuous Redial and Three-Way Calling are available on a subscription or usage basis. The usage basis pricing options will be available where facilities permit. For any month, the total usage billing will not exceed \$7.60 for each service, per line. Customers may request the removal of these services at any time, at no charge.
21. A 30 Day Product Guarantee allows customers who are new subscribers of Remote Access Forwarding and Scheduled Forwarding, who are not completely satisfied with the product, to receive credit for all monies billed for the product. The customer must notify the Company of their dissatisfaction and request disconnection of the product within 30 days of the installation of the product.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**B. Regulations (Cont'd)**

22. Recognizing the potential for misuse associated with Remote Access Forwarding and Scheduled Forwarding, All Idaho LLC will attempt to verify that requests for these services are being made by the subscriber of record, not unauthorized parties.

The following are restrictions to forwarding destinations for Remote Access Forwarding and Scheduled Forwarding:

- No International numbers - only United States NPAs allowed.
- No 700, 800/800-type service, 900, 950 or 976.
- No N11 or 555-1212.
- No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 1-XXX+01+).
- No speed dial codes or customized dialing plans.
- No third-number billed calls.
- A limit of four (4) destination changes per hour.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**B. Regulations (Cont'd)**

23. Some of the features may be subscribed to separately or in a combination of several on the same line in a package rate.
24. *I-CALLED* service has blocking capabilities. Customers may block originating and/or terminating *I-CALLED* calls. If a customer places an *I-CALLED* call to a blocked number, there will be no charge.
25. *I-CALLED* is not available on the following types of originating services:
  - Centrex type services;
  - Public Telephone service;
  - PBX trunks;
  - Cellular;
  - Operator assisted.
26. *I-CALLED* is not available on calls to special access numbers, including but not limited to: 800, 888, 900, 976 and N11.
27. *I-CALLED* is limited to certain technologies. In addition, in order for the service to work, the calling party and the called party must either be served from the same central office or served from central offices which are linked by facilities that can send the recorded name and telephone number. *I-CALLED* will only work on intraLATA calls.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**C. Rates and Charges**

1. Except as specifically provided herein, Custom Calling Services are subject to the regulations, rates, and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.
2. The following service and equipment charge applies for business customers per line, per customer request to establish or change one or more custom calling features.
  - a. The service and equipment charge will apply to change the predetermined number associated with Easy Access.
  - b. The service and equipment charge will not apply to add Easy Access to a line equipped with a line package.
  - c. The service and equipment charge will not apply to discontinue any Custom Calling features, or to change from Caller Identification to *CALLER ID WITH PRIVACY* +.

**SERVICE &  
EQUIPMENT  
CHARGE [1]**

• Business \$12.00

[1] For Business Custom Calling Services packages, the Service and Equipment Charge will not apply to discontinue one or more features in a package when the remaining feature(s) stay the same.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

C. Rates and Charges (Cont'd)

3. Custom Calling Services, each line

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, One-Digit		
- Each shared speed call list	EV5	\$20.00
- Each line arranged [1]	EV4	0.50
• Abbreviated Access, Two-Digit		
- Each shared speed call list	EV9	30.00
- Each line arranged [1]	EV8	0.50
• Call Forwarding		
- Busy Line (expanded) [1]	FBJ	3.00
- Busy Line (external) [1]	EVB	3.00
- Busy Line (overflow) [1]	EVO	8.95
- Busy Line (programmable) [1]	ERB	8.00
- Busy Line/Don't Answer (expanded)	FVJ	5.50
- Busy Line (external)/Don't Answer [1]	EVF	5.50
- Busy Line (overflow)/Don't Answer [1]	EVK	10.45
- Don't Answer [1]	EVD	4.00
- Don't Answer (expanded) [1]	FDJ	4.00
- Don't Answer (programmable) [1]	ERD	4.50
- Variable	ESM	5.50

[1] Resale is permitted.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Call Transfer [1]	EO3	\$ 6.00
• Call Waiting	ESX	7.80
• Call Rejection [1]	NSY	4.50
• <i>CALLER ID WITH PRIVACY +</i>	N6S	10.95
• Caller Identification-Name & Number [1]	NNK	7.95
• Caller Identification-Number [1]	NSD	7.50
• Continuous Redial [1]	NSS	3.50

[1] Resale is permitted.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**C.3. (Cont'd)**

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Dial Call Waiting [1]	WDD	\$2.15
• Dial Lock [1]	OC4	3.95
• Directed Call Pick Up [1]	PUN	1.00
• Directed Call Pick Up With Barge-In [1]	PUQ	1.00
• Distinctive Alert [1]	DHA	1.00
• Do Not Disturb [1]	D7T	3.95
• Easy Access	SQAVX	0.98
• Hot Line [1]	HLA	2.00
• Last Call Return [1]	NSQ	4.50
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call [1]	NSK	3.50
• Remote Access Forwarding	AFD	8.45

[1] Resale is permitted.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Scheduled Forwarding	ATF	\$9.45
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding [1]	NCE	3.50
• Selective Call Waiting	S7W, S7Y	7.50
• Speed Calling, 8-number capacity	E8C	4.38
• Speed Calling, 30-number capacity	E3D	5.47
• Talking Call Waiting [2]	TW1	3.95
• Three-Way Calling	ESC	5.47
• Warm Line [1]	WLS	2.50
• Wireless Extension	HME	4.95

[1] Resale is permitted.

[2] The rate for Talking Call Waiting is in addition to the rate for Call Waiting.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

**MONTHLY**

<b>RESIDENCE</b>	<b>USOC</b>	<b>RATE</b>
• Abbreviated Access, one-digit		
- Each shared speed call list	EV5	-
- Each line arranged[1]	EV4	\$0.50
• Abbreviated Access, two-digit		
- Each shared speed call list	EV9	-
- Each line arranged[1]	EV8	0.50
• Call Curfew[1]	RCU	3.95
• Call Forwarding		
- Busy Line [1]	EVO	0.35
- Busy Line (expanded) [1]	FBJ	0.35
- Busy Line (programmable) [1]	ERB	1.85
- Busy Line/Don't Answer [1]	EVK	1.35
- Busy Line/Don't Answer (expanded) [1]	FVJ	1.35
- Don't Answer [1]	EVD	1.10
- Don't Answer (expanded) [1]	FDJ	1.10
- Don't Answer (programmable) [1]	ERD	2.60
- Variable	ESM	3.00
• Call Transfer [1]	EO3	6.00
• Call Waiting	ESX, N2W	5.50
• Call Rejection [1]	NSY	4.50
• <i>CALLER ID WITH PRIVACY +</i>	N6S	9.95

[1] Resale is permitted.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**C.3. (Cont'd)**

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Caller Identification-Name & Number [1]	NNK	\$5.95
• Caller Identification-Number [1]	NSD	5.95
• Continuous Redial [1]	NSS	3.50
• Dial Call Waiting [1]	WDD	2.15
• Dial Lock [1]	OC4	3.95
• Directed Call Pick Up [1]	PUN	1.00
• Directed Call Pick Up With Barge-In [1]	PUQ	1.00
• Distinctive Alert [1]	DHA	1.00
• Do Not Disturb [1]	D7T	3.95

[1] Resale is permitted.

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**5.4.2 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Easy Access	SQAVX	\$0.98
• Hot Line [1]	HLA	2.00
• Last Call Return [1]	NSQ	4.00
• Priority Call [1]	NSK	3.50
• <i>NO SOLICITATION</i>	SB5	6.95
• Remote Access Forwarding (Call Following)	AFM	5.00

[1] Resale is permitted.

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**5.4.2 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Scheduled Forwarding	ATF	\$6.00
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding [1]	NCE	3.50
• Selective Call Waiting	S7W, S7Y	5.50
• Speed Calling, 8-number capacity	E8C	2.00
• Speed Calling, 30-number capacity	E3D	3.50
• Talking Call Waiting [2]	TW1	2.95
• Three-Way Calling	ESC	3.50
• Warm Line [1]	WLS	3.50
• Wireless Extension	HME	4.95

[1] Resale is permitted.

[2] The rate for Talking Call Waiting is in addition to the rate for Call Waiting.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.2 CUSTOM CALLING SERVICES**

**C. Rates and Charges (Cont'd)**

**4. Custom Calling services, per occurrence**

	<b>CHARGE</b>
• Call Trace, per activation	
- Business	\$1.00
- Residence	1.00
• Usage Basis Continuous Redial, per activation [1]	
- Business	0.95
- Residence	0.95
• Usage Basis Last Call Return, per activation [1]	
- Business	0.95
- Residence	0.95
• Usage Basis Three-Way Calling, per activation [1]	
- Business	0.95
- Residence	0.95
• Usage Basis <i>I-CALLED</i> , per activation	
- Business	0.95
- Residence	0.95

[1] Monthly rate does not apply to customers using the service on a per activation basis.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.3 MARKET EXPANSION LINE (MEL) SERVICE**

A. Description

When a customer activates MEL on the customer's service, all incoming calls are automatically routed to another customer-selected telephone number in the local calling area or a distant exchange.

B. Regulations

1. Market Expansion Line Service is furnished only where adequate and suitable facilities are available. COs will be equipped for MEL Service at the discretion of the Company.
2. Market Expansion Line Service is provided on the condition that the customer subscribe to sufficient MEL features and facilities to adequately handle calls to the MEL customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional MEL features at the call forwarding location or facilities at the terminating telephone are needed, the customer will be required to subscribe for such additional MEL features and facilities.
3. The service is not offered when terminating on a PAL.
4. The Company cannot provide the customer with the telephone number of the originating call.

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**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.3 MARKET EXPANSION LINE (MEL) SERVICE**

**B. Regulations (Cont'd)**

5. The Company provides one free directory listing in the exchange where the MEL CO is located; however, at the customer's request, the listing may be omitted at no charge. Additional listings may be provided at rates and charges for business additional listing.
6. Directory Assistance charges are not applicable to MEL Services since this is an inward only calling arrangement.
7. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (a) a charge for that portion of the call from the calling telephone to the called number, and (b) a charge for that portion of the call from the called telephone to the remotely call forwarded terminating telephone. The respective charge for each such portion shall be as follows:
  - a. Between the calling telephone and the called (MEL) location. The calling party is responsible for the payment of these charges with the exception of those calls which are placed collect and accepted by the MEL customer.
  - b. From the called telephone (MEL) location to the terminating telephone. The applicable charges for this portion of the remotely forwarded call shall be either the appropriate Long Distance Message Telecommunications charges or the trunk message charge, whichever is applicable for the type of call involved. These charges apply to all calls answered at the terminating telephone, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. The MEL customer is responsible for the payment of these charges.
8. Suspension of Service – Customer Initiated is not available for MEL Service when the calls terminate on a WATS line.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.3 MARKET EXPANSION LINE (MEL) SERVICE (Cont'd)**

**C. Rates And Charges**

1. The appropriate service and equipment charge specified in this section will apply for the installation of MEL Service. Subsequent to the initial establishment of MEL Service, the appropriate service and equipment charge will also apply to add or change one or more of the MEL numbers, to change a call forwarding telephone number and to restore service for Company initiated termination of service.
2. The following rates and charges are added to all rates and charges for associated services:

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Market Expansion Line			
- Each line arranged	RCF	\$35.00	\$18.11
- Each additional line arranged	RCA	35.00	18.11

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.4 HUNTING SERVICE**

**A. Description**

This is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines/trunks will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer. The following types of hunting arrangements are available: series and multiline (basic hunting), circular and preferential.

**B. Rates and Charges**

1. The rate for each individual line/trunk arranged for Hunting Service is in addition to the regular access line/trunk rate.
2. The nonrecurring charge applies for business customers to establish, change to or from or to rearrange Hunting Service, except when changing from series to multiline or vice versa.
3. The following rates and charges are for each access line/trunk arranged for Hunting Service. They are applicable to all but the last line so arranged.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Residence, per line [1]	HTG	—	\$8.00
• Business, per line or trunk	HTG	\$12.00	8.95

[1] Residence customers served out of 2B switches may subscribe to Hunting Service at Call Forwarding rates specified in 5.4.3, until their serving central office is converted and the Call Forwarding option is available.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.4 HUNTING SERVICE**

**C. Optional Features (Cont'd)**

**2. Preferential Hunt**

**a. Description**

Preferential Hunt is an option of Hunting Service that enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group.

**b. Rates and Charges**

The rates and charges for Preferential Hunt are in addition to the rates and charges for Hunting Service. Only one nonrecurring charge will apply when both are ordered at the same time, for the same customer, on the same line.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business, each line arranged	HSHP	\$12.00	\$1.00

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.5 ANSWER SUPERVISION - LINE SIDE**

**A. Description**

Answer Supervision - Line Side provides the capability to deliver "off-hook" supervisory signals from the terminating central office switch to a line side interface at the originating central office switch. These signals indicate when the called station has answered an incoming call.

**B. Regulations**

Answer Supervision - Line Side will only be provided where technically and economically feasible and where sufficient demand exists to warrant the provision of the service.

**C. Rates And Charges**

The regulations, rates and charges applicable to Answer Supervision - Line Side are in addition to the rates and charges for the services with which it is associated.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Answer Supervision - Line Side, per line arranged [1]	AS8L+	\$15.00	\$3.95

[1] Available for resale.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.6 NUMBER FORWARDING**

**A. Description**

Number Forwarding allows a residence customer to have a telephone number identity without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

**B. Terms and Conditions**

1. The number of incoming calls placed to the telephone number is limited to 5 calls within 5 minutes. Once the threshold has been exceeded, the calling party will hear an announcement indicating that the call cannot be completed at this time.
2. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
3. Collect or third-number billing will not be allowed to the Number Forwarding number.
4. Number Forwarding is offered subject to the availability of facilities.
5. Long distance calls may be billed to the Number Forwarding number through the use of a calling card.
6. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
7. The service is not offered where the terminating telephone is a pay telephone.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.6 NUMBER FORWARDING (Cont'd)**

**C. Rates and Charges**

1. The appropriate nonrecurring charge specified in this section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded.
2. The rates and charges are as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Number Forwarding number			
- Residence	VTL	\$10.00	\$6.95

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.1 PUBLIC ACCESS LINE SERVICE**

**A. Description**

1. The following services are offered as regulated services to business customers who subscribe to five or fewer lines pursuant to Title 61, Idaho Code.
2. Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones, subject to the availability of existing CO facilities and special operator equipped locations, as appropriate.
3. The use of "coinless" telephone in this Tariff refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for either third number billed, calling card and/or collect calls.
4. Fraud Protection as provided on Basic PAL Service and will:
  - Prevent Company operators from billing collect and third number billed calls to the PAL service;
  - Restrict Company operator assisted toll calls to third number billed, calling card and/or collect.

**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.1 PUBLIC ACCESS LINE SERVICE**

A. Description (Cont'd)

5. Coin collection and/or return for Basic Public Access Lines is controlled by the PSP pay telephones.
6. The following types of Basic and Smart PAL are available:
  - a. Measured Basic PAL Service with Fraud Protection

Usage charges will apply to all outgoing calls completed on a local basis after reaching the allowance of 600 local calls per month. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Fraud protection.

- b. Measured Full Resale Basic PAL Service

Usage charges will apply to all outgoing calls completed on a local basis after reaching the allowance of 600 local calls per month. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Direct dialed toll calling.

- c. Measured Full Resale with Fraud Protection Basic PAL Service

Usage charge will apply to all outgoing calls completed on a local basis after reaching the allowance of 600 local calls per month. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Fraud protection;
- Direct dialed toll calling.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.1 PUBLIC ACCESS LINE SERVICE**

**A.6. (Cont'd)**

**d. Coinless Collect only Basic PAL Service**

Coinless Collect only Basic PAL Service is a 1-way out only service commonly used in institutions such as penal or mental care facilities. When provided in penal and mental institutions, the service may be concentrated through a PBX. This service provides:

- Access to the toll and local network only by dialing "0" plus the desired number;
- Restriction of Company operator assisted calls by station users to only collect calls;
- Prevention of Company operators from billing collect and bill to third number calls to the PAL service.

This service prohibits calls to:

- Directory assistance;
- 911 emergency code;
- Inter-exchange carriers other than the carrier presubscribed to the line;
- 800/800-type service, 900, 976, 950, 960 telephone numbers;
- Company repair service.

**e. Basic Coinless Subscriber Service This**

1-way or 2-way service provides:

- Free calls to 911 emergency agency code;
- Access to directory assistance;
- Prevention of Company operators from billing collect and third number billed calls to the PAL service;
- When provided out of a digital or ESS office, access to the toll and local network only by dialing "0" plus the desired number or dialing "0". The CO arrangement will prohibit direct dialed local or inter/intraLATA toll calls. Station users will be restricted to placing Calling Card, bill to third number and collect calls only.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.1 PUBLIC ACCESS LINE SERVICE**

A.6. (Cont'd)

f. Smart PAL Service

Smart PAL Service is a flat or message, two-way or outgoing only line which utilizes central office coin control features. This service provides:

- Coin signaling, including coin collect and coin return.
- Company completed and carried local and intraLATA toll messages, both sent paid and non-sent paid.
- Company operator services/systems for all 0-, 0+ and 1+ intraLATA toll calls, and 0+ local calls.
- Routing to the presubscribed carrier for all 0+ and 00- interLATA calls.
- Pay-per-call blocking (e.g. 900 and 976).
- Incoming and outgoing call screening.
- Access to:
  - Directory assistance,
  - 911 emergency code,
  - All inter-exchange carriers,
  - 800/800-type service and 950 telephone numbers,
  - Company repair service.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.1 PUBLIC ACCESS LINE SERVICE**

**A. Description (Cont'd)**

7. Fraud Protection Service for Basic PAL Service offers three levels of protection: incoming, outgoing, and incoming & outgoing as described below.

- Incoming Fraud Protection, or Billed Number Screening (BNS), prohibits collect and/or third number billed calls from being charged to Incoming Fraud Protected numbers. Callers attempting to place a collect or third number billed call using an Incoming Fraud Protected number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.
- Outgoing Fraud Protection restricts outgoing toll calls to only collect, third number billed and calling card.
- Incoming & Outgoing Fraud Protection is a combination of the two aforementioned Fraud Protection Services.

Fraud Protection Service is subject to the availability of facilities with Basic PAL Service. Operator assisted, collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority database. Provision of Fraud Protection does not alleviate customer responsibility for completed toll calls. Rates and Charges for this service are set forth in 5.5.7.D.7., following.

## 5. EXCHANGE SERVICES

### 5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

#### 5.5.1 PUBLIC ACCESS LINE SERVICE (Cont'd)

##### B. Terms and Conditions

1. Basic PAL Service is available on a Foreign Central Office (FCO) and Foreign Exchange (FX) basis at the rates and charges specified in the Private Line Transport Services Catalog.
2. Two-way PAL Service rates and charges include one business directory listing. Additional listings will be furnished at rates and charges specified in 5.7.
3. PAL Service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
4. Joint User Service is not available with PAL Service.
5. Calls to directory assistance, 911, and telephone repair service are not subject to measured or message PAL usage charges.
6. In the event it becomes apparent that a PSP pay telephone (as defined herein) is attached to a line not authorized for such use, the Company reserves the right to disconnect that customer's service. However, should the customer so request, the Company will install a PAL at the rates and charges specified herein.
7. Terms, conditions, rates, and charges as described elsewhere in this Tariff apply as appropriate.
8. Changing from one type of PAL Service to another may require a telephone number change.
9. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
10. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND  
COINLESS 5.5.1 PUBLIC ACCESS LINE SERVICE**

**B. Terms and Conditions (Cont'd)**

11. The following terms and conditions are specific to Smart PAL Service:

- a. Separate lines are used for each pay telephone instrument installed. Off premises extensions are not permitted.
- b. The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to the Company's network.
- c. In central offices not capable of providing message Smart PAL, Smart PAL will be offered on a flat rate basis. The customer shall be required to convert to message Smart PAL when the central office is converted to accommodate message service.

**C. Responsibility of the Customer**

1. The PAL customer shall be responsible for the installation, operation, and maintenance of any PSP pay telephone used in connection with this service. The PSP pay telephone must comply under Part 68 of the FCC Rules and Regulations.
2. The PAL customer is responsible for all rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
3. The PAL customer will be responsible for any refund of coins lost or collected in error.
4. The Idaho Public Utilities Commission has established specific conditions for the connection of coin/coinless telephones to PAL lines. These conditions are set forth in Appendix A to Commission Order No. 19766 and subsequent rulings. Compliance with these terms and conditions is the responsibility of the PAL customer. A determination by the Idaho Public Utilities Commission that a PSP pay telephone does not comply with these conditions may result in the termination of the PAL service.
5. Optional toll calling plans, specified elsewhere, may be available to PAL service customers.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.1 PUBLIC ACCESS LINE SERVICE (Cont'd)**

**D. Rates and Charges**

1. Basic PAL will be provided at the following rates and charges:

		<b>NON- RECURRING</b>	<b>MONTHLY RATE PER RATE GROUP</b>		
	<b>USOC</b>	<b>CHARGE</b>	<b>1</b>	<b>1-A</b>	<b>2</b>
• Coinless Collect only, per line	1P9	\$52.00	\$16.30	\$16.30	\$16.30
• Coinless Subscriber, per line					
- Digital and ESS Offices					
- Outgoing only	1PZ	52.00	16.30	16.30	16.30
- Two-way	1NP	52.00	16.30	16.30	16.30