

**My Choice Communications MCCI  
Basic Local Exchange  
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Issued: 03/01/2006

Effective: 03/01/2006

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**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 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. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**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 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 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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Issued: 03/01/2006

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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

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**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.

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**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.

		NON- RECURRING		MONTHLY RATE PER RATE GROUP	
	USOC	CHARGE	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

	<b>CHARGE</b>
• 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. EXCHANGE SERVICES**

**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).

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**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. <i>DID</i> 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.

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**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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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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**5.4 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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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, My Choice Communications MCCI 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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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>
• 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 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>
• 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. EXCHANGE SERVICES**

**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. EXCHANGE SERVICES**

**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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**5.4 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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**5.4 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.

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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)**

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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**5.5 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.

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**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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**5.5 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

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

**5.5.1 PUBLIC ACCESS LINE SERVICE**

	USOC	NON-RECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	1-A	2
• Measured PAL with Fraud Protection, per line [1]	1WN	\$52.00	\$15.27	\$15.27	\$15.27
• Measured Full Resale, per line [1]	1WE	52.00	15.16	15.16	15.16
• Measured Full Resale with Fraud Protection, per line [1]	1WK	52.00	15.27	15.27	15.27

**PER MINUTE RATE**

• Measured Service Usage Charge	\$0.01
---------------------------------	--------

[1] The monthly rate includes an allowance of 600 local calls per month before additional usage charges are applied.

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

**5.5.1 PUBLIC ACCESS LINE SERVICE**

D. Rates and Charges (Cont'd)

2. Smart Public Access Lines 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>
• Flat PAL Service					
- Outgoing only with Fraud Protection, per line	5FO	\$52.00	\$17.02	\$17.02	\$17.02
- Two-way with Fraud Protection, per line	5FP	52.00	17.02	17.02	17.02
• Message PAL Service					
- Outgoing only with Fraud Protection, per line	14C	52.00	15.88	15.88	15.88
- Two-way with Fraud Protection, per line	1NH	52.00	15.88	15.88	15.88
• Monthly Usage Rates					
				<b>RATE PER CALL</b>	
- Message Usage Rate				\$0.02	

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**5. EXCHANGE SERVICES**

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

**5.5.1 PUBLIC ACCESS LINE SERVICE**

D. Rates and Charges (Cont'd)

3. The following PAL nonrecurring change charge applies:

- To each line when changing from one type of PAL Service to another;
- To telephone number changes, at customer's request;
- For temporary transfer of calls, at customer's request;

**NONRECURRING  
CHARGE**

- Per Activity, per CO Public Access Line Changed [1] \$25.50

[1] Only one PAL change charge will apply per order.

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**5. EXCHANGE SERVICES**

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

**5.5.1 PUBLIC ACCESS LINE SERVICE**

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

**4. PAL Usage Charges**

- a. PAL usage charges accumulate on a monthly basis commencing on the billing date.
- b. PAL usage charges, as specified in 5.2.1 for measured usage, and D.2., preceding, for message usage, are applicable to completed local messages.
- c. **Timing of Measured Local Messages**
  - (1) Chargeable time begins when connection is established between the calling station and the called station.
  - (2) 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.

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**5. EXCHANGE SERVICES**

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

**5.5.1 PUBLIC ACCESS LINE SERVICE**

D. Rates and Charges (Cont'd)

5. Local message and local measured messages handled by the operator will be assessed the same operator surcharges as are applicable to intrastate operator handled long distance messages in addition to the appropriate measured and message service usage charges.
6. The monthly rates for the measured or message PAL 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 service and equipment one time charge will also apply.

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

7. Fraud Protection Features will be provided to customers at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Fraud Protection			
- Incoming, per line	PSES1	-	-
- Outgoing, per line	PSESO	\$1.12	\$0.11
- Incoming and Outgoing, per line	PSESP	1.12	0.11

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**5. EXCHANGE SERVICES**

**5.6 JOINT USER AND CONCESSION SERVICE**

**5.6.1 JOINT USER SERVICE**

**A. Description**

1. The following services are offered as regulated services to business customers who subscribe to 5 or less lines pursuant to Title 61, Idaho Code.
2. Business exchange service is normally furnished for the exclusive use of a customer, and/or employees, agents or representatives. Joint use allows other individuals, firms or corporations to share the customer's service.

**B. Regulations**

1. New Joint User Services, as of August 4, 1986, will only be allowed on four lines or less. The Primary customer designates the joint users.
2. Joint User Service can be associated only with business individual line, PBX, Centrex or ESSX service.
3. Applications for Joint User Service and for service, equipment or facility changes in connection therewith must be executed by the customer who is responsible for payment of all charges incurred.
4. Total charges for telephone service, allocated by the primary customer among the users, cannot exceed the Company's total charges to the customer.
5. No special or distinctive arrangements are provided to signal the joint user of the primary customer's service.
6. For Joint User Service where the listing appears in the directory, both the initial and subsequent contract periods will be coexistent with the directory period.

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**5. EXCHANGE SERVICES**

**5.6 JOINT USER AND CONCESSION SERVICE**

**5.6.1 JOINT USER SERVICE**

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

7. Joint User Service is automatically discontinued when:

- The primary customer's service is terminated.
- The primary customer notifies the Company that the joint user no longer shares the service and the minimum service period has been satisfied.

8. A joint user is entitled to one listing in the alphabetical Company directory of the exchange where service is being provided. The listing may be that of the primary service facility or a *DID* number subject to regulations specified in 5.7.1.B.1.

9. Joint User Service is billed from the day following the effective date of the service order.

10. The address and telephone number of a Centrex station may be listed for a joint user on Centrex Service.

11. Joint users of a customer's service must have the option of obtaining service directly from the Company.

12. Joint User Service is not furnished in connection with concession service unless the joint user would be entitled to the same class of concession were he the customer. In such cases, when Joint User Service is provided, no reduction in the regular rates for Joint User Service is allowed.

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**5. EXCHANGE SERVICES**

**5.6 JOINT USER AND CONCESSION SERVICE**

**5.6.1 JOINT USER SERVICE (Cont'd)**

C. Rates and Charges

1. The monthly rates for Joint User Service apply uniformly throughout the exchange area.
2. The following nonrecurring charge applies to establish or change Joint User Service.

	USOC	NON-RECURRING CHARGE	MONTHLY RATE PER RATE GROUP	
			1	2
• Flat Rate Service				
- Individual line	JUF	\$20.00	\$13.28	\$16.07
- Individual Line with Hunting	JND	20.00	17.28	20.07
- PBX trunk public PBX	JUP	20.00	21.08	22.42

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**5. EXCHANGE SERVICES**

**5.6 JOINT USER AND CONCESSION SERVICE (Cont'd)**

**5.6.2 CONCESSION SERVICE**

**A. Description**

Concessions may be allowed from the standard main access line rates quoted within the base, suburban or locality areas subject to the provisions in Paragraphs B., C. and D., following.

**B. Clergymen**

1. A concession of 25 percent from the standard rates for residence main exchange access line service will be allowed a regularly ordained clergyman actively engaged in pastoral work (or retired and not actively engaged in other work), provided the telephone is located in his residence or in a church study.
2. The concession rate will apply to one main exchange access line service only at each location. Regular residence rates and charges will apply to additional main exchange access line service and to all other equipment and service including extension station lines, miscellaneous and supplemental equipment, service and equipment and/or installation charges, etc.

**C. Charitable Institutions**

1. A concession rate of 25 percent from the standard rates for business main exchange access line service will be allowed to corporations and associations which are engaged in furnishing direct aid to the physical health and comfort of human beings, which are dependent upon voluntary contributions for their support, and which do not expect compensation from the persons benefited.
2. The concession rate will apply to one main exchange access line service only at each continuous property location. Regular business rates and charges will apply to additional main exchange access line service and to all other equipment and service including extension station lines, private branch exchange systems, miscellaneous and supplemental equipment, service and equipment and/or installation charges, etc.
3. The telephone equipment must be located in the administrative offices or institutional buildings.

**D. See 5.2.6.E. for Application of Telephone Assistance Programs.**

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

**A. Description**

The alphabetical directory is a list of names of customers, joint users, and others for whom directory listings are provided. Alphabetical listings include information which is essential to the identification of the listed party and facilitates the use of the directory. The Company reserves the right to refuse to publish listings which, in the judgment of the Company, are considered to be inappropriate.

**B. Regulations**

1. Dual name listings may be provided for two customers subscribing to residence service who may or may not share the same surname but who share the same service and reside at the same address. Dual name listings are defined as listings which contain the names or initials of two persons. Appropriate rates and charges are applicable to changes associated with dual name listings.
2. The Company, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication on 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.
3. The Company has the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby.
4. Listings are regularly provided in connection with most classes of exchange service.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**C. Primary Listings**

1. One listing, the Primary Listing, is provided without charge for:

a. Each exchange access line. Where two or more exchange access lines are served on a companion (rotary) number service basis, only one Primary Listing for the group will be provided.

b. Each joint user service:

Joint user's primary listed number may be that of the primary customer facility or a *DID* number to which the primary customer has subscribed.

c. Each PBX, *CENTRON* - 300 or *CENTRON*-Custom System, with the following exceptions:

(1) Where a customer has PBX Service served by trunks from different exchanges, a Primary Listing may be provided in the directory of each of the exchanges to which the trunks are connected.

(2) In connection with residence PBX Service, where the customer has 2 nonconsecutive trunks or trunk groups, 1 of which is for family use and the other for business use, 2 Primary Listings may be provided without charge.

2. In those cases in which the business of the customer is so conducted, the Primary Listing may be the trade name of an article or service, provided the customer is the authorized agent or representative for the particular article or service.

3. At the request of the customer, the Primary Listing may be omitted from the directory (non-listed service) or from both the directory and the information records (non-published service). Non-listed and non-published services are furnished subject to the regulations, rates and charges specified herein.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**D. Non-published Service**

Non-published service is offered as a regulated service to all residence and business customers.

**1. Description**

- a. The telephone numbers of Non-published Service are not listed in the telephone directory or in the information records available to the general public.
- b. Non-published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from non-published numbers and to entities which collect for the billed services. Non-published names and/or telephone numbers may also be delivered to customers of Caller Identification Service for display to those customers on a call-by-call basis. Where applicable, Non-published Service subscribers will be informed of the availability and operation of per call blocking. When ordering non-published service, customers will be advised that the non-published information may be released as described herein.

**2. Regulations**

- a. Incoming calls to Non-published Service will be completed only when the calling party places the call by telephone number. The Company will adhere to this regulation notwithstanding any claim made by the calling party.
- b. No liability for damages arising from publishing the telephone number of Non-published Service in the telephone directory or disclosing the telephone number to any person shall attach to the Company. Where such number is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the Non-published Service.

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**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

D.2. (Cont'd)

- c. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request or by the publication of the number of a Non-published Service in the telephone directory or disclosing of such number to any person.
- d. The monthly rate and service and equipment charge for Non-published Service do not apply to:
  - PAL Service.
  - FX service where the customer is also furnished regularly listed exchange service from the normal exchange.
  - Additional service furnished to the same customer at the same address when the primary listing is published.

E. Non-listed Service

Non-listed service is offered as a regulated service to all residence and business customers.

1. Description

At the request of the customer, any one or all of the customer's Primary Listings, Additional Listings or other listings associated with the same or different CO line or trunk normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

2. Regulations

The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Non-listed Service.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**F. Rates And Charges**

1. The appropriate service and equipment charge specified in this section applies to each:

- Change in primary listing other than when the customer moves to a new address;
- Change to non-published service other than when the customer moves to a new address;
- Change to non-listed service other than when the customer moves to a new address;
- Residence service, to transfer the service of a customer to an applicant and change the primary listing when the customer and applicant are members of the same household and there is no lapse in service, in addition, a Service and Equipment Charge will also apply to establish or change the billing name responsibility. See 3.1.2 for charge application;
- Business service, to transfer the service of a customer to an applicant with a change in the primary listing when the same business is continued and there is no lapse in service, in addition, a Service and Equipment Charge will also apply to establish or change the billing name responsibility. See 3.1.2 for charge application.

The issuance of a final bill does not constitute a lapse in the rendition of service.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

F. Rates And Charges (Cont'd)

2. The Service and Equipment Charge will not apply to:

- Transfer the residence service of a customer to an applicant who is a member of the customer's family when there is no change in the primary listing and no lapse in the rendition of service.
  - Transfer the business service of a customer to an applicant without a change in the primary listing when the same business is continued and there is no lapse in service.
3. Changes from one non-listed or non-published number to another non-listed or non-published number will be subject to the appropriate service and equipment charge for changing telephone numbers as specified in 2.2.7.
4. The monthly rate for non-listed listings applies separately for each listing which normally would be published in the alphabetical directory but which, at the customer's request, is furnished on a non-listed basis.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

F. Rates and Charges (Cont'd)

5. Listing Rates and Charges

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Change in Primary listings			
- Business	N/A	\$20.00	—
- Residence	N/A	8.00	—
• Non-published service, each telephone number			
- Business	NPU	25.00	\$1.25
- Residence	NPU	25.00	1.25
• Non-listed service, each non-listed listing			
- Business	NLT	25.00	0.75
- Residence	NLT	25.00	0.75

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**5. EXCHANGE SERVICES**

**5.8 OPERATOR SERVICES**

**5.8.1 INTERCEPT SERVICES**

**A. Description**

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.

Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service

New Number Referral Service includes all intercept recordings that provide the new number information.

**B. Regulations**

1. Intercept services are provided on telephone numbers that are listed in the directory or on directory assistance.
2. Intercept services are provided to residence customers up to 3 months and to business customers up to 12 months.
3. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.

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**5. EXCHANGE SERVICES**

**5.8 OPERATOR SERVICES**

**5.8.1 INTERCEPT SERVICES (Cont'd)**

**C. Rates And Charges**

1. Basic Intercept Service and New Number Referral Service are provided at no charge.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

The following services are offered as regulated services to business customers who subscribe to 5 or fewer lines pursuant to Title 61, Idaho Code.

**A. General**

1. Customers-of-Record engaged in the Resale/Sharing of local exchange services, as well as patrons of the Customer-of-Record, shall be subject to the terms and conditions specified in this 5.10.
2. Access to the Network furnished to the Customer-of-Record, providing Resale/Sharing service, is limited to the following Type and Classes of Service.
  - a. Measured Rate Resale/Sharing Access Trunks as outlined in 5.10.1 following and Network Access Registers.
  - b. Message Rate Resale/Sharing Access Trunks as outlined in 5.10.2. following, where Measured Rate Resale/Sharing Access Trunks are not available.
  - c. Flat Rate Resale/Sharing Access Trunks as outlined in 5.10.3. following and Network Access Registers.
3. Individual customers or the Customer-of-Record in the Resale/Sharing Service Area will not be furnished flat, measured and message rate services on the same premises except as follows:
  - a. Where the flat rate service is physically arranged so it cannot be used to supplement the measured or message rate service.
  - b. Where the flat, measured and message rate services have entirely different local service areas.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICE**

A. General (Cont'd)

4. The Resale/Sharing Area is a building, portion of a building or geographic area within which a Customer-of-Record provides services.
  - a. The Customer-of-Record must notify the Company in writing of its intent to resell/share Company services at the earliest possible time to provide for facilities planning.
  - b. The Customer-of-Record must provide a map or other sufficient documentation, including a legal description, which specifically delineates the Resale/Sharing area within which it will resell/share service.
  - c. When the resale/shared building, portion of a building, or area includes non-contiguous properties, each will be considered as an individual area and the Customer-of-Record must file separate documentation for each.
  - d. The Resale/Sharing of local exchange services is limited to the area and/or areas declared above. Any changes/additions/deletions to the Resale/Sharing area must be received in writing by the Company prior to reselling or sharing in those areas.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

A. General (Cont'd)

5. The Company will provide service to the Customer-of-Record on the following conditions:

- a. The Company retains the right to directly serve individual customers inside the Resale/Sharing Service Area.
- b. The Company will be provided access or rights-of-way to:
  - Directly serve individual customers within the Resale/Sharing Service Area or,
  - Pass through the Resale/Sharing Service Area to serve individual customers within the same building or area.
- c. Customers-of-Record must commit to providing, at no cost to the Company, cabling or where cabling is not available, conduit, trench or support structures to enable the Company, initially and/or subsequently, to directly serve individual customers who request service from the Company in the Resale/Sharing Service Area. Such facilities must comply with and be installed in accordance with rules as adopted by the Federal Communications Commission and the National Electrical Code, as may be amended from time to time. Where cabling is provided by the Customer-of-Record, it may bill the individual customer a onetime charge not to exceed 18 cents per foot. The Customer-of-Record may deny access to its facilities to an individual customer if the individual customer refuses to pay the above referenced charge.
- d. The Customer-of-Record must provide My Choice Communications MCCI a written description setting forth the legal arrangement it has enabling it to obtain access to space and facilities within the building to provide the necessary wiring and other facilities in order to comply with item 5.c. preceding.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

A. General (Cont'd)

6. The Network Interface, as defined in B. following, is the point at which the local exchange services terminate.
7. The Customer-of-Record and/or individual customer is responsible for the provision of all wiring (facilities) on the Customer-of-Record's and/or individual customer's side of the Network Interface. Such wiring facilities which are connected to the Company's facilities must be installed in accordance with rules as adopted by the Federal Communications Commission and the National Electrical Code, as may be amended from time to time. At the option of the Customer-of-Record and/or individual customer, provision of such facilities may be provided by the Company on a contractual basis.
8. The Company will not be responsible for transmission quality beyond the Network Interface with the Customer-of-Record or individual customer provided facilities.
9. The Customer-of-Record and/or individual customer may arrange for Company installation and/or maintenance of facilities within the Resale/Sharing Service area.
10. All charges for services provided by the Company to the Customer-of-Record will be billed to the Customer-of-Record only. The Customer-of-Record is responsible for allocating the charges for resale/shared services. The Customer-of-Record must provide the necessary security to the Company to adequately secure its account.
11. Application for services on a Resale/Shared basis as well as requests for additions, rearrangements or discontinuances of service will be accepted only from the Customer-of-Record, primary point of contact, or from the Customer-of-Record's legally authorized and designated agent where that authorization has been confirmed in writing.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

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

12. Whenever notice to My Choice Communications MCCI customers is required, the Company will only be responsible to give notice to the Customer-of-Record, his/her authorized agent and individual customers within the Resale/Sharing Service Area. The patron's source of notification will be the Customer-of-Record.
13. If the Resale/Sharing Service Area encompasses public rights of way and/or public thoroughfares, the Customer-of-Record and the Company shall negotiate a contract for the use of Company facilities at rates which will cover the Company's costs. If the parties are unable to reach an agreement, the Customer-of-Record may obtain its own authority to use the public rights of way and/or thoroughfares. This document does not provide the basis for such authority.
14. The Customer-of-Record may obtain DID, custom calling features, directory listings and other related services under applicable provisions, terms and conditions.
15. Resale/Sharing of local exchange service will not be permitted on foreign exchange service.

**B. Definitions Customer-Of-Record**

The Customer-of-Record is the person or legal representative responsible for:

- Designation, in writing, of a primary Point of Contact and/or agent for negotiation of all services from the Company
- Placing application for service
- Re questing additions, rearrangements, maintenance, or discontinuances of service
- Payment in full of charges incurred such as toll, directory assistance, etc.
- Providing a description of the Resale/Sharing Service Area.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

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

Individual Customer

As used in this 5.10, refers to a customer served directly by the Company who is located within a Resale/Shared Service Area.

Network Interface

The Network Interface or its equivalent is the demark between the local exchange services provided by the Company and facilities provided by the Customer-of-Record and/or individual customer. The Network Interface or it's equivalent will be installed on or near the Customer-of-Record's and/or individual customer's premises at a location determined by the Company and which is accessible to the Customer-of-Record and/or individual customer. The normal location of the Network Interface would be combined with or in close proximity to the protector or equivalent.

Patron

The term Patron as used in this 5.10. refers to a subscriber who utilizes telecommunications services resold or shared by the Customer-of-Record.

Resale Of Service

Reselling of Company local exchange services to others within a Resale/Sharing Service Area.

Resale/Sharing Service Area

A building, portion of a building, or geographic area within which local exchange service is resold or shared between a Customer-of-Record and other telecommunications users.

Shared Service

The shared use by others of local exchange services.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES (Cont'd)**

**5.10.1 MEASURED RATE RESALE/SHARING ACCESS TRUNK**

A. Regulations

1. Measured Rate Resale/Sharing Access Trunk is available for use in a Resale/Sharing Service Area on PBXs, key systems, multifunction systems and individual line instruments.

For purposes of measured rate service for Resale/Sharing, there is no distinction between lines and trunks.

2. Regulations for Measured Rate Service as outlined in 5.2.1. and 5.3.1. also apply.

B. Rates And Charges

1. Rates and charges as outlined in 5.3.1 within this document apply to Measured Rate Resale/Sharing Access Trunks.
2. Usage rates are as outlined in 5.2.1.C.3. within this document.

**5.10.2 MESSAGE RATE RESALE/SHARING ACCESS TRUNK**

A. Regulations

1. Message rate service is furnished subject to the availability of Company facilities and equipment and is offered only where Measured Service is not available.
2. Message Rate Resale/Sharing Access Trunk is available for use in a Resale/Sharing Service Area on PBXs, key systems, multifunction systems and individual line instruments.

For purposes of message rate service for Resale/Sharing, there is no distinction between lines and trunks.

B. Rates And Charges

Rates and charges as outlined in 5.3.2 within this document apply to Message Rate Resale/Sharing Access Trunks.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES (Cont'd)**

**5.10.3 FLAT RATE RESALE/SHARING ACCESS TRUNK**

**A. Terms and Conditions**

Flat Rate Resale/Sharing Access Trunk is available for use in a Resale/Sharing Service Area on PBXs, key systems, multifunction systems and individual line instruments.

For purpose of flat rate service for Resale/Sharing, there is no distinction between lines and trunks.

**B. Rates and Charges 1. Flat**

**Rate Service Trunks**

- a. Where trunks are provided outside of the base rate area, the appropriate zone increment will apply.
- b. The following rates and charges apply to install a trunk, connect a trunk when changing a grade of service to trunk service and for providing trunk service.

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Flat Rate Resale/Sharing Access Trunk, each			
- Two-Way	FA6CX	\$117.50	\$90.54
- One-Way in-only	FA61X	117.50	90.54
- One-Way out-only	FA60X	117.50	90.54

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES (Cont'd)**

**5.10.4 RESALE/SHARING CENTRON CUSTOM NETWORK ACCESS REGISTER**

**A. Terms and Conditions**

1. Resale/Sharing Network Access Registers are for *CENTRON* Custom Service within a Resale/Sharing Service Area.
2. Provision of this service is based on the use of a required number of Network Access Registers based upon the number of main station lines.
3. Regulations for *CENTRON* Custom network access as outlined elsewhere also apply.

**B. Rates and Charges**

1. *CENTRON* Custom network access in a Resale/Sharing Service Area is available on a flat or measured rate basis. For measured service, usage charges specified in 5.2.1 within this document apply in addition to the monthly access rate.
2. Network Access Registers a. Flat

Rate Network Access Registers

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Two-way operation	EN5, EZB	\$0.65	\$78.41
• One-way incoming operation	EN6, EZB	0.65	78.41
• One-way outgoing operation	EN8, EZB	0.65	78.41

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

**5.10.4 RESALE/SHARING *CENTRON* CUSTOM NETWORK ACCESS REGISTER**

B.2. (Cont'd)

	USOC	NON-RECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	1-A	2
• Two-way operation	EN5, EZ1	\$0.65	\$5.58	\$6.71	\$7.69
• One-way incoming operation	EN6, EZ1	0.65	5.58	6.71	7.69
• One-way outgoing operation	EN8, EZ1	0.65	5.58	6.71	7.69

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**6. MESSAGE TELECOMMUNICATION SERVICE**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 STANDARD SERVICE OFFERINGS**

**6.1.1 OPERATOR VERIFICATION/INTERRUPT SERVICE**

**A. Description**

Customers may obtain assistance in determining if a called line is in use (herein called verification) or in interrupting a conversation in progress (herein called interrupt) by calling the "0" operator. This service applies to local calls.

**B. Terms and Conditions**

1. A verification charge applies each time the operator verifies a called line and hears voice communication.
2. An interrupt charge applies each time an operator interrupts a conversation that is in progress on the called line.
3. Verification and interrupt service is furnished where and to the extent that facilities permit.
4. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
5. If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.
6. The charge for interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.
7. Charges for verify/interrupt service may be billed to a calling card, special billing number or third number. Charges may not be billed on a collect basis.
8. The charges for verify/interrupt service are in addition to any applicable rates, i.e., operator assistance charges or calling card message charges. Time-of-day discounts or the unused Directory Assistance allowance will not be applied against these charges.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 STANDARD SERVICE OFFERINGS**

**6.1.1 OPERATOR VERIFICATION/INTERRUPT SERVICE**

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

9. If, as a result of an interrupt, the line is cleared, and at the calling party's request, the operator completes the call, the applicable operator assistance charges, and/or calling card message charges apply in addition to the interrupt charges.
10. The verify charge will not apply if the number verified is not in use and the operator completes the call. Applicable operator assistance charges apply.
11. No verification or interrupt charge will apply if the requesting customer identifies that the call is from an authorized Public Emergency Agency. An authorized Public Emergency Agency is defined as a government agency which is operated by the Federal, State or local government and has the capability and legal authority to provide prompt aid to the public in emergency situations.
12. No charge will apply when the operator encounters a trouble condition or has reason to believe a trouble condition exists.
13. Requests which originate from stations equipped with *CUSTOMNET* Call Screening will be completed and billed subject to applicable screening restrictions in addition to the terms and conditions specified herein.
14. Verification and interrupt service is furnished to pay telephone customers.
15. Person-to-Person service is not offered.

**C. Rates**

	<b>RATE</b>
• Verification, per request	\$1.50
• Interrupt, per request	3.00

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**7. SECTION 7**

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE**

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.

**A. General**

Equipment (including protective circuitry), communications systems, and premises wiring connected to telecommunications services furnished by the Company are generally subject to Title 47, Telecommunication, of the Code of Federal Regulations, Part 68, Connection of Terminal Equipment to the Telephone Network (47 CFR 68), commonly known as the FCC's Registration Program.

Equipment and systems not subject to 47 CFR 68 which are connected to telecommunications services furnished by the Company must meet the minimum protection criteria specified in 47 CFR 68.

**B. Customer Responsibility**

1. The customer shall be responsible for the installation, operation and maintenance of any customer equipment or system. No combinations of customer equipment or systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject equipment or system, his calling or called party. Upon notice from the Company that a customer equipment or system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. For complex services, the customer shall be responsible for the payment of a maintenance of service charge (premises work charge) for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of the customer's equipment or system.

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE (Cont'd)**

**C. Company Responsibility**

1. Telecommunications services are not represented as adapted to the use of customer equipment or systems. Where customer equipment or systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for a. the through transmission of signals generated by the customer equipment or systems or for the quality of, or defects in, such transmission, or b. the reception of signals by customer equipment or systems, or c. address signaling where such signaling is performed by customer signaling equipment.
2. The Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit customer equipment to operate in a manner compatible with telecommunications services.
3. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with 47 CFR 68. If such changes can be reasonably expected to render any customer's equipment or system incompatible with telecommunications services, or require modification or alteration of such customer equipment or systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE (Cont'd)**

**D. Recording Of Two-Way Telephone Conversations**

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer voice recording equipment may be directly, acoustically or inductively connected with telecommunication services as follows:

1. Customer recording equipment may be connected to the Telecommunications Network provided that, when such connections are made the voice recording equipment shall be so arranged that at the will of the user it can be activated and deactivated. In addition, one of the following conditions must apply:
  - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
  - b. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of:
    - The recording equipment; or
    - Customer registered or grandfathered protective circuitry; or
    - A grandfathered Company connecting arrangement.

In the case of municipal fire and police departments which have central office lines used exclusively for the receipt of local or intrastate fire or police emergency calls and are attended at all times for such purposes, recorder-connector equipment without the automatic tone device may be furnished for use with such systems provided that the proper municipal authority certifies that these conditions will be observed.

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE**

D.1. (Cont'd)

c. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:

- (1) The licensee informs each party to the call of its intent to broadcast the conversation; or
- (2) Each party to the call is aware of the licensee's intent to broadcast the call; or
- (3) Such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

2. The FCC has established the following exceptions to the foregoing requirements.

a. Recordings made of incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:

- (1) Recordings made at the United States Department of Defense Command Center of emergency communications transmitted over the Department of the Defense's private line system when connected to MTS, WATS or local exchange service, and
- (2) Recordings made by the United States Nuclear Regulatory commission of the Department of Energy with respect to the telephone systems located at its Operations Center.

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE**

D.2. (Cont'd)

- b. Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:

Recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

- c. Recordings of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, under color of law.

E. Acoustic or Inductive Connections

Customer voice or data terminal equipment may be acoustically or inductively connected to Company-provided terminal equipment provided the connection is made external to the terminal equipment. Such connections are subject to the Minimum Protection Criteria specified in 47 CFR 68.

Customer tone-type address signaling is permitted through such connections, however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE (Cont'd)**

**F. Violation of Regulations**

When any customer equipment or system is used with telecommunications services in violation of any of the provisions of 47 CFR 68 or this 8.1., the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Tariff.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.1 SCREENING/RESTRICTION SERVICES**

**10.1.1 TOLL RESTRICTION SERVICE**

A. Description

1. Toll Restriction Service (TRS) prevents access to the network when one of the following types of calls is attempted:

- 1+IntraLATA
- 1+InterLATA
- 011+
- 101XXXX1+, 101XXXX011+, 101XXXX01+, 101XXXX0+
- 1+900, 1+976, 0+900, 0+976
- 0, 0+, 00+, 01+
- 1+555-1212, 0+555-1212, 1+NPA+555-1212, 0+NPA+555-1212, 0+411

When a restricted call is attempted, the caller will hear a pre-recorded announcement indicating that the call cannot be completed.

2. TRS does not block: local calls; calls to 800 and 888-type toll services; calls to 950 numbers, telephone repair service or 911 emergency services, and 555-1212, 411 and 1-411.

B. Terms and Conditions

1. TRS is not available with Pay Per Call Restriction, which blocks calls to 900 and 976 type services offered by Information Providers.
2. TRS is not available on multiparty lines.
3. TRS may be bypassed by some long distance carriers, who do not access a billing validation system.
4. TRS is designed to prevent certain types of calls from being completed. However, this service will not prevent all toll charges that may be billed to a customer's account. Provision of TRS does not alleviate the customer's responsibility for payment of completed toll calls charged to their line.
5. TRS will be placed on the customer's line(s) by the date the service order is due.
6. Toll Restriction will be provided at no charge to qualifying Telephone Assistance Program customers.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.1 SCREENING/RESTRICTION SERVICES**

**10.1.1 TOLL RESTRICTION SERVICE (Cont'd)**

**C. Rates and Charges**

Rates and charges for this service are in addition to the rates and charges for the class, type and grade of service furnished.

	<b>USOC</b>	<b>NONRECURRING MONTHLY CHARGE</b>	<b>RATE</b>
• Business [1] - Each individual line or trunk equipped	RTY	\$13.50	\$2.00
• Residence - Each individual line equipped	RTY	—	0.75

[1] Customers subscribing to multi-line business service with more than five lines should see the Exchange and Network Services catalog for rates.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.1 SCREENING/RESTRICTION SERVICES (Cont'd)**

**10.1.2 PAY PER CALL RESTRICTION**

A. Description

Pay Per Call Restriction prevents calls made from individual residence and business access lines from reaching information services (for example, those reached by dialing 900).

B. Terms and Conditions

Pay Per Call Restriction is offered to:

- Single party service
- PBX trunk
- *CENTRON* service

C. Rates and Charges

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line - Initial installation	RTVX9	—	—
- Subsequent installation on same line	RTVX9	\$13.50	—