

Interexchange Service

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**TITLE SHEET**

**TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE**

**TARIFF NO. 1**

This tariff contains the description, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Telecom Management, Inc. d/b/a Pioneer Telephone. With principal offices at 39 Darling Ave., South Portland, Maine 04106. This tariff is on file (T) with the Idaho Public Utilities Commission, and copies may be inspected during normal business hours at the Company's principal place of business.

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**Issued:** March 10, 2009

**Effective:** April 10, 2009

**By:** Peter Bouchard, Vice President  
Telecom Management, Inc. d/b/a Pioneer Telephone  
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**CHECK SHEET**

All sheets of this tariff are effective as of the date shown on the bottom of the respective sheet (s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>Sheet</u>	<u>Revision</u>
1	1 <sup>st</sup> Revised
2	3 <sup>rd</sup> Revised
3	1 <sup>st</sup> Revised
4	1 <sup>st</sup> Revised
5	1 <sup>st</sup> Revised
6	1 <sup>st</sup> Revised
7	1 <sup>st</sup> Revised
8	1 <sup>st</sup> Revised
9	1 <sup>st</sup> Revised
10	1 <sup>st</sup> Revised
11	1 <sup>st</sup> Revised
12	1 <sup>st</sup> Revised
13	1 <sup>st</sup> Revised
14	1 <sup>st</sup> Revised
15	1 <sup>st</sup> Revised
16	1 <sup>st</sup> Revised
17	1 <sup>st</sup> Revised
18	1 <sup>st</sup> Revised
19	1 <sup>st</sup> Revised
20	1 <sup>st</sup> Revised
21	1 <sup>st</sup> Revised
22	1 <sup>st</sup> Revised
23	1 <sup>st</sup> Revised
24	3 <sup>rd</sup> Revised
25	4 <sup>th</sup> Revised

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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- C - To Signify Change In Regulation
- D - To Signify Discontinued Rate or Regulation
- I - To Signify Rate Increase
- M - To Signify Text Moved From Another Tariff Location
- N - To Signify New Rate Or Regulation
- R - To Signify Rate Reduction
- T - To Signify Change In The Text But No Change in Rate Or Regulation

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**TARIFF FORMAT**

- A. Sheet Numbering – Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet 14 cancels 3<sup>rd</sup> Revised Sheet 14.
- C. Paragraph Numbering Sequence – There are various levels of alphanumeric paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
- D. Check Sheets – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just new revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the Commission.

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**SECTION 1 – DEFINITIONS AND ABBREVIATIONS**

1.1 Definitions:

Application for Service – A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

Authorized User – A person, firm, corporation, or other entity authorized by the customer to receive or send communication.

Cancellation of Order – A customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to completion.

Carrier – Telecom Management, Inc. d/b/a Pioneer Telephone, unless specifically state otherwise.

Company – Telecom Management, Inc. d/b/a Pioneer Telephone, also referred to as “Carrier”.

Completed Calls – Completed calls are calls answered on the distance end. In the event a customer is charged for an incomplete call, the Company will issue a credit to the customer upon request.

Customer – The person, firm, corporation, or other entity which orders or uses service and is responsible by law for payment for communication service form the telephone utility.

Customer Provided Equipment – Terminal equipment provided by a customer.

Day Rate Period – 8:00 a.m. through 459 p.m., Monday through Friday.

Disconnect – The disabling of circuitry preventing outgoing and incoming toll communication service provided by Carrier.

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1.1 Definitions: (continued)

Due Date – The last day for payment without unpaid amounts being subject to a late payment charge.

Evening Rate Period – 5:00 p.m. through 10:59 p.m., Sunday through Friday.

Holidays – Carrier's recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Night/Weekend Rate Period – 11:00 p.m. through 7:59 a.m., everyday; 8:00 a.m. through 10:59 p.m. Saturday; and 8:00 a.m. through 4:59 p.m. Sunday.

Normal Business Hours – 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

Premises – The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

Terminal Equipment – All telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

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1.2 Abbreviations:

LATA – Local Access Transport Area

LEC – Local Exchange Carrier

MTS – Message Toll Service

PBX – Private Branch Exchange

SAL – Special Access Line

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**SECTION 2 – RULES AND REGULATIONS**

2.1 Carrier Undertaking

Carrier provides long distance message toll telephone service to customers for their direct transmission of voice, data, and other types of telecommunications.

Communications originate when the customer accesses Carrier directly or through the facilities of the local service carrier via one or more access lines, equal access or on a dial-up basis. Carrier may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Carrier network. The customer shall be responsible for all charges due for such service arrangements.

The Company's services are provided on a monthly basis (30 days) and are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Limitations on Service

2.2.1 Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

2.2.2 Carrier reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

2.2.3 Title to any equipment provided by carrier under these regulations remains with Carrier. Prior written permission from the company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to any such assignee or transferee.

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2.3 Use of Service

Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by the customer, except when the customer is a duly authorized and regulated common carrier.

2.4 Limitation of Liability

2.4.1 Carrier shall not be liable to any person, firm or entity for damages, either direct, indirect, consequential, special, incidental, actual, punitive, or for any other damages or lost profits arising out of mistakes, accidents, errors, omissions, interruptions, delays or defects in transmissions and not caused by the negligence of the carrier, commencing upon activation of service and in no event exceeding an amount equivalent to the proportionate charge to the customer for the period of service during which , accidents, errors, omissions, interruptions, delays or defects in transmission occurred.

2.4.2 Carrier makes no warranty, whether express, implied or statutory, as to the description, quality, merchantability, completeness or fitness for any purpose of the service or local access, or as to any other matter, all of which warranties by Carrier are hereby excluded and disclaimed.

2.4.3 Carrier, at its own expense, will indemnify the customer and hold it harmless in respect to any and all loss, damage, liability or expense asserted against the customer by a third party on account of any property damage or personal injury caused by any negligence or willful misconduct of Carrier or its agents or representatives arising out of performance by Carrier of any testing or other activities on the customer's premises pursuant to this tariff. Carrier's obligations under the immediately preceding sentence shall be subject to the customers full performance of this tariff and subject further to the customer's duty to take reasonable precautions in the location, construction, maintenance and operation of all activities, facilities and equipment for the protection against hazard or injury and to not interfere with the services provided by Carrier.

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2.4 Limitation of Liability (continued)

2.4.4 Carrier shall be indemnified and held harmless by the customer against:

- A. Claims for libel, slander, infringement of copyright or patent infringement, unauthorized use of any trademark, trade name or services mark arising out of the material, data information, or other content transmitted over the carrier's facilities; and
- B. All other claims arising out of any act or omission by the customer in connection with any service provided by Carrier.

2.4.5 The language set forth in this Section does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

2.5 Interruption of Service

A credit allowance for interruption of service which are not due to Carrier's testing or adjusting, to the negligence of the customer, or to the failure of the channels, equipment, and/or communications systems provided by the customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the customer to notify Carrier of any interruption in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by or within the customer's control and is not wiring or equipment connected to the Carrier terminal.

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2.6 Customer Responsibility

2.6.1 All customers assume general responsibilities in connection with the provisions and use of Carrier's service. When facilities, equipment, and/or communication systems provided by others are connected to Carrier's facilities, the customer assumes additional responsibilities. All customers are responsible for the following:

- A. The customer is responsible for placing orders for service, paying all charges for service rendered by Carrier and complying with all Carrier's regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B. When placing an order for service, the customer must provide:
  - 1. The name(s) and address(s) of the person(s) responsible for the payment of service charges.
  - 2. The name(s), telephone number(s), and address(s) of the customer contact person(s).
- C. The customer must pay Carrier for the replacement or repair of Carrier's equipment when the damage results from:
  - 1. The negligence or willful act of the customer or user.
  - 2. Improper use of service.
  - 3. Any use of equipment or service provided by others.

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2.6.2 Maintenance, Testing and Adjustment

Upon reasonable notice, the equipment provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No such interruption allowance will be granted for the time during which such tests and adjustments are made.

2.6.3 Deposits

The Company may require a customer who has a proven history of late payment or whose financial responsibility is not a matter of record to make a deposit to be held as a guarantee for the payment of charges. Such a deposit shall not exceed an amount equal to twice the estimated average monthly usage charges and/or the monthly recurring charges. Interest on deposits shall be paid in accordance with the rules of the Commission.

Deposits shall be returned to the customer when service is terminated or when satisfactory credit has been established. Satisfactory credit may be established through prompt payment of all Carrier bills for a period of one year.

Upon termination of service, deposits with accrued interest shall be credited to the final bill and the balance shall be returned within 45 days to the customer.

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2.6.4 Credit Allowance

Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided and billed for, by Carrier.

- A. Credit allowances for failure of service or equipment starts when the customer notifies Carrier of the failure or when Carrier becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify the customer.
- B. The customer shall notify Carrier of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by customer provided facilities, any act or omission of the customer, or in writing or equipment connected to the terminal.
- C. Only those portions of the service or equipment operation disabled will be credited. No credit allowances will be made for:
  - 1. Interruptions of service resulting from Carrier performing routine maintenance;
  - 2. Interruptions of service for implementation of a customer order for a change in the service;
  - 3. Interruption caused by the negligence of the customer or his authorized user;
  - 4. Interruptions of service because of the failure of service or equipment due to the customer or authorized user provided facilities.

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2.6.5 Cancellation by Customer

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels his order before the service begins, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by Carrier.

2.6.6 Payment and Charges for Services

- A. Service is provided and billed on a monthly basis.
- B. Payment is due upon receipt, Payment will be considered timely if paid within 20 days after the bill is rendered. The bill shall be considered rendered when deposited in the U.S. mail with postage prepaid.
- C. In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of then disputed portion of the bill and proceed with complaint procedures set forth in this tariff.
- D. The customer is responsible for payment of all charges for service furnished to the customer under this tariff. Charges are based on actual usage during a month will be billed monthly in arrears.
- E. Customer is responsible for payment of any state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) which will be listed as separate line items and which are not included in the quoted rates.
- F. Customer will be charged a late payment penalty as set forth in Section 4.6 of this tariff.
- G. Customer will be charged on all checks returned to Carrier by the issuing entity.

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2.6.7 Application of Charges

The charge for service are those in effect for the period that service is furnished. If the charges for a period covered by a bill change after the bill has been rendered, the bill will be adjusted to reflect the new charges,

2.7 Carrier Responsibility

2.7.1 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.4, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than two hours.
- B. The customer shall be credited for an interruption of two hours or major fraction thereof that the interruption continues.
- C. When a minimum usage is applicable and the customer fails to meet a usage minimum credit, the outage shall be applied against that minimum equal to 1/360<sup>th</sup> of the monthly minimum charges associated with the portion of service disabled for each period of two hours or major fraction thereof that the interruption continues.
- D. Customers should notify the Company of a dispute over charges or to receive credits. Corrections in billing shall be made in accordance with IDAPA 31.41.01, Rule 204.02. Carrier will try its best to resolve any disputes properly brought to its attention. Unresolved disputes may be directed to the attention of the Commission.

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2.7 Carrier Responsibility

2.7.2 Cancellation of Credit

Where Carrier cancels a service or the provision of equipment and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30<sup>th</sup> of the monthly recurring charge for each day the service was rendered or the equipment was provided. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

2.7.3 Disconnection of Service by Carrier

Carrier, upon 5 days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- A. Non-payment of any sum due to Carrier for service for more than thirty days beyond the date of rendition of the bill for such service;
- B. A violation of any regulation governing the service under this tariff;
- C. A violation of any law, rule, or regulation of any governing authority having jurisdiction over the service; or
- D. Carrier is prohibited from furnishing service by order of a court or other government authority having jurisdiction.

2.7.4 Fractional Credit

Credits for a fractional part of a month are calculated by counting the number of days in the billing period before service was furnished or discontinued. The number of days in the billing period is divided by thirty days and the resultant fraction is then multiplied by the monthly charge to arrive at the credit amount.

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2.7.5 Customer Complaint Procedure

Carrier will resolve any disputes brought to its attention through its Customer Service Representatives which can be reached toll free at 1-888-492-6878. The toll free telephone number will be state on all customer bills.

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill. Service shall not be disconnected for nonpayment of the disputed portion of the bill.

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**SECTION 3 – DESCRIPTION OF SERVICE AND RATES**

3.1 Timing of Calls

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the customer uses and service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when either party hangs up.

There are no charges incurred if a call is not completed.

3.2 Start of Billing

For billing purposes, the start of service is the first day on which service is available for use by the customer. The end of service date is the last day or any portion thereof that service is provided by Carrier after notice of cancellation by Customer.

3.3 Interconnection

Service furnished by Carrier may be interconnection with service or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Carrier. Service furnished by Carrier is not part of a joint undertaking with any such other carriers. Any special interface equipment of Carrier and other participating carriers shall be provided at the customer's expense.

Interconnection with the facilities or service of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The customer is responsible for taking all necessary legal steps for interconnecting his customer-provided terminal equipment or communications systems with Carrier's. The customer shall secure all necessary licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

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3.4 Terminal Equipment

Carrier's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinters, handsets, or data sets. Such terminal equipment will be furnished and maintained at the expense of the providing customer, except as otherwise agreed in advance and in writing. The customer is responsible for all costs at their premises, including personnel, wiring, electrical power, and the like incurred in the use of Carrier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria of the telecommunications industry.

3.5 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate center and associated vertical and horizontal coordinates that are generally accepted within the telecommunications industry.

Formula:

$$\sqrt{\frac{(V1 - V2)^2 + (H1 + H2)^2}{10}}$$

3.6 Minimum Call Completion Rate

The customer can expect a call completion rate of 99% of calls attempted during peak use periods for all Feature Group D (1+) services.

3.7 Special Promotions

Special promotions may be offered by the Company from time to time. Special promotions will be submitted to the Commission for prior approval.

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3.8 Special Offerings

The Company will provide the following services:

3.8.1 Message Toll Service (MTS)

Outgoing long distance service whereby the customer accesses the Company's underlying carrier's network on an equal access or dial-up basis.

In non-equal access areas, the customer will gain access to the network by dialing a 101XXXX access code which will be provided by the Company.

3.8.2 Inbound 8XX Service

Inbound service is virtual banded inbound toll service which permits calls to be completed at the subscriber's location without charge to the calling party. Access to the service is gained by dialing a ten digit telephone number which terminates at the customer's location. Inbound services originate via normal shared use facilities and are terminated via the customers' local exchange service access line.

Carrier will accept a prospective inbound service customer's request for up to ten (10) 8XX telephone numbers and will reserve such number(s) on a first come first serve basis. All requests for number reservations must be made in writing, dated and signed by a responsible representative of the customer. Carrier does not guarantee the availability of number(s) until assigned. The telephone number(s) so requested, if found to be available, will be reserved for and furnished to the eligible customer.

If a customer who has received a number does not subscribe to inbound service within 90 days, the company reserves the right to make the assigned number available for use by another customer.

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**Effective:** April 10, 2009

**By:** Peter Bouchard, Vice President  
Telecom Management, Inc. d/b/a Pioneer Telephone  
(T) 39 Darling Avenue  
South Portland, Maine 04106

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**April 10, 2009**  
**Boise, Idaho**

Interexchange Service

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3.8.1 Travel Card Service

Allows subscribers to place calls by gaining access to the network via an 800 number and personal identification number issued by the Company.

3.8.4 Directory Assistance

Listed telephone numbers are provided to customers upon request at a per call charge.

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**SECTION 4 – RATES AND CHARGES**

4.1 Usage Charges and Billing Increments

4.1.1 Usage Charges

Usage charges are generally flat rates. If any usage charges are determined by the time of day rate periods and minutes of use within each rate period, the rate period is determined by the time and day of call origination at the customer's location.

4.1.2 Billing Increments

Usage is billed in the increments stated in the individual product rate section. Partial usage will be rounded up to the next highest billing interval.

4.1.3 Rounding

All calls are rounded to the next highest billing interval. Total charge for a fraction of a cent will be rounded to the next highest whole cent.

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4.2 Outbound 1+ and Inbound 8XX Service

Plan Name:	<u>Talk Cents</u>	<u>Rate Buster</u>	<u>Former ATI</u>	<u>Former Broadwing</u>	(N)
Rate per minute:	\$0.195	\$0.155	\$0.26	\$0.266	
Initial Billing Increment:	6 seconds	60 seconds	60 seconds	60 seconds	
Additional Billing Increments:	6 seconds	60 seconds	60 seconds	60 seconds	
8XX No.: Mo. Fee per No.:	\$0.99	\$0.99	\$0.99	\$0.99	
Monthly Usage Requirement:	\$15.00	\$15.00	\$7.50	\$7.50	
Low Usage Fee*	\$0.99	\$0.99	\$0.99	\$0.99	
Monthly Fee	N/A	N/A	N/A	N/A	

The rate per minute state above reflects an automatic fifty-percent (50%) discounted rate which remains in effect unless and until the customer becomes delinquent in payment of their account. If an account becomes delinquent, the fifty-percent (50%) discount is null and void and the customer will be charged at the full rate per minute for all future calls.

Rates are based on the Operating Company Number (OCN) of the Customer's local service provider, placing the Customer in either Tier A, B or C territory. Since access costs are higher for Tier B & C, the resulting Pioneer rate will be higher as well. (N)

\* Applies when monthly usage falls below the monthly usage requirements stated above for the applicable plan. Low usage fees are waived for customers utilizing online billing.

4.3 Travel/Calling Card Rates

\$0.119 per minute

Billed in 60 second increments.

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4.4 Directory Assistance

\$1.25 per call.

4.5 Late Payment Penalty

Customers will be charged 1.5% of any amounts owed to the Company beyond the due date as set forth within this tariff.

4.6 Dishonored Check Charge

A dishonored check charge will be incurred by any person submitting a dishonored check to the Company as payment for services.

4.7 Special Promotions

Carrier may from time to time offer special promotions to customers upon prior Commission approval of such promotion.

4.8 Pay Telephone (Payphone) Surcharge

A \$0.69 cent surcharge will be assessed for each call made from a pay telephone to an 8XX number or using a travel card and dialing the carrier prefix in the form 101XXX.

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