

Clay County Rural Telephone Cooperative, Inc. d/b/a Endeavor Communications Prices and Terms.

1.1 DEFINITIONS

1.1.1 Account

A customer's record relating to his/her service or equipment billed to a telephone number.

1.1.2 Cancellation Charge

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

1.1.3 Commission or IURC

"Commission" or "IURC" refers to the Indiana Utility Regulatory Commission.

1.1.4 Customer Premises Visit Charge

Endeavor Communications' charge associated with a trip to the customer/applicant's premises to comply with the customer/applicant's request to establish, to add to, or to rearrange service.

1.1.5 Customer Premises Inside Wire

All wire within a customer's premises, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of Endeavor Communications' premises protector. By definition, customer premises inside wire excludes house, riser, buried, and aerial cable.

1.1.6 Customer-Provided Terminal Equipment

Devices or apparatus and their associated wiring provided by a customer, which may be connected to a communications path of Endeavor Communications' exchange network either electrically, acoustically or inductively.

1.1.7 Directory Assistance Service

Directory assistance service is furnished to supplement the information available in Endeavor Communications' directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

1.1.8 Directory Listing

The publication of Endeavor Communications' directory and/or directory assistance records of information relative to a customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

1.1.9 Disconnect/Reconnect

An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where service is being rendered, and if a notice to that effect from both the customer and the applicant is presented to Endeavor Communications, and if an arrangement, acceptable to the Cooperative, is made to pay outstanding charges against the service. Endeavor Communications may require such notice to be in writing.

1.1.10 Early Termination Charge

A charge made to liquidate a customer's obligations for termination of service prior to the expiration of the initial contract period.

1.1.11 Exchange

The area established by Endeavor Communications for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

1.1.12 Exchange Area

The area within which Endeavor Communications furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

1.1.13 Exchange Service

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

1. Flat rate service: A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.
2. Public telephone service: An exchange access line equipped with an instrument designed and placed for use by the public in general at locations chosen or accepted by Endeavor Communications.
3. Semi-Public telephone service: An exchange access line equipped with an instrument designed for a combination of customer and public use at locations generally considered public in character.

1.1.14 Installation Charge

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

1.1.15 Maintenance Service Charge

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of customer provided equipment or inside wiring.

1.1.16 Service Call

A visit to a customer's premises in connection with a service difficulty. See also "Maintenance Service Charge."

1.1.17 Service Charge

A nonrecurring, nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

1.1.18 Service Order Charge

Endeavor Communications' charge associated with the receipt, recording and processing of information in connection with a customer's or applicant's request for service to be provided to the same account, at the same time and on the same premises or continuous property. Service Order Charges are further classified as either primary or secondary.

1.1.19 Termination of Service

The discontinuance of service or facilities provided by Endeavor Communications, either at the request of the customer or by Endeavor Communications under its regulations concerning cancellation for cause.

1.2 APPLICATION OF CHARGES

1.2.1 General

A. Service Charges are in addition to other rates and charges normally applied under these Prices and Rules and are applicable for all services furnished to the customer as indicated herein except as modified hereinafter. Such charges apply in addition to, and not in lieu of, Installation Charges or Construction Charges associated with unusual costs incurred to establish service.

B. The Service Charges specified herein are intended to cover costs incurred by Endeavor Communications to establish, to add to, or to rearrange service as requested by the customer.

D. Except as otherwise provided in this Section, all changes in location of customer's equipment or service from one premises to another are treated as new service connections and the appropriate Service Charges will be applied.

E. Except for installment payments, Service Charges may be required to be paid at the time of application for service, or upon presentation of a bill.

F. Service Charges are not applicable for:

1. Moves or changes required for normal maintenance and repair of the Endeavor Communications service.

- Change or correction in billing name and/or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
- An upgrade or conversion of service for Endeavor Communications reasons.
- The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
- Telephone number changes for Endeavor Communications reasons.
- When service is reestablished at any location within the same exchange after the destruction or partial destruction of the customer's premises by means beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location Service Charges apply in connection with the reestablishment of service at the old location.
- When existing customers disconnect their Local Exchange Access Service.
- Blocking access to 900 Service, provided that the blocking is requested either at the time the telephone service is established at a new number.
- Blocking international calls from being placed from the home if this block is requested at the time of telephone installation.

G. Charges specified in this section do not apply to services furnished under the concurrence provisions found herein. Nonrecurring Charges for these services are included with the tariff provisions in which Endeavor Communications concurs.

1.2.2 Specific Application of Service Charges

Service Order Charges are applicable:

1. For requests to establish an account for the initial connection of service.
2. For connection of additional local exchange access lines, private lines, or detached access lines to an established service.
3. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
4. For the restoration of service disconnected for nonpayment of telephone bills.
5. For subsequent requests for service, for the restoration of service at the customer's request, and for requests for change in class or grade of service.
6. For service ordered while the customer has a pending service order and that service cannot be included on the pending service order.
7. For additions, moves or changes of lines in the same building or in different buildings on the same premises.

8. For requests to move or change Endeavor Communications-owned terminal equipment provided in connection with Semi-Public Telephone Service.
 9. For requests to change a semi-public pay line to a business line or a business line to a semi-public pay line.
 10. For each telephone number changed at the customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by Endeavor Communications.
 11. When two or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.
-
1. facilities initiated by Endeavor Communications.

1.3 PREMISES VISIT CHARGE

A Customer Premises Visit Charge is applicable when a trip to the customer's premises is required to complete work requested by a customer, as shown on the related service order or to arrange for the connection of or change to customer-provided equipment. When a customer trouble report requires a visit to the customer premises by an Endeavor Communications repairman and it is found that the trouble is in the customer-provided equipment, a nonrecurring Customer Premises Visit Charge will apply whether or not the customer-provided equipment or inside wiring is legally connected to the facilities of Endeavor Communications in accordance with the provisions of Section 11 of our Local Tariff. The Customer Premises Visit Charge is also applicable when an employee is dispatched to a designated location to complete a customer service request for the installation, move or change of service or equipment. Only one Customer Premises Visit Charge will apply in connection with the same service order. Except when more than one trip to the customer's or applicant's premises is necessary for Endeavor Communications reasons, the charge will apply if additional trips are necessitated by a customer or an applicant request. A Customer Premises Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by Endeavor Communications.

1.4 RETURNED CHECK CHARGE

Endeavor Communications will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

1.5 RESTORATION OF SERVICE

When service is disconnected for a period of thirty (30) days or less for non-payment of charges, the service will be restored upon payment of all past-due charges and a Reconnect Fee. More than thirty (30) days after disconnection, a new service order charge will apply and a security

deposit may be required, together with all unpaid past due charges, in order to reestablish service.

1.6 LIFELINE/LINK UP PROGRAM

1.6.1 Lifeline Terms & Conditions

Endeavor Communications offers Lifeline program-supported service to qualified low-income residential consumers for one telephone line or qualifying broadband internet access service (BIAS) per eligible household. The Lifeline program provides discounts to eligible low-income consumers to help them establish and maintain telephone service or qualifying BIAS. Eligible consumers can receive discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline. Toll blocking prevents the placement of all long-distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

1.6.2 Lifeline Eligibility Information Program Based Eligibility

Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Veteran’s Pension and Survivor Benefit

Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year’s statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document.

In addition, consumers are eligible for Lifeline if their household income is at or below 135% of the federal poverty guidelines, which may be found at <https://www.lifelinesupport.org/do-i-qualify/>.

Acceptable documentation of income eligibility includes: prior year’s state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen’s compensation statement of benefits; federal or Tribal notice of letter

participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

1.6.3 Lifeline Program Service

Endeavor Communications' Voice Lifeline service includes unlimited local minutes-of-use within the toll-free calling area. Endeavor Communications' Voice Lifeline Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which interexchange carrier the consumer subscribes to for toll service. As part of the Lifeline service, Toll Restriction Service is available to eligible consumers at no cost.

BIAS minimum speed and usage allowance standards are required for the service to qualify.

Lifeline recipients may transfer the Lifeline benefit to and receive such benefit from a new company once every sixty days for telephone service and once every 12 months for BIAS.

1.6.4 Rates Subscribers may receive the Lifeline credit on any type or grade of local service, including bundled services that are normally offered by Endeavor Communications. Advertised rates do not include any applicable taxes or surcharges.

1.6.5 Recertification of Lifeline Eligibility

Lifeline recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for the Lifeline program will result in termination of the Lifeline recipient's monthly Lifeline discount and de-enrollment from the Lifeline Program.

1.6.6 Additional Lifeline Program Information

The Lifeline program is limited to one benefit per household, consisting of either telephone or BIAS. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

1.7 Local Exchange Service

Endeavor Communications will inform the applicant of the lowest priced options for basic local service. However, if the applicant chooses a higher grade of service, the service order will be issued for that service and the applicant will be billed for those additional services at the normal retail rate.

1.8 SEASONAL AND VACATION SERVICE

1.8.1 General

A. Upon a verbal request to Endeavor Communications, a residential Customer may arrange for the temporary suspension of their service. Suspension of service is available on the customer's complete service or on such portion thereof as can be suspended.

B. When the requested period of suspension is less than one (1) month, the regular charges for the full month of service shall apply.

C. When a complete or partial suspension is requested of more than one (1) month, a Reconnect Fee will apply.

D. Local or long distance service is not furnished during the period of complete suspension. At the request of the customer, incoming calls to a station at which service is suspended may be referred to the telephone of another station in the same exchange, providing facilities for referral are available.

E. The charge for the total suspension period may be collected in advance.

F. There is no reduction in the charge for foreign central and foreign exchange line mileage during the period of suspension.

H. Service may not be suspended for more than six (6) months of any consecutive twelve (12) month period.

I. A one-time charge will be assessed for restoration of service. If certain equipment of Endeavor Communications must be removed from the subscriber's premises in order to prevent damage, deterioration, or destruction of such equipment, one hundred percent (100%) of the regular Service Connection and Installation (nonrecurring) Charges will apply.

1.9 LOCAL DIRECTORY ASSISTANCE

A. Local directory assistance service is furnished to customers who request assistance in determining directory information.

B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State of Indiana as having the authority to certify the existence of such handicaps.

2.0 OPERATOR ASSISTED LOCAL CALLS

2.1 Operator Assisted Charges

A. Operator assisted calls are handled by interexchange carriers and charges are approved by the Federal Communications Commission and the Commission.

Service charges – Added to initial and additional minute charges for the following:

Customer Dialed Calling Card Station

Operator – Station Ask Operator to Place Call

Collect Calling Card (using rotary phone)

Third Number Operator – Person-to-Person

D. Charges do not apply for the following Operator Assisted Local Calls:

Calls to designated Endeavor Communications numbers for official telephone business;

Emergency calls to recognizable, authorized, civil agencies such as 911; or

Those cases where an operator provides assistance to:

Re-establish a call which has been interrupted after the calling number has been reached;

Reach the calling telephone number where Endeavor Communications-provided facility problems prevent customer dial completion; or,

Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

2.2 DIRECTORY LISTINGS

Each member of Endeavor Communications receives one white page listing at no charge.

3.0 BASIC LOCAL EXCHANGE SERVICE

3.1 LOCAL EXCHANGE RATES

3.1.1 General

Basic Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates as set forth below. The facilities, plant and equipment used to provide Basic Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

3.2 VERIFICATION AND EMERGENCY SERVICE

3.2.1 General

A. Verification

1. Endeavor Communications furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

3.2.2 Rates

A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official 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 and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.

B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

C. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call shall be charged as an operator-assisted call at the rates specified in Section 7.0 Rates and Charges.

4.0 INTERSTATE AND INTRASTATE SERVICE

Endeavor Communications offers access services to interexchange carriers for the purpose of originating or terminating interstate and intrastate calls from or to its customers.

5.0 STATEMENT OF CONCURRENCE IN INTERSTATE AND INTRASTATE ACCESS CHARGES AND RATES

Endeavor Communications is an issuing carrier of the National Exchange Carrier Association's ("NECA") Tariff No. 5 and concurs in the rates and charges for interstate access service found in NECA Tariff No. 5. Endeavor Communications also concurs in Communications Corporation of Indiana's Tariff IURC No. 5 for its intrastate access rates and charges.

6.0 CONCURRENCE IN IURC TARIFF NO. T-7

Endeavor Communications adopts and concurs in IURC Tariff No. T-7 for its terms of service, rates and charges for the following:

- A. Indiana Universal Service Surcharge
- B. Low income programs consisting Lifeline Assistance and Link Up Assistance
- C. Dual Party Relay Services Surcharge

7.0 RATES AND CHARGES CHART

	Business	Residential
A. Service Ordering Charges:		
1. For connecting new or additional central office lines, per service order.	\$99.00	\$99.00
2. For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines, per service order.	\$99.00	\$99.00
B. Access Line Work:		
1. Trip charge (during business hours)	\$90.00	\$90.00
2. Installation charge per jack	\$90.00	\$90.00
C. Move and Change Charge:	\$36.00	\$36.00
1. For rearrangement of drop wire and/or protector, a Service Order Charge and Premise Visit Charge as specified above shall apply.	\$250.00	\$250.00
D. Premises Visit Charge	\$90.00	\$90.00

E. Additional Service Charge:

The Service Charges in this Section are applicable to work performed during normal working hours, and/or on days of the week other than weekends or holidays. If the customer requests that work be performed at hours outside of the normal business hours (8:00 a.m. to 5:00 p.m.) or business week (Monday – Friday), or interrupts work once begun, an additional service call charge of \$90.00 applies, plus any additional costs incurred by Endeavor Communications.

F. Returned Check Charge

The Returned Check Charge per occurrence is \$25.00 plus any other charges assessed to Endeavor Communications by the financial institution and will be applied to each check returned due to insufficient funds.

F. Reconnect Fee*	\$75.00	\$75.00
-------------------	---------	---------

G. Directory Assistance Charge

1. Local - 40 cents (Exchange or EAS)

2. Non-Local – 60 cents (Non-EAS)

H. Custom Calling Service Charges

	Per Line Monthly Rate
Anonymous Call Rejection	\$1.50
Automatic Callback	\$1.50
Automatic Recall	\$1.50
Calling Number Delivery Blocking (per call)	\$0.00
Customer-Originated Trace	\$36.00
Distinctive Ringing	\$2.00/month
Selective Call Acceptance	\$1.50/month
Selective Call Forwarding	\$1.50/month
Selective Call Rejection	\$1.50/month
Intercom	\$1.00/month

I. Local Exchange Rates

Subscriber Service	Residential
Basic Local Residential telephone service or fax line	\$9.99/month
Each additional Residential telephone line or fax line	\$9.99/month

	Business	
Basic Local Business telephone service or fax line	Will Quote	
Each additional Business telephone line or fax line	Will Quote	
J. Verification and Emergency Service		
1. Busy line verification – per request – \$6.00		
2. Busy line interruption – per request – \$7.00		
K. Extended Area Service Charge (Monrovia Exchange)	Business	Residential
	\$5.75/month	\$5.75/month
*May vary based on credit.		