

Local Exchange Telephone Service

TITLE PAGE
KENTUCKY LOCAL EXCHANGE SERVICES TARIFF
OF
THE ELECTRIC AND WATER PLANT BOARD OF THE CITY OF
FRANKFORT

This tariff, filed with the Kentucky Public Service Commission, contains the rates, terms, and conditions to Local Exchange Services within the State of Kentucky offered by The Electric and Water Plant Board of the City of Frankfort.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 17 2001

Issued: 12/18/00

Effective:

Issued By: David M. Sandidge, Assistant General Manager
The Electric and Water Plant Board of the City of Frankfort
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PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY: Stephan Bee
SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

CHECK SHEET

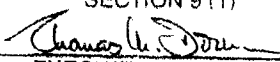
All sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>SHEET</u>	<u>REVISION LEVEL</u>	<u>SHEET</u>	<u>REVISION LEVEL</u>
1	Original	25	Original
2	Second Revised (T)	26	Original
3	Original	27	Original
4	Original	28	Original
5	Original	29	Original
6	Original	30	Original
7	Original	31	Original
8	Original	32	Original
9	Original	33	Original
10	Original	33.1	First Revised (T)
11	Original	33.2	Original
12	Original	34	First Revised
13	Original	34.1	Original
14	Original	34.2	First Revised (T)
15	Original	34.3	Original
16	Original	34.4	First Revised (T)
17	Original	34.5	Original
18	Original	34.6	Original
19	Original	34.7	First Revised (T)
20	Original	34.8	First Revised (T)
21	Original	34.9	Original
22	Original	35	Second Revised (T)
23	Original	36	Original
24	Original	37	First Revised (T)

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SECTION 9 (1)

BY 
EXECUTIVE DIRECTOR

Effective:

Issued: June 19, 2003
David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

TARIFF FORMAT

Page Numbering – Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages, a decimal is added to the preceding page number. For example, a new page added between pages 3 and 4 would be numbered 3.1.

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Local Exchange Telephone Service

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Local Exchange Telephone Service

APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of local exchange service by The Electric and Water Plant Board of the City of Frankfort, within the State of Kentucky and subject to the jurisdiction of the Kentucky Public Service Commission.

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Local Exchange Telephone Service

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, CONT.

Resold Local Exchange Service – A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/international services.

Station-to-Station Calling – A service whereby the originating End User requests assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-Person basis. Automated Calling Card calls are not Operator-Station calls. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Person-to-Person Calling – An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third party, a third number, a credit card, a calling card or designated third party station.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of Frankfort Plant Board

Frankfort Plant Board (FPB) services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. FPB may offer these services over its own or resold facilities.

FPB installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this tariff. FPB may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Frankfort Plant Board network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.
- 2.2.2 FPB reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.3 FPB does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.2 Limitations, cont.

2.2.4 All facilities provided under this tariff are directly controlled by FPB and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees, transferees, as well as all conditions of service.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of the Company

2.4.1 FPB's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.4 Liabilities of the Company cont.

- 2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, tradename, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
- 2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.5 Deposits

Deposits may be collected, and when collected the deposits will be in accordance with the rules of the Commission.

2.6 Advance Payments

Recurring Charges: FPB will bill for services in advance, not to exceed one (1) month's estimated charges, payments received will be applied against the next month's charges and a new advance payment may be collected for the next month.

Non-Recurring Charges: FPB reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

2.7 Taxes

All applicable state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.8 Equipment

- 2.8.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX or key systems. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.
- 2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.8.3 Equipment the Company provides or installs at the Customer premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.8 Equipment, cont.

- 2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission of signals by customer-provided equipment.
- 2.8.6 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.
- 2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.9 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

2.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by FPB. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Kentucky Public Service Commission.

Frankfort Plant Board billing invoices will be considered correct and binding upon the Customer if no written notice is received from the Customer within thirty (30) days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such charges are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Kentucky Public Service Commission for final resolution.

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SECTION 9.11
BY: *[Signature]*
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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.11 Late Payment Charges

FPB will assess a late payment charge equal to 5% for any past due balance that exceeds the Billing Due Date as shown on the bill. A late payment penalty may be assessed only once on any bill for rendered services.

2.12 Cancellation by Customer

Customer may cancel service by providing written or oral notice to the Company.

2.13 Interconnection

Service furnished by FPB may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with FPB's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.14 Refusal or Discontinuance by Company

Frankfort Plant Board may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given proper notification in accordance with 807 KAR 5:006 Section 14 to comply with any rule or remedy any deficiency:

- 2.14.1 For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- 2.14.2 For use of telephone service for any other property of purpose than that described in the application.
- 2.14.3 For neglect or refusal to provide reasonable access to FPB or its agents for the purpose of inspection and maintenance of equipment owned by FPB or its agents.
- 2.14.4 For non-compliance with or violation of Commission regulation or FPB's rules and regulations on file with the Commission, provided ten days written notice is given before termination.
- 2.14.5 For nonpayment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without seven days written notice to the Customer, except in extreme cases.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.14 Refusal or discontinuance by Company, cont.

- 2.14.6 Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect FPB's equipment or service to others. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission
- 2.14.7 Without notice in the event of tampering with the equipment or services owned by FPB or its agents. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.14 Refusal or discontinuance by Company, cont.

2.14.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, FPB may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the Commission.

2.14.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.15 Inspection, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.16 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special test or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the Commission regarding specific promotions and contests.

2.17 Interruption of Service

Credit allowances for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

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BY: Stephen O. Bell
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Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Carrier including legal and accounting expenses. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.19 Returned Check Charges

A fee of \$15.00 may be charged for each check returned for insufficient funds.

2.20 Service Implementation

Absent a promotional offering, service implementation charges equal to or less than BellSouth's tariffed fee per service order will apply to new service order or to orders to change existing service after initial installation.

2.21 Reconnection Charge

A reconnection fee may be charged when service is re-established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged. The reconnection fee will be \$25.00 for reconnection during normal working hours and \$50.00 if after normal working hours or on weekends.

2.22 Operator Service Rules

The Company will enforce the operator service rules specified by the Commission and by the FCC.

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NO. 007 KAR 5011
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JAN 17 2001

Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.23 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law and Commission Orders.

On September 14, 2017 in KPSC Case No. 2017-00358, the Commission determined that as of January 1, 2018, the Telephone Relay Service (TRS) fee shall be \$0.01 per access line per month. Consistent with the Commission's September 14, 2017 Order in KPSC Case No. 2017-00358, the Telecommunications Access Program (TAP) surcharge is \$0.02 per access line per month. The combined charge shall be three cents (\$0.03) per access line per month.

(N)
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(N)

2.24 Access to Carrier of Choice


End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. ICs should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.25 Directory Listings

2.25.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.

2.25.2 The listings of subscribers are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in the directories.

Issued: November 8, 2017
Effective: January 1, 2018
Hance Price, Staff Attorney
Frankfort, KY

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PUBLIC SERVICE COMMISSION
Gwen R. Pinson Executive Director

EFFECTIVE
1/1/2018
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.25 Directory Listings, cont.

2.25.3 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when in, its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.

2.25.4 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.

2.25.5 Generally, the listed address is the location of the subscriber's place of business or residence.

2.25.6 Liability of the Company due to directory errors and omissions is as specified in Section 2 of this tariff.

2.25.7 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

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PURSUANT TO 807 KAR 5.011,
SECTION 8 (1)
[Signature]
SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.26 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B) of a type other than that which the Company would “normally” utilize in the furnishing of its services;
- C) over a route other than which the Company would normally utilize in the furnishing of its services;
- D) in a quantity greater than that which the Company would normally construct;
- E) on an expedited basis
- F) on a temporary basis until permanent facilities are available;
- G) involving abnormal costs; or
- H) in advance of its normal construction.

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SECTION 9.01
BY: [Signature] [Date]
SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT,

2.27 Universal Emergency Telephone Number Service (911, E911)

- 2.27.1 This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, not does the Company undertake such responsibility.
- 2.27.2 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to and emergency call in progress.
- 2.27.3 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- 2.27.4 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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PURSUANT TO 807 KAR 5.013
SECTION 9 (1)
BY *Stephanie B. Bell*
SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

SECTION 2 – RULES AND REGULATIONS, CONT.

2.27 Universal Emergency Telephone Number Service (911, E911), cont.

2.27.5 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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BY: Stephan Bell
CITY OF THE BOARD OF THE LOCAL EXCHANGE TELEPHONE SERVICE

Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.28 Kentucky Universal Service Fund (KUSF)

In order to support funding of LifeLine service to low-income consumers, the Company will collect a monthly Kentucky LifeLine Support charge from its Customers for each local line provided by the Company. Beginning March 10, 2016, the charge per line will be applied at the rate of \$0.14 per month.

(I)

2.29 Acceptable Use Policy – Unlimited Long Distance Plans

(N)

Acceptable Use - Unlimited Voice Services

Frankfort Plant Board (FPB) has prepared this Acceptable Use Policy (“Policy”) as a guide for its customers to understand the intended and permissible uses of our service, and to prevent exploitation, fraud, and abuse of its unlimited calling plans and features.

Normal, Reasonable Residential Use

FPB’s service is a single (and not extended or multi-) family residential voice service. It is engineered to process and deliver traffic profiles and utilization levels of our typical residential customers’ calling patterns (hereafter also referred to as “normal” residential use). “Unlimited” refers to that type and level of usage. “Typical” refers to the calling patterns of at least 95% of our customers on a particular calling plan. Normal residential traffic profiles and utilization do not include business line or trunk class of service levels that may arise from business, multiple or extended family, community or fraudulent use. “Unlimited” does not refer to those types and levels of usage. Telephone utilization that is indicative of, or arising from, impermissible business, multiple family, community or fraudulent use, as outlined herein, on a residential class of service line may create network congestion that will manifest itself in increased busy signals for themselves and others.

(N)

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MONTH / DATE / YEAR

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ISSUED BY: Hance Price, Assistant General Manager
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Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Acceptable Use Policy – Unlimited Long Distance Plans, Cont.

FPB's residential unlimited service plans and features are only for single (and not extended or multi-) family residential (or personal, non-commercial). This means that only the account holder, and residential family members may use FPB's residential unlimited service plans. Residential family members include the account holder's immediate family who reside in the account holder's personal residence – e.g., spouse, domestic partner, parents and/or children.

(N)

Normal, Reasonable Business Use

FPB's unlimited business service plans and features are for normal business use. Normal, reasonable use on FPB's unlimited business plans must be in accordance with this Acceptable Use Policy and consistent with the types and levels of usage by typical customers on the same business calling plan. Unauthorized or excessive use beyond that normally experienced by typical business customers may create network congestion that will manifest itself in increased busy signals for themselves and others, and may result in service termination.

Impermissible Use(s)

FPB evaluates customer usage in comparison to typical levels of permissible usage engaged in by legitimate customers (residential use under residential service plans and business use under business service plans).

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Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Acceptable Use Policy – Unlimited Long Distance Plans, Cont.

Impermissible Residential Use

Each of the following is impermissible under FPB’s residential unlimited plans and considered outside of normal single (and not extended or multi-) family residential (or personal, non-commercial) use:

(N)

- by or for others who do not live with you,
- operating a business, even if operating from the residence,
- operating any other enterprise, including not-for-profit or governmental,
- operating a call center,
- resale to others,
- auto-dialing or fax/voice blasts,
- telemarketing,
- operating or connecting to multi-party conference calling,
- operating or connecting to multi-party “chat” lines,
- engaging in activities that generate minutes that result in revenue-sharing by customer,
- traffic without live dialog, including use as a monitor, intercom or for transcription purposes.

Over 95% of FPB’s residential unlimited calling plan customers use less than 2,000 minutes per month and do not have any unusual usage patterns in terms of unique numbers called, high call forwarding/transferring usage and so on. A customer’s aggregate usage may be considered outside of normal use if it exceeds 2,000 minutes per month IN COMBINATION with one or more of the following, including, but not limited to, excessive:

- unique numbers called;
- call lengths;
- call forwarding/transferring;
- conference calling;

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Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Acceptable Use Policy – Unlimited Long Distance Plans, Cont.

- short duration calls;
- number of calls made during a month;
- number of calls made to a conference calling service during a month;
- number of calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other abnormal calling patterns indicative of an attempt to evade enforcement of this Acceptable Use Policy.

(N)

Based on such a combination, FPB may determine that abnormal, unreasonable or impermissible usage is occurring when compared to typical customers on the same calling plan, and may take appropriate steps described below to enforce this Policy. FPB may also determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below even if the number of minutes used is not excessive, when a customer's calling patterns during more than one month reflect excessive:

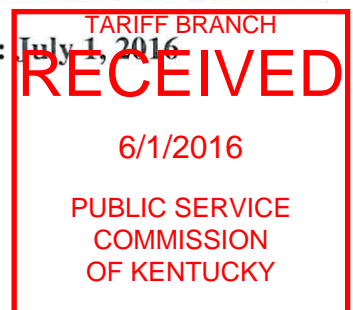
- unique numbers called;
- call lengths;
- frequency of call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month;
- number of calls made to a conference calling service during a month;
- calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other calling patterns indicative of an attempt to evade enforcement of this Acceptable Use Policy

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Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Acceptable Use Policy – Unlimited Long Distance Plans, Cont.

Impermissible Business Use

(N)

Each of the following is impermissible under FPB's business unlimited plans and considered outside of normal single (and not extended or multi-) family residential (or personal, non-commercial) use:

- operating a call center;
- resale of telecommunications service to others;
- auto-dialing or fax/voice blasts;
- telemarketing;
- operating or connecting to multi-party conference calling;
- operating or connecting to multi-party "chat" lines;
- engaging in activities that generate minutes that result in revenue-sharing by customer; or
- traffic without live dialog, including use as a monitor, intercom or for transcription purposes.

Over 95% of FPB's business unlimited calling plan customers use less than 3,000 minutes per month and do not have any unusual usage patterns in terms of unique numbers called, high call forwarding/transferring usage and so on. A customer's aggregate usage may be considered outside of normal use if it exceeds 3,000 minutes per month IN COMBINATION with one or more of the following, including, but not limited to, excessive:

- unique numbers called;
- call lengths;
- call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month;
- number of calls made to a conference calling service during a month;

(N)

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Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Acceptable Use Policy – Unlimited Long Distance Plans, Cont.

- number of calls made during business hours;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other abnormal calling patterns indicative of an attempt to evade Enforcement of this Acceptable Use Policy.

(N)

Based on such a combination, FPB may determine that abnormal, unreasonable or impermissible usage is occurring when compared to typical customers on the same calling plan, and may take appropriate steps described below to enforce this Policy. FPB may also determine that abnormal, unreasonable or impermissible usage is occurring, and may take appropriate steps described below even if the number of minutes used is not excessive, when a customer's calling patterns during more than one month reflect excessive:

- unique numbers called;
- call lengths;
- frequency of call forwarding/transferring;
- conference calling;
- short duration calls;
- number of calls made during a month;
- number of calls made to a conference calling service during a month;
- number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame; or
- other calling patterns indicative of an attempt to evade enforcement of this Acceptable use policy

Customers may not use FPB's service or devices in any way that is illegal, fraudulent, improper or inappropriate. Customers may not use any automated means to manipulate FPB's service or use FPB's service to violate any law, rule, regulation or any third party's intellectual property or personal rights.

(N)

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Local Exchange Telephone Service

SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Acceptable Use Policy – Unlimited Long Distance Plans, Cont.

FPB reserves the right to review accounts and take further action, including, but not limited to, immediate suspension of service if account usage is beyond normal standards for typical customers on the same calling plan, impermissible or detrimental to other customers' ability to use the service or adversely affects FPB's operations. FPB may assess abnormal usage based on comparisons to the usage patterns and levels of FPB's other customers on the same plan(s). If FPB determines that a customer is engaging in abnormal or impermissible usage, FPB will use commercially reasonable efforts to inform the customer and may provide the customer with the opportunity to correct the improper usage. If FPB affords the customer the opportunity to correct the customers abnormal usage patterns and the customer fails to immediately conform to normal use, FPB may exercise its right to transfer the customers service to a more appropriate plan, charge applicable rates for that plan, implement other limitations or suspend or terminate the customers service with or without notice. If FPB believes that its service has been used for an unlawful purpose or in violation of this acceptable use policy, FPB may immediately terminate the customers service with or without notice and/or forward the relevant communication and other information to the appropriate authorities for investigation and prosecution. FPB reserves all of its legal rights.

(N)

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Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE

3.1 Local Service Areas

Frankfort Plant Board will provide Local Exchange Service in the Franklin County area and fringe areas of surrounding counties served by FPB's cable plant.

3.2 Product Descriptions

3.2.1 Residential Local Exchange Service

Installation and monthly recurring charges will apply to the Company's local exchange services and will be paid by the customer. An additional per-call operator service charge will apply for operator-assisted calling.

3.2.1.1 FPB's Local Telephone Service provides a Customer with the ability to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access basic 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 800/888/887 telephone numbers
- access Telecommunications Relay Service.

3.2.1.2 FPB's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976) unless specifically requested by the customer. Calls to those numbers and other numbers used for caller-paid information will be blocked by the Company's switch.

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Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE, CONT.

3.2 Product Description, cont.

- 3.2.1.3 Local Line provides the Customer with a single, voice grade communications channel. Each Local Line will include a telephone number.
- 3.2.1.4 Standard Features: Each Local Line Customer is provided with the following standard features:
 - Touch Tone
 - Direct Inward Dialing
 - Direct Outward Dialing
- 3.2.1.5 Optional Features: A Customer may order optional features, at the rates specified in this tariff.
- 3.2.1.6 Local Line Rates and Charges: A Local Line Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified herein.

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FOR THE COMMISSION

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE, CONT.

3.2 Product Descriptions, cont.

3.2.2 Directory Listings

For each Customer the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings at an additional charge.

3.2.3 Directory Assistance

Customers and users of the Company's services may obtain directory assistance in determining telephone numbers within the state by calling the Directory Assistance operator.

3.2.4 Timing of Calls – Usage Sensitive Products

3.2.4.1 Usage charges for usage-sensitive products are based on the actual usage of FPB's network. The Company will determine that a call has been established by signal from its switch or the local telephone company.

3.2.4.2 Minimum billed call duration and billing increments differ from product to product. Product specific information is included in Section 4 of the Rate Schedules.

3.2.4.3 Usage is measured and rounded to the next higher billing increment for billing purposed.

3.2.4.4 There is no usage-based billing applied for incomplete calls.

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SECTION 9(1)

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Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE, CONT.

3.2 Product Descriptions, cont.

3.2.5 Frankfort Plant Board Business Services

Frankfort Plant Board's Business Services are offered for local calling using the facilities of FPB and those of other authorized Local Exchange Carriers. FPB's Business Services are offered primarily to the following:

1. Offices, stores, factories and all other places of a strictly business nature;
2. Offices of hotels, boarding houses, apartment houses, colleges, quarters occupied by clubs and fraternal societies, public, private or parochial schools, hospitals, nursing homes, libraries, churches and other institutions: and
3. Services terminating solely on the secretarial facilities of a telephone answering bureau.

If a Subscriber's service changes from business service to residential service, the telephone number will normally be changed. Reference of calls will not normally be provided regardless of how long existing directories will remain in effect. Changes from residential to business service may be made without change in telephone number, if the subscriber so desires.

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SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE, CONT.

3.2 Product Descriptions, cont.

3.2.5 FPB Business Services, cont.

3.2.5.1 Private Branch Exchange (PBX) Service

The Company's PBX Service uses PBX Trunks to connect a customer PBX system or other similar equipment to the FPB Central Office. Standard configurations include Direct inward Dialing (DID), Direct Outward Dialing (DOD) and Combination Trunks. This service provides Customers with unlimited local calling, rotary/hunting service and Carrier Access. FPB treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks. Service is billed based on monthly recurring charges. Installation charges also apply.

Various non-regulated services are offered with FPB's PBX service. These services may involve additional charges.

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I HEREBY CERTIFY THAT THE
COMMISSION IS IN FULL COMPLIANCE WITH THE
COMMISSION

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICES, CONT.

3.2 Product Descriptions

3.2.5 FPB Business Services, cont.

3.2.5.2 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service transmits the dialed digits for all incoming calls allowing the Customers PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipped PBX Trunk or channel. Customer is required to purchase at least one DID number block for each DID equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

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BY _____
SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE, CONT.

3.2 Product Descriptions, cont.

3.2.5 FPB Business Services, cont.

3.2.5.2 Direct Inward Dial (DID) Service, cont.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the Customer, whenever the company deems it necessary to do so in the conduct of its business.

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OF THE COMMISSION

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICES, CONT.

3.2 Product Descriptions, cont.

3.2.6 Frankfort Plant Board Centrex Service

Centrex service is provided from the FPB central office and offers business users the flexibility to configure each Centrex station line with unique features designed for its particular business needs. Centrex trunk line (Network Access Register) and station line charges, as shown in Section 4, apply in addition to any optional features and functions the customer selects. Centrex service is not available for service of less than ten station lines. Centrex service offers the following as standard features included with the Centrex station line and for which no additional charge applies.

- Three Way Calling
- Voicemail (primary only)
- Call Forwarding Deluxe or Caller ID Deluxe (N)
- Speed Call 30 Numbers
- Series Completion (Hunting)
- 4-Digit Dialing Between Stations
- Call Tracing (for schools and government facilities) (N)

3.2.7 Calling Features

The following calling features are available with residence and/or business local service. Customers may order the features on an individual basis or as part of a feature package. Except as indicated, any monthly recurring charge associated with the provision of these features is applicable on a per line basis as described in Section 4 following.

- A. Call Return allows the customer to recall the last incoming call by dialing a preset code.
- B. Three Way Calling allows the customer to establish a three-way conference call.
- C. Repeat Dialing allows the customer to have local calls automatically redialed when the first attempt reaches a busy number.
- D. Call Waiting notifies a customer already on a call of another incoming call.

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BY 
EXECUTIVE DIRECTOR

Issued: June 19, 2003
David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICES, CONT.

3.2 Product Descriptions, cont.

3.2.7 Calling Features, cont.

- E. Call Blocking allows the customer to block up to six numbers from calling.
- F. Call Tracing allows the customer to initiate an automatic trace of the last call received.
- G. Speed Call allows the customer to establish a connection to certain directory numbers by dialing an assigned one or two digit number.
- H. Call Forwarding Universal provides for transferring all incoming calls to another telephone number.
- I. Call Forwarding Deluxe allows for universal forwarding, forwarding for busy and no answer, and remote access to program the feature from a separate line.
- J. Selective Call Acceptance allows only selected numbers to ring the customer's line.
- K. Selective Call Rejection allows the customer to designate up to twelve telephone numbers from which calls are not to be received.
- L. Anonymous Call Rejection blocks calls from numbers that block delivery of Caller ID.
- M. Caller ID allows the customer to identify the telephone number from which a call is being made and the main listed name associated with the calling telephone number.
- N. Caller ID Deluxe provides the Caller ID features as well as Anonymous Caller ID.


(N)

(N)

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JAN 03 2003

PURSUANT TO 807 KAR 5:013
Effective: SECTION 9 (1)


EXECUTIVE DIRECTOR

Issued: December 4, 2002
David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

SECTION 3 – DESCRIPTION OF SERVICE, CONT.

3.2 Product Descriptions, cont.

3.2 FPB Business Services, cont.

3.2.8 Business Features

The following a la carte features & services may be offered to business subscribers in all (N) service territories. (See Chart)

Business Telephone Features Additions	Monthly Rate
Call Transfer Disconnect	\$2.00
Telebranch (plus Long Distance)	\$15.00
Unavailable Call Forwarding	\$3.00
Reserved Telephone Number	\$2.00
Complex Listing per line	\$3.00
Vfax (incoming faxes only)	\$5.00
Ultimate Vfax per line (plus \$0.06 per page)	\$5.00
PRI DID Parked	\$1.00
Business Telephone Service Additions	
PRI Line	\$650
T-1 Line w/Existing FPB Fiber Service	\$400
PRI Line w/Existing FPB Fiber Service	\$400
Partial PRI (per concurrent call) First business line unlimited, each additional line secondary price	\$44.95 First Line \$21.45 Secondary Lines
Hosted PBX Service	
Basic Station	\$16.00
Standard Business user	\$21.45
Standard Business user w/Unlimited Long Distance	\$25.00
Call Center User - Agent	\$30.00
Call Center User - Supervisor	\$30.00
Optional Hosted PBX Services	
Easy Auto Attendant (Business Group)	\$3.00
Premium Auto Attendant (Business Group)	\$5.00
Music On Hold (Business Group)	\$3.00
Soft Client (User)	\$2.00
Hunting for standard business user	\$6.00
Multi-Line Hunt Group Pilot (Virtual TN)	\$7.50
<i>Installation, hardware, and other non-recurring services charges negotiated by contract.</i>	

ISSUED: July 1, 2017

Effective: August 1, 2017

MONTH/DATE/YEAR
ISSUED BY: Hance Price, Assistant General Manager *Hance Price*
The Electric and Water Plant Board of the City of Frankfort
151 Flynn Ave.
Frankfort, KY 40601
Telephone: (502)352-4372



Local Exchange Telephone Service

SECTION 4 – RATES

4.1 General

Installation and monthly recurring service charges will apply to the Company's local exchange services. An additional per-call operator service charge will apply for operator-assisted calling.

The Company may, from time to time, make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promotional service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. The waiver of any charge, other than a non-recurring charge, shall be limited to 90 days on a per-Customer basis.

4.2 Frankfort Plant Board Business Services

4.2.1 Business Local Service

FPB hereby concurs in and mirrors the General Subscribers Services Tariff of BellSouth Telecommunications, except as noted below.

FPB local service provides the customer with an access line and usage within a local calling area for the transmission of two-way interactive switched voice or data communications. The Company's services are furnished subject to billing capability and the availability of facilities and equipment.

For purpose of rate determination, a "small business" is defined as a business customer that has four or less access lines provided and billed to them by the FPB. A "large business" is defined as a business customer that has five or more access lines provided and billed to them by the FPB.

	<u>Per Month</u>
Small Business:	
Per Main Business Line	\$ 21.45
Per Additional Business Line	\$ 21.45

(D)
(T)
(N)

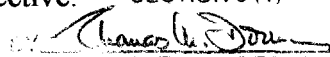
(N)

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Frankfort, Kentucky

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Local Exchange Telephone Service

4.2 Frankfort Plant Board Business Services, cont.

4.2.1 Business Local Service, cont.

	<u>Per Month</u>
Large Business:	
Per Main Business Line	\$ 30.45
Per Additional Business Line	\$ 30.45
Per Centrex Station Line:*	
a) Centrex with 10-20 Station Lines	\$ 21.45
b) Centrex with 21-40 Station Lines	\$ 16.50
c) Centrex with 41-60 Station Lines	\$ 16.00
d) Centrex with 61 or more Station Lines	\$ 15.00
Centrex Trunk Line	\$ 17.00
Network Access Register - Inward, Outward, Both Ways	

* Refer to Section 3.2.6 for standard features included on Centrex station line.

4.2.1.1 Business Local Package Service

	<u>Per Month</u>
Business Telephone Package	\$44.95

Business Telephone package includes:

- One local phone line.
- Six call features: caller ID, call waiting, call forwarding, 3-way calling, hunting, and voicemail.
- Unlimited regional and domestic U.S. calling, Puerto Rico, Bahamas, Dominican Republic, U.S. Virgin Islands, Guam, Hawaii, Alaska, Canada, Domestic U.S.*

*Unlimited calling is subject to FPB's Acceptable Use Policy.

Refer to Section 2 – Rules and Regulations 2.29 for Acceptable Use Policy – Unlimited Long Distance Plans.

(N)

(N)

4.2.1 Business Calling Features

A. Features (Charge Per Line)	<u>Per Month</u>
Call Return *69	\$ 3.50
Three Way Calling	\$ 4.75
Repeat Dialing *66	\$ 4.00
Call Waiting	\$ 3.50
Call Blocking *60	\$ 4.00
Call Tracing *57	\$ 5.25
Hunting (Series Completion)	\$ 8.00

ISSUED: June 1, 2016

MONTH / DATE / YEAR

ISSUED BY: Hance Price, Assistant General Manager
The Electric and Water Plant Board of the City of Frankfort
317 W. Second St.
Frankfort, KY 40601
Telephone: (502) 352-4372

Effective July 1, 2016



Local Exchange Telephone Service

4.2 Frankfort Plant Board Business Services, cont.

4.2.2 Business Calling Features, cont.

A. Features, cont. Per Month
(Charge per line except as noted)

Speed Call 8 Numbers *74	\$ 3.50
Speed Call 30 Numbers *75	\$ 4.50
Speed Call 50 Numbers *75	\$ 5.00
Selective Call Acceptance *64	\$ 3.00
Selective Call Rejection *80	\$ 3.00
Universal Call Distribution	\$ 4.75

	<u>Per Group</u>
Multi-Line Hunt Group	\$ 7.00
Call Pick-Up Groups	\$ 8.00

B. Value Pack Monthly Charge Per Line

Includes: Call Return, Three-Way Calling, Repeat Dialing Voice Mail (No Sub Mailboxes), Caller ID Deluxe, Call Tracing, Call Forwarding Deluxe, Call Blocking, Selective Call Acceptance, Anonymous Call Rejection, Speed Call 30 Numbers	\$18.00	
Four Pack (small business only) Includes: Caller ID Deluxe, Call Forwarding, Hunting, Voice Mail	\$10.00	(N)

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BY Charles L. Damm
EXECUTIVE DIRECTOR

Issued: June 19, 2003
David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

4.2 Frankfort Plant Board Business Services, cont.

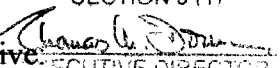
4.2.2 Business Calling Features, cont.

	<u>Per Month</u>	(N)
C. Caller ID Products (per Line)		
Caller ID with Number Delivery	\$ 7.00	
Caller ID with Name and Number Delivery	\$ 8.00	
Caller ID Deluxe (Includes Name and Number, Anonymous Call Rejection)	\$ 9.00	
D. Voice Mail Products (per Line)		
Voice Mail (with Message Waiting Indicator Audible/Visual)	\$ 5.00	
Voice Mail with Sub Mailboxes	\$ 7.00	
E. Call Forwarding (per Line)		
Call Forwarding Universal	\$ 3.00	
Call Forwarding Universal with either Busy or No Answer	\$ 3.50	
Call Forwarding Deluxe (Universal, Remote Access, Busy, No Answer)	\$ 7.00	
F. Additional Centrex Features (Large Business Only)		
Automatic Call Distribution (per Group)	\$110.00	
Automatic Call Distribution (per Line)	\$.25	(N)

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David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

4.2 Frankfort Plant Board Business Services, cont.

4.2.2 Business Calling Features, cont.

F. Additional Centrex Features, cont.	<u>Per Month</u>
Universal Call Distribution (per Line)	\$ 4.75
Multi-Line Hunt Group (per Group)	\$ 7.00
Assumes Dial 9 (per Centrex) - Selection of this feature deletes 4 digit dialing capability	\$.75

4.2.3 Business Installation Nonrecurring Charges

A. Line Installation and Connection Charge

Service Drop 300' or less	
For Installation of First Line	\$ 30.00
For Installation of Each Additional Line	\$ 15.00
For Porting Telephone Numbers (per account)	\$ 15.00 (N)
Line Installation and Connection Surcharge	
Applicable to Underground Service Drop – FPB	
Plowed In Drop	
(a) 0-150 Feet Drop	\$ 35.00
(b) 151-300 Feet Drop	\$ 45.00

B. Customer Premises Work

Requested on-premises work is billed based on Time and Materials. The applicable rate is \$30 per hour during normal work hours and \$45 per hour outside normal work hours, with a one hour minimum. A charge of \$7.50 is billed for each 15 minute increment during normal working hours and \$11.25 outside normal working hours.

C. Installation of Switch Features

For Installation of One Optional Calling Feature	\$15.00*
For Installation of Two Optional Calling Features	\$ 8.00*
No charge applies for installation of more than two features per line.	

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* The charge applies per order per line.

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Issued: June 19, 2003
David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

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BY *Charles L. Don*
EXECUTIVE DIRECTOR

Local Exchange Telephone Service

4.3 Frankfort Plant Board Residential Services

4.3.1 Residence Local Service

FPB hereby concurs in and mirrors the General Subscribers Services Tariff of BellSouth Telecommunications, except as noted following.

FPB local service provides the customer with an access line and usage within a local calling area for the transmission of two-way interactive switched voice or data communications. The Company's services are furnished subject to billing capability and the availability of facilities and equipment.

	<u>Per Month</u>
Per Main Residence Line	\$ 13.25
Per Additional Residence Line	\$ 13.25

4.3.1.1 Residence Local Package Service

	<u>Per Month</u>
Residence Telephone Package	\$34.95

Residence telephone package includes:

- One local phone line.
- Five call features: caller ID, call waiting, call forwarding, 3-way calling, and voicemail.
- Unlimited regional and domestic U.S. calling, Puerto Rico, Bahamas, Dominican Republic, U.S. Virgin Islands, Guam, Hawaii, Alaska, Canada, Domestic U.S.*

*Unlimited calling is subject to FPB's Acceptable Use Policy.

Refer to Section 2 – Rules and Regulations 2.29 for Acceptable Use Policy – Unlimited Long Distance Plans.

(N)

(N)

4.3.2 Extended 502 Calling Area

This service allows the customer to make calls to all Kentucky exchanges within the 502 area code that are within the Louisville LATA without paying long distance rates. The monthly charge indicated below is in addition to the standard residence line rate.

	<u>Per Month</u>
Extended 502 Calling Area	\$ 12.00

4.3.3 Residence Calling Features

A. Features (Charge Per Line)	<u>Per Month</u>
Call Return *69	\$ 3.50
Three Way Calling	\$ 2.75
Repeat Dialing *66	\$ 3.25
Call Waiting	\$ 3.00
(with Deactivate *70 Feature)	

ISSUED: June 1, 2016
MONTH / DATE / YEAR

ISSUED BY: Hance Price, Assistant General Manager
The Electric and Water Plant Board of the City of Frankfort
317 W. Second St.
Frankfort, KY 40601
Telephone: (502) 352-4372

Effective July 1, 2016



Local Exchange Telephone Service

4.3 Frankfort Plant Board Residential Services, cont.

4.3.3 Residence Calling Features, cont.

A. Features (Charge Per Line)	<u>Per Month</u>	(N)
Call Waiting Deluxe (with Caller ID)	\$ 5.00	
Call Blocking *60	\$ 3.25	
Call Tracing *57	\$ 3.25	
Speed Call 8 Numbers *74	\$ 2.75	
Speed Call 30 Numbers *75	\$ 3.25	
Speed Call 50 Numbers *75	\$ 3.75	
Selective Call Acceptance *64	\$ 2.00	
Selective Call Rejection *80	\$ 2.00	
Anonymous Call Rejection *77-Activate *87-Deactivate	\$ 2.50	
Teen Line – One Additional Distinctive Ring	\$ 3.00	
Teen Line – Two Additional Distinctive Rings	\$4.75	(N)

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David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

4.3 Frankfort Plant Board Residential Services, cont.

4.3.3 Residence Calling Features, cont.

B. Value Pack	<u>Monthly Charge Per Line</u>	
Includes: Call Return, Three-Way Calling, Repeat Dialing Call Waiting, Caller ID Deluxe, Call Forward Deluxe, (C) Call Tracing, Call Block, Selective Call Acceptance, Speed Call 30 Numbers	\$18.00	
Four Pack, Includes: Caller ID Deluxe, Call Waiting Deluxe, Call Forwarding, 3-Way Calling	\$10.00	(N)
C. Caller ID Products (per Line)	<u>Per Month</u>	
Caller ID (with Name and Number Delivery)	\$ 4.00	
Caller ID Deluxe (Includes Name and Number, Anonymous Call Rejection)	\$ 5.00	
D. Voice Mail Products (per Line)	<u>Per Month</u>	
Voice Mail (with Message Waiting Indicator Audible/Visual)	\$ 3.50	
Voice Mail with Sub Mailboxes	\$ 5.00	
E. Call Forwarding (per Line)	<u>Per Month</u>	
Call Forwarding Universal	\$ 3.00	
Call Forwarding Deluxe (Universal, Remote Access, Busy, No Answer)	\$ 4.00	

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Frankfort, Kentucky

Local Exchange Telephone Service

4.3 Frankfort Plant Board Residential Services, cont.

4.3.4 Residence Installation Nonrecurring Charges

A. Line Installation and Connection Charge

Service Drop 300' or less	
For Installation of First Line and/or one outlet connected	\$ 30.00
For Installation of Each Additional Line	\$ 15.00
For Porting Telephone Numbers (per account)	\$ 15.00 (N)
Line Installation and Connection Surcharge Applicable to Underground Service Drop – FPB Plowed In Drop	
(a) 0-150 Feet Drop	\$ 35.00
(b) 151-300 Feet Drop	\$ 45.00

B. Inside Wiring Network Installation Charge

1. Pre-wire (per outlet)	
(a) Single Family Dwelling	\$ 21.00
(b) Duplex (one-story)	\$ 44.00
(c) Duplex (two-story)	\$ 54.00
(d) Four Plex	\$ 56.00
(e) Eight Plex	\$ 42.00
(f) Twelve Plex	\$ 36.00
(g) Over Twelve Plex	\$ 45.00
2. Post-wire (per jack)	
(a) Single Family Dwelling	\$ 31.00
(b) Duplex (one-story)	\$ 54.00
(c) Duplex (two-story)	\$ 64.00
(d) Four Plex	\$ 66.00
(e) Eight Plex	\$ 52.00
(f) Twelve Plex	\$ 46.00
(g) Over Twelve Plex	\$ 55.00

Wall and attic fishing of cable is the customer's responsibility and is not included in the inside wire network installation charge.

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Frankfort, Kentucky

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BY *Charles L. Sandidge*
EXECUTIVE DIRECTOR

Local Exchange Telephone Service

4.3 Frankfort Plant Board Residential Services, cont.

4.3.4 Residence Installation Nonrecurring Charges, cont.

B. Inside Wiring Network Installation Charge, cont.

Additional on-premises work is billed based on Time and Materials. The applicable rate is \$30 per hour during normal work hours and \$45 per hour outside normal work hours, with a one hour minimum. A charge of \$7.50 is billed for each 15 minute increment during normal working hours and \$11.25 outside normal working hours.

Inside Wiring Maintenance Plan \$ 3.00 per month
This is an optional service plan which may not be available to rental property.

C. Installation of Switch Features

For Installation of One Optional Calling Feature \$15.00*
For Installation of Two Optional Calling Features \$ 8.00*
No charge applies for installation of more than two features per line.

* The charge applies per order per line

(N)

(N)

PUBLIC SERVICE COMMISSION
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BY Charles W. Dow
EXECUTIVE DIRECTOR

Issued: December 4, 2002
David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

Local Exchange Telephone Service

SECTION 4 – RATES, CONT.

4.4 Returned Check Charge

\$15.00 per check.

4.5 Reconnection Charge

The reconnection fee will be \$25.00 for reconnection during normal working hours and \$50.00 if after normal working hours or on weekends.

4.6 Primary Interexchange Carrier (PIC) Charge

A \$5 charge applies to FPB local service customer to change their long distance service provider. This charge does not apply if the customer selects FPB as their long distance service provider.

4.7 Directory Charges

An Unpublished number is not listed in either the alphabetical section of the directory or directory assistance records and will not be furnished upon request of a calling party. The monthly charge for this service is \$5.50. (I)

An Unlisted number is not listed in the alphabetical section of the directory, but is maintained on directory assistance records and will be furnished to a requesting party. The monthly charge for this service is \$3.00. (I)

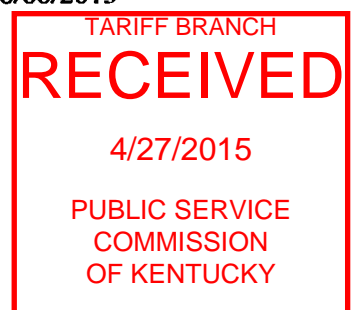
A \$2.29 charge applies per directory assistance call. Directory assistance call completion is an optional service provided to users of directory assistance. If a customer choose to have the directory assistance service complete the call a \$1.00 charge applies. Additional or alternative listings are available at a monthly charge of \$1.50 each for residence and \$2.20 each for business customers. (I)

4.8 Vacation Service

Service may be voluntarily suspended at the request of the customer for a period of up to four months, during which time the customer's telephone number will be reserved for their use. No monthly service charges will apply during the time the service is voluntarily suspended. This service is available to residence customers only. The reconnection charge as shown in Section 4.5 applies to reconnect service.

Effective: 08/08/2015

Issued: July 8, 2015
Issued by: Herbbie Bannister, General Manager
The Electric and Water Plant Board of the City of Frankfort Plant Board
317 West Second Street
Frankfort, KY 40601
Telephone: (502) 352-4372



Local Exchange Telephone Service

SECTION 5 – BILLING CONTENTS

5.1 FPB Billing Contents

Frankfort Plant Board's customer bills contain the following information:

Name and address of Company
Address for Correspondence
Address for Remittance
Customer Service/Billing Inquiry toll-free telephone number
Name and address of Customer
Bill Date
All Account Numbers
Invoice Number
Summary of Charges
Detail of Charges

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Issued By: David M. Sandidge, Assistant General Manager
The Electric and Water Plant Board of the City of Frankfort
317 West Second St.
Frankfort, KY 40601
Telephone: (502) 223-4401

IN ACCORDANCE WITH 807 KAR 6.011,
SECTION 9 (1)
BY: *Stephan Bue*
SECRETARY OF THE COMMISSION

Local Exchange Telephone Service

SECTION 6 – SPECIAL SERVICE ARRANGEMENTS

6.1 Individual Case Basis Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. The Company's rates will be offered to the Customer in writing and on a non-discriminatory basis. All such rates will be submitted to the Commission for approval.

6.2 Promotional Tariffs

(N)

Coincident with the introduction of the FPB local service offering to residence and business service customers, FPB will waive the initial installation charge for a period of six months after service is made available to customers.

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David M. Sandidge, Assistant General Manager
Frankfort, Kentucky

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