

GENERAL AND LOCAL EXCHANGE TARIFF

Schedule of Rates, Rules and Regulations
Governing Telecommunications Services

Offered By:

Consolidated Communications of Missouri Company, LLC
d/b/a Fidium

Applying to All of its Exchanges
Within the State of Missouri as follows:

Cleveland
Creighton
Drexel
East Lynne
Garden City
Peculiar

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 1 – STATUTORY WAIVERS

The following statutory provisions do not apply to the Company per §392.420 RSMo:

A. Statutes

Section 392.210.1 RSMo – Accounting Requirements (System of Accounting)

Section 392.240.1 RSMo – Rates and Charges

Section 392.270 RSMo – Valuation of Property

Section 392.280 RSMo – Depreciation

Section 392.290 RSMo – Issuance of Stocks, Bonds and Other Indebtedness

Section 392.300 RSMo – Transfer of Property

Section 392.310 RSMo – Approval of Issuance of Stocks, Bonds, or Other Indebtedness

Section 392.320 RSMo – Certificate of Approval for Dividends

Section 392.330 RSMo – Account for Disposition of Proceeds

Section 392.340 RSMo – Reorganization

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3 - RULES AND REGULATIONS

3. RULES AND REGULATIONS

1. General

The rules and regulations set forth herein apply to intrastate services and facilities of the Company. Failure on the part of the subscribers to observe these tariff rules and regulations of the Company, and/or the Company's terms and conditions, acceptable use policy, privacy policy, or DMCA policy, which are published on the Company's website, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific tariffs of a particular service, the rate, rule, regulations or provision contained in the specific tariffs for that service shall prevail.

2. Explanation of Symbols

(C) Signifies a changed regulation.

(D) Signifies a discontinued rate, treatment or regulation.

(I) Signifies an increased rate or new treatment resulting in an increased rate.

(N) Signifies a new rate, treatment or regulation.

(R) Signifies a reduced rate or new treatment resulting in a reduced rate.

(T) Signifies a change in text but no change in rate, treatment or regulation.

(M) Material moved to another part of the tariff

GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3 - RULES AND REGULATIONS

3. RULES AND REGULATIONS (CONT'D.)

3. Use of Service and Facilities

A. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the conditions that there will be no abuse or fraudulent use of the service. The Company may disconnect service which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes, but is not necessarily limited to, the following:

1. The use of service used in such a manner as to interfere with the service of other telephone users.
2. The use of service for any purpose other than as a means of communication.
3. Tampering with company equipment for the purpose of obtaining service without payment of charges applicable to the service rendered by the Company or other telecommunications providers using the Company's facilities.
4. The use of profane or obscene language or calls that are intended to harass others.
5. The impersonation of another individual with fraudulent or malicious intent.
6. The use of service which is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

4. Charges for Damages

In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service.

GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3 - RULES AND REGULATIONS

3. RULES AND REGULATIONS (CONT'D.)

5. Obligation and Liability of Company

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 48 hours after notification has been made.
2. The Telephone Company will not be liable for any consequential, incidental or indirect damages for any cause of action, whether in contract or tort. Consequential, incidental and indirect damages include, but are not limited to lost projects, lost revenues and loss of business opportunity, whether or not the Telephone Company was aware or should have been aware of the possibility of these damages.
3. The customer indemnifies and saves the Company harmless against the following:
 - (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
 - (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities for example, demarcation point and drop on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
 - (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 3 - RULES AND REGULATIONS

3. RULES AND REGULATIONS (CONT'D.)

5. Obligation and Liability of Company (Cont'd.)

3. The customer indemnifies and saves the Company harmless against the Following (Cont'd.):

- (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- (e) Liability for failure to provide service.
- (f) Liability for telephone directories except as outlined in this tariff.

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SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE

1. Description

Local exchange service provides for unlimited calling within the boundaries of the Cleveland, Creighton, Drexel, East Lynne, Garden City, and Peculiar, as they are shown on the maps contained in this tariff.

2. Rates

Applicable taxes levied by state, county and local regulatory agencies and taxing authorities are in addition to the rates set forth below.

A. Local Rates

Local rates for Residential and Business services are available at the Company's Website:

www.consolidated.com/regulatory

B. Bundles

Rates and descriptions of the Company's new bundled service offerings are available at the Company's website:

www.consolidated.com/regulatory

C. Promotions

From time to time, the Company may elect to offer special promotions to its customers. For example, these promotions may consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service. Specific promotions for local services and bundles are available at the Company's website:

www.consolidated.com/regulatory

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE (CONT'D.)

3. Lifeline Service

Lifeline Service is a government benefit program established by the Federal Communications Commission (FCC) and Missouri Public Service Commission (Commission) and is available to qualifying low-income subscribers for certain residential telecommunications services. The terms and conditions of Lifeline service, including monthly discount amounts, are set forth in rules established by the FCC and Commission and available at the Company's office.

In addition, the terms and conditions of Lifeline service are available on the Company's website as follows:

www.consolidated.com/regulatory

4. Disabled Service

Disabled Service is a government benefit program established by the Missouri Public Service Commission (Commission) as part of the Missouri Universal Service Fund (MoUSF). It is a residential retail service that offers a qualifying disabled customer reduced charges for certain telecommunications services. The terms and conditions of disabled service, including monthly discount amounts, are set forth in rules established by the Commission and available at the Company's office.

In addition, the terms and conditions of Disabled Service are available on the Company's website as follows:

www.consolidated.com/regulatory

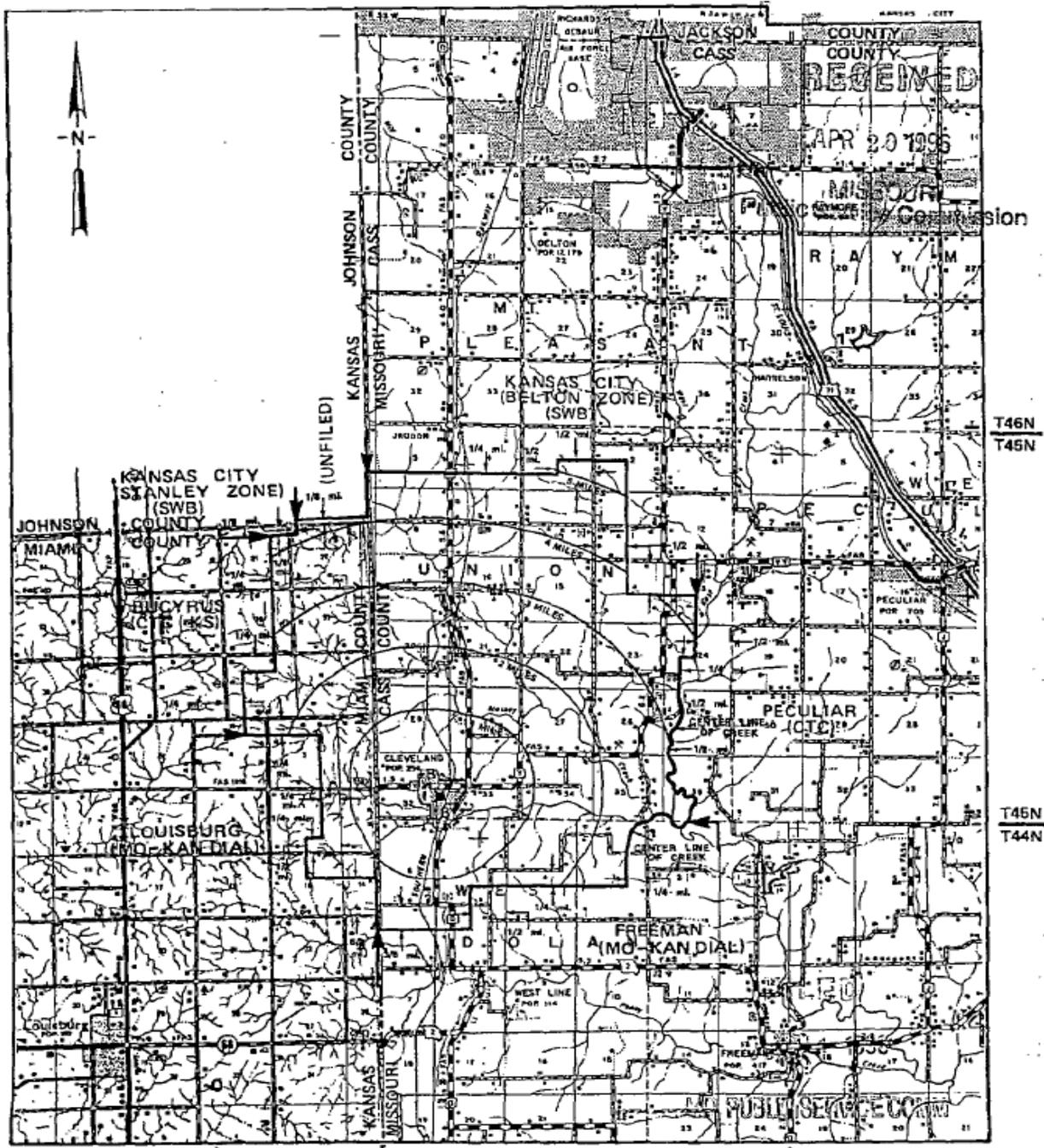
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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE (CONT'D.)

5. Exchange Area Maps – Cleveland Exchange



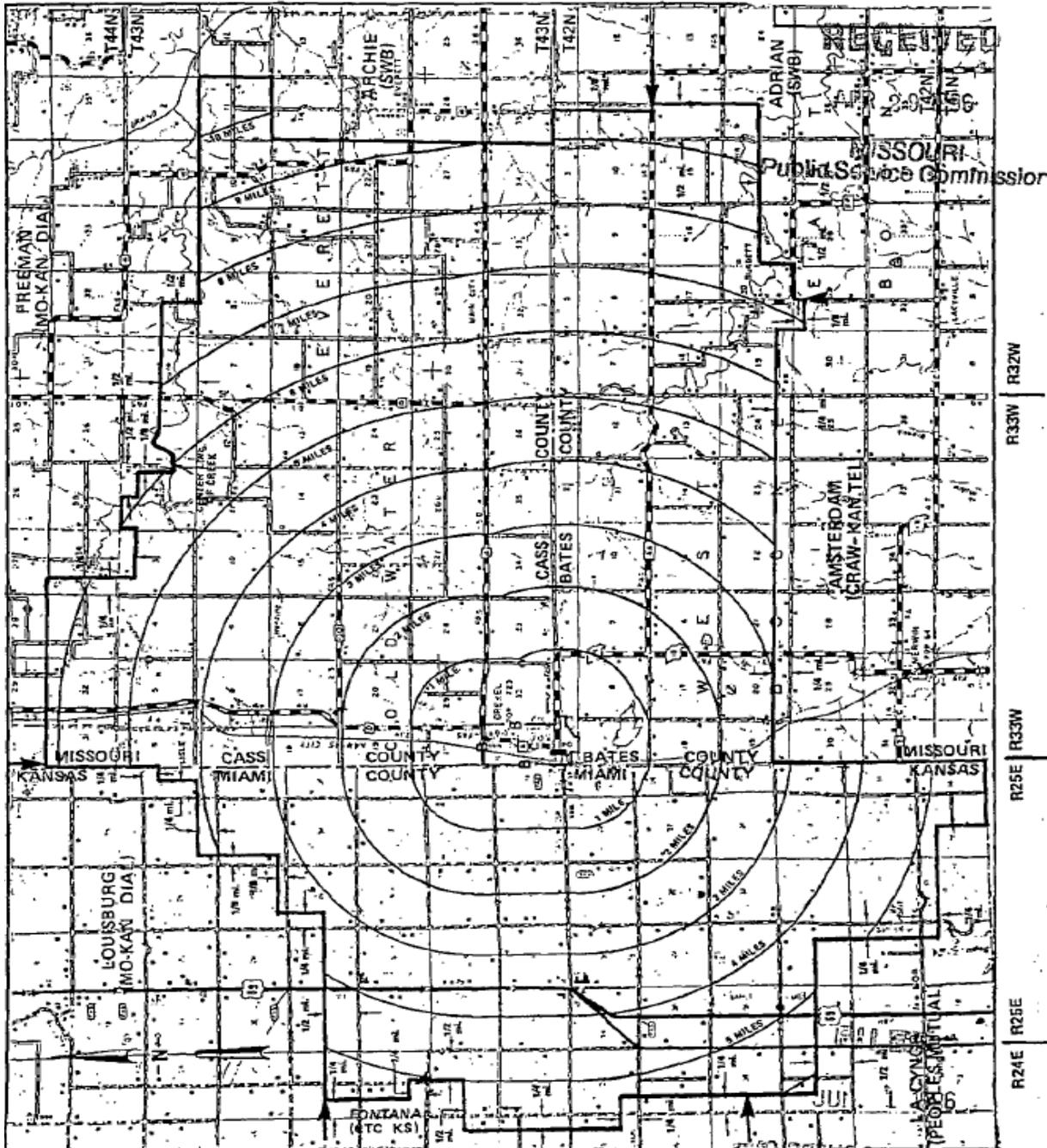
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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE (CONT'D.)

5. Exchange Area Maps — Drexel Exchange



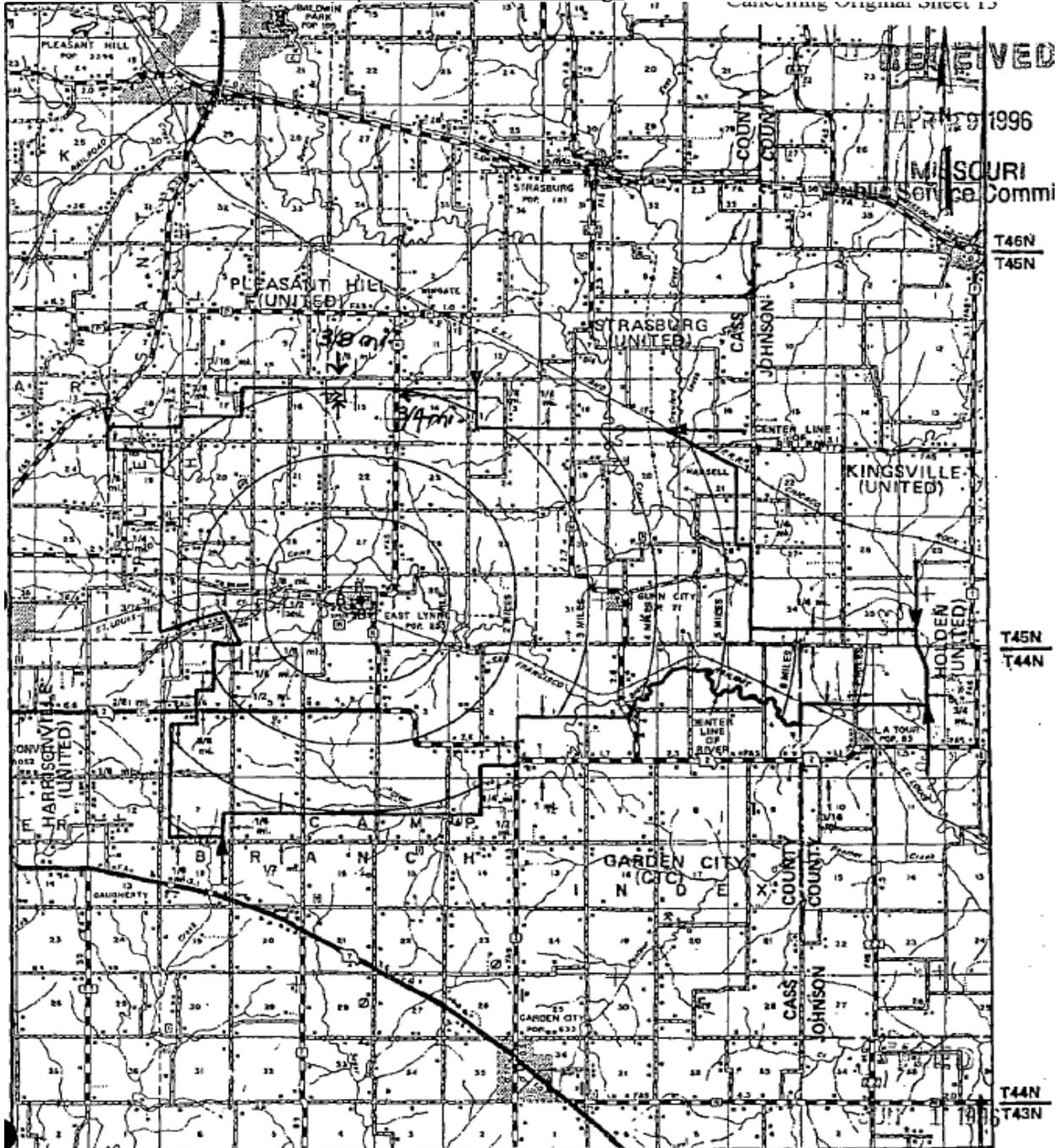
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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE (CONT)

5. Exchange Area Maps — East Lynne Exchange



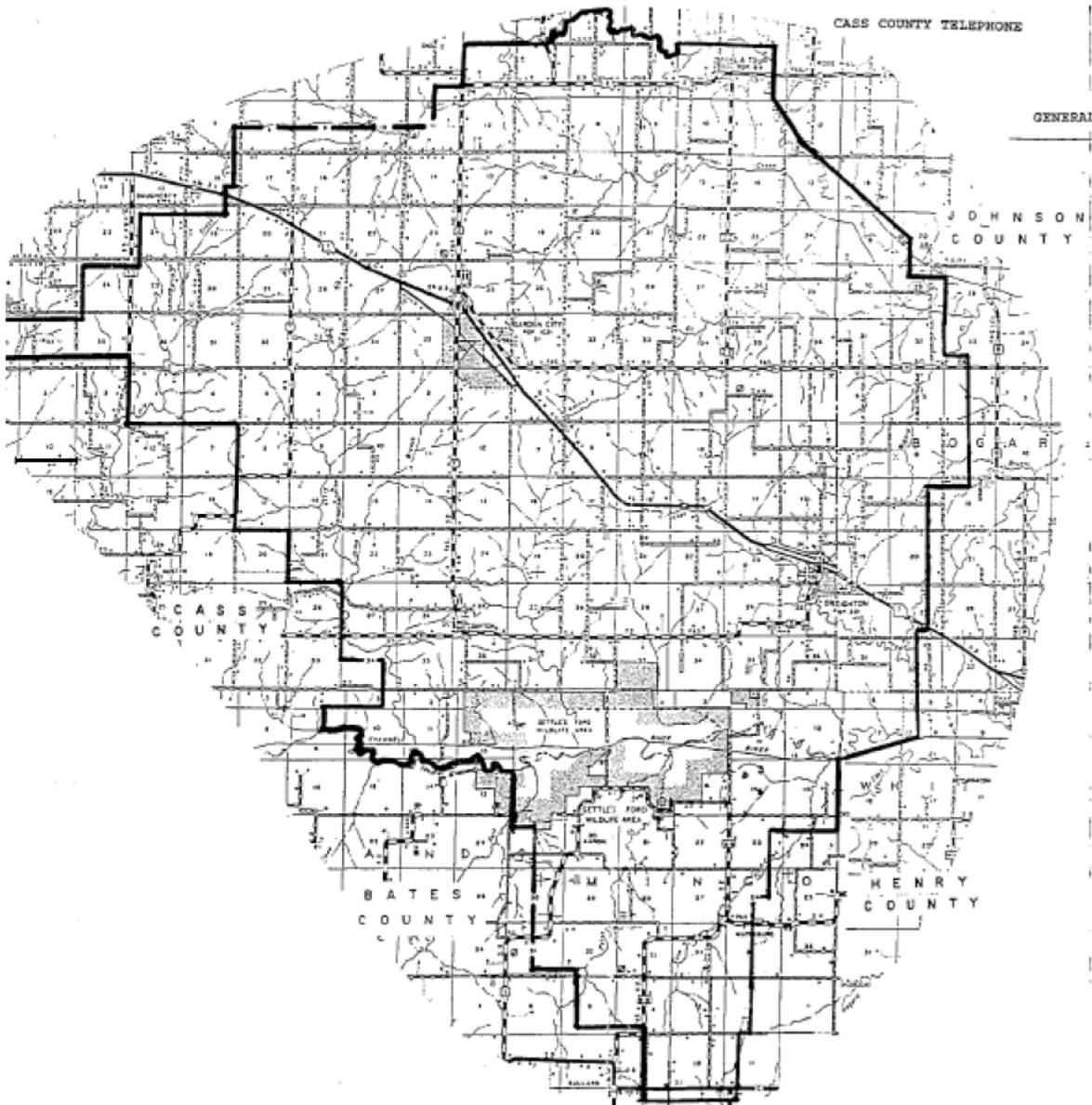
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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE (CONT'D.)

5. Exchange Area Maps —Garden City/Creighton Exchange



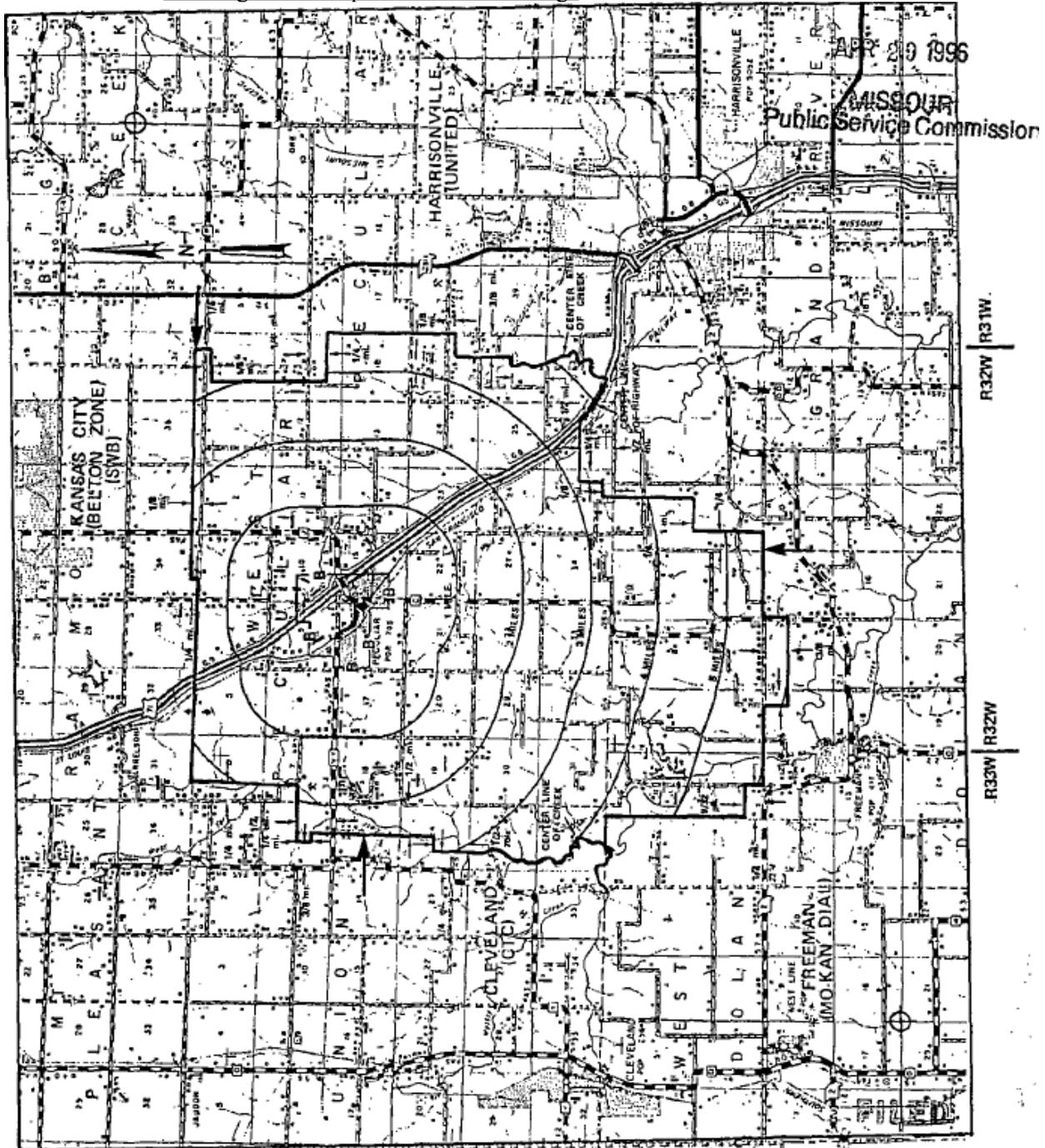
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SECTION 4 – LOCAL EXCHANGE SERVICE

4. LOCAL EXCHANGE SERVICE (CONT'D.)

5. Exchange Area Maps – Peculiar Exchange



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SECTION 5 – ACCESS TARIFF REFERENCE

5. ACCESS TARIFF REFERENCE

Access services are those which are described in the Consolidated Communications of Missouri Company, LLC P.S.C. MO No. 2 Facilities for Intrastate Access Services Tariff. Rates for those services are also set out on the pages of the P.S.C. MO No. 2 tariff.

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SECTION 6 – EMERGENCY NUMBER SERVICE (911)

6. EMERGENCY NUMBER SERVICE (911)

1. General

- A. Universal Emergency Number Service, also referred to as 911 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. 911 Service includes a line and equipment necessary (excluding CPE) for the answering, transferring and dispatching of public emergency telephone 911 calls originated by persons within the serving area. 911 Trunking Service involves the provision of interoffice trunks from the Telephone Company Central Office to connect with the PSAP location.
- B. The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The 911 customer must subscribe to additional local exchange service at the PSAP for administrative purpose, for the placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.
- C. 911 Trunking Service is offered subject to availability of facilities.
- D. The 911 Trunking Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone Central Office area arranged for 911 calling.
- E. The Company may enter into a contract or contracts with the 911 customer or with other telephone companies in order to effectuate the Company's provisions of 911 Service in accordance with, pursuant to, and subject to the terms, conditions and limitations of the Tariff. Any such contract(s) shall incorporate by reference the terms, conditions and limitations of this Tariff.
- F. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 6 – EMERGENCY NUMBER SERVICE (911)

6. EMERGENCY NUMBER SERVICE (911) (CONT'D.)

2. Conditions

- A. 911 Trunking Service is provided solely for the benefit of the customer operating the PSAP. The provision of 911 Trunking Service by the Company shall not be interpreted, construed or regarded, either express or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- B. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- C. Temporary or vacation suspensions of service are not provided for any part of the 911 Trunking Service.
- D. 911 Service information consisting of the names, addresses and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential except as indicated in Sub-Section E following.
- E. End Users dialing 911 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished by a PSAP. Information will be provided only for the purpose of responding to emergency calls.
- F. The Company's entire liability to any person for interruption or failures of 911 Trunking Service shall be limited to the terms set forth in this section and other sections of this tariff.
- G. The customer shall have the responsibility of discovering all errors, defects and malfunctions, in the transmission of calls and data, data base(s), and overall operation of the system. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 6 – EMERGENCY NUMBER SERVICE (911)

6. EMERGENCY NUMBER SERVICE (911) (CONT'D.)

2. Conditions (Cont'd.)

- H. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- I. Each customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer 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.
- J. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or 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 Trunking Service features, 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 Trunking Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents Or any One of them.
- K. Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by Telephone Company Wire Centers served by the PSAP whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
- L. Application for 911 Trunking Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 6 – EMERGENCY NUMBER SERVICE (911)

6. EMERGENCY NUMBER SERVICE (911) (CONT'D.)

2. Conditions (Cont'd.)

M. The customer is required to furnish the Company its agreement to the following terms and conditions:

1. That all 911 calls will be answered in a 24-hour day, seven-day week basis.
2. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 911 Service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
3. That the customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
4. That the customer will provide CPE with a capacity adequate to handle the number of incoming 911 lines recommended to be installed by the Company. It is the customer's responsibility to ensure its CPE is compatible with the services(s) provided by the Company.

N. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 911 customer contracting for 911 Trunking Services. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the 911 customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 911 customer.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 6 – EMERGENCY NUMBER SERVICE (911)

6. EMERGENCY NUMBER SERVICE (911) (CONT'D.)

2. Conditions (Cont'd.)

- O. The rates charged for 911 Trunking Service do not contemplate the constant monitoring or inspection of facilities to discover errors'. effects and malfunctions in the service, nor does the Company undertake such responsibility. The 911 customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall notify the Company in the event the system is not functioning properly,
- P. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Company, its employees, agents or representatives as a result of or in connection with any situation in which the Company may be requested, required, have undertaken or participated in the tracing of a 911 call.
- Q. The customer recognizes that the addresses provided to it by the Company are the same addresses that the Company maintains for its ordinary service, billing or directory records and the Company cannot unconditionally guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses should, where circumstances permit, be verified from a 911 calling party. When the customer becomes aware of any inaccuracies in the data it shall promptly notify the Company in writing. The Company shall make the correction within a reasonable time under the circumstances.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 6 – EMERGENCY NUMBER SERVICE (911)

6. EMERGENCY NUMBER SERVICE (911) (CONT'D.)

3. Rates

- A. The rates and charges for 911 Trunking Service are available at the Company's Website:

www.consolidated.com/regulatory

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES

1. 211 Service for Information and Referral Service

A. General Regulations

1. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
4. The 211 Service is not available for the following classes of service: inmate service, I+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

B. Obligations of the Approved Information and Referral Service Provider

1. The Approved Information and Referral Service Provider must submit a, written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of die Company's local exchanges. There may be only one 211 Service Provider per exchange.
2. The Approved Information and Referral Service Provider's written application to establish 211 Service in Company local exchange must include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider may be required to pay the Number Change Charge specified in Section 7.F below.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.
 - d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.
 - e. Complete billing and contact information.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

B. Obligations of the Approved Information and Referral Service Provider (Cont'd.)

3. Local Calling for Company Subscribers

- a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
- b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area or to a toll free number. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
- c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd)

B. Obligations of the Approved Information and Referral Service Provider (Cont'd.)

4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or 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 Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
6. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.
7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Provider subscribes.
8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

B. Obligations of the Approved Information and Referral Service Provider (Cont'd.)

9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.
11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

C. Obligations of the Company

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.
4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the, Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation, or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

E. Other Terms and Conditions

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in Section 6 of this tariff. The Caller ID service will only provide calling number information as described in Section 6 of this tariff.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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 GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES7. THREE-DIGIT DIALING SERVICES (CONT'D)1. 211 Service for Information and Referral Service (Cont'd.)

F. Rates and Charges

1. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service, The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
 - a. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
 - b. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.
3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
 - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge per host central office if any subtending local exchange(s) are excluded from the transaction.
 - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge again applies per host Central Office when a subtending local exchange continues to be excluded.

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 7 - THREE-DIGIT DIALING SERVICES

7. THREE-DIGIT DIALING SERVICES (CONT'D)

1. 211 Service for Information and Referral Service (Cont'd.)

F. Rates and Charges (Cont'd.)

3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows: (Cont'd.)

c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.

4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

5. For each telephone number used in the translation of the 211 abbreviated dialing code to the seven or ten digit number provided by the Approved Information and Referral Service Provider the applicable Monthly recurring charges will apply (for example, the Business Single Line Charge, Federal Subscriber Line Charge, and all applicable taxes and surcharges).

6. Rates

Rates are available at the Company's Website:

www.consolidated.com/regulatory

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GENERAL AND LOCAL EXCHANGE TARIFF

SECTION 8 – INDIVIDUAL CASE BASIS AND CUSTOMER SPECIFIC CONTRACTS

8. INDIVIDUAL CASE BASIS PRICING AND CUSTOMER SPECIFIC CONTRACTS

1. Customer Specific Contracts and Specialized (Individual Case Basis) Pricing Arrangements

The Company may provide certain Services or combinations of Services, to Customers on a case-by-case, contractual basis in response to requests by Customers to the Company for proposals or competitive bids. The terms and conditions of each contract offering are subject to the agreement of both the Customer and the Company. Unless otherwise specified, the regulation of such arrangements is in addition to the applicable regulations and prices in other sections of this tariff. Customer-specific contracts may include, but are not limited to:

1. Central-Office Based Services;
2. High Speed Private Line Services;
3. Customized Services that are required because of size or configuration;
4. Special Construction Services; and
5. Any other Service for which the Company has authority to enter into a Customer specific contract.

2. Special Service Arrangements

Customer-specific service arrangements, which may include engineering, installation, construction facilities, assembly, or other special Services, may be furnished in addition to existing Tariff offerings. Rates, terms, and conditions plus any additional regulations, if applicable, for the special service arrangements will be developed upon Customer's request. Unless otherwise specified, the regulations for the special service arrangements are in addition to the applicable regulations specified in other sections of this Tariff.

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