

PRICE LIST

FOR

NEW HOPE TELEPHONE COOPERATIVE, INC.

CONSISTING

OF

SCHEDULE OF RATES, RULES AND REGULATIONS

FOR

TELEPHONE SERVICE

APPLY TO THE VICINITY OF

GRANT, NEW HOPE AND OWENS CROSS ROADS

IN PORTIONS OF MADISON, MARSHALL AND JACKSON COUNTIES

ISSUED BY: TOM WING, GENERAL MANAGER

ADDRESS: P.O. BOX 452, NEW HOPE, ALABAMA

Issue date: June 6, 2007

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Title Page  
Original Sheet 1

GENERAL SUBSCRIBER SERVICES PRICE LIST  
FOR THE STATE OF ALABAMA

This price list contains regulations and rates applicable for the furnishing of Local Exchange Service, Long Distance Message Telecommunications Service and other general customer services, equipment and facilities associated with the above services offered by New Hope Telephone Cooperative, Inc., hereinafter referred to as the Company.

Intrastate communications services are furnished through facilities provided by the Company for the transmission of intelligence by electrical impulse, principally by means of wire, radio, or a combination thereof.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Contents  
First Revised Sheet 1

TABLE OF CONTENTS

Section

Index

SECTION 1	RATE SUMMARY
SECTION 2	BASIC LOCAL EXCHANGE SERVICE
SECTION 3	BUNDLED SERVICES
SECTION 4	RESERVED FOR FUTURE USE
SECTION 5	RESERVED FOR FUTURE USE
SECTION 6	SERVICE CONNECTION CHARGES
SECTION 7	MISCELLANEOUS SERVICE ARRANGEMENTS
SECTION 8	COIN TELEPHONE SERVICE
SECTION 9	RESERVED FOR FUTURE USE
SECTION 10	INTRALATA PRIVATE LINE SERVICE
SECTION 11	FOREIGN EXCHANGE SERVICE
SECTION 12	CHARGES APPLICABLE UNDER SPECIAL CONDITIONS
SECTION 13	INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER
SECTION 14	EMERGENCY SERVICE
SECTION 15	CENTREX
SECTION 25	GENERAL RULES AND REGULATIONS
SECTION 26	DEFINITIONS
SECTION 27	DIRECTORY LISTINGS
SECTION 28	RESERVED FOR FUTURE USE
SECTION 29	BOUNDARY MAPS
SECTION 100	RESERVED FOR FUTURE USE
SECTION 200	RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
Original Sheet 1

Subject	INDEX	Section	Sheet No.
	-A-		
Abuse or Fraudulent Use of Service		25	2
Access Line Service for COCOT		8	3
Access Line Rates		1	1
Acoustic or Inductive Connections		13	11
Acronyms and Abbreviations		26	19
Advance Payments		25	11
Alabama Relay Center Restrictions		25	7
Alphabetical Listing of Exchanges		2	1
Alterations		25	12
Application for Business Rates		25	8
Application for Residence Rates		25	9
Application for Service		25	8
Application of Regulations		25	1
Application of Service Charges		6	7
Area Calling Service		2	1
Automatic Dialing and Announcing Devices		25	23
	-B-		
Basic Local Exchange Rates		2	2
Basic Local Exchange Service		2	1
Basic Local Rate Groups		2	1
Bundled Services		3	1
	-C-		
Call Forwarding		7	2
Call Waiting		7	2
Central Office Line Connection Charge		6	3
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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
Original Sheet 2

Subject	INDEX	Section	Sheet No.
	-C-		
Charges Applicable Under Special Conditions		12	1
Coin Telephone Service		8	1
Company Responsibility		13	2
Concession Service		2	3
Connections of CPE		13	12
Connections of OCC Provided Communications System		13	17
Construction in Residential Developments		12	5
Custom Calling Rates		7	4
Custom Calling Services		7	2
Custom Local Area Signaling Service - CLASS		7	6
Customer Billing		25	11
Customer Owned Coin Operated Telephone Service		8	3
Customer Owned Coin Operated Telephone Service Rates		8	6
Customer Premises Inside Wire		13	14
Customer Responsibility		13	1
Customized Number Listings		27	2
Customized Number Service		7	17
	-D-		
Definitions		26	1
Deposits		25	15

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Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
Original Sheet 3

INDEX

Subject	Section	Sheet No.
-D-		
Directories	25	21
Directory Assistance		
Local	2	4
Directory Listings	27	1
Directory Listings Rates	27	10
Discontinuing Service	25	16
Dual Name Listing	27	8
Duplicate Listing	27	5
-E-		
Emergency Service	14	1
Enterprise or WX Service Listing	27	6
Establishing and Furnishing Service	25	8
Establishment and Maintenance of Credit	25	15
Exchange Regrading	2	2
Extended Area Service	2	2
Extension Line Mileage	7	18
-F-		
Foreign Exchange	11	1
Foreign Exchange Billing and Collection	11	4
Foreign Exchange Rates	11	3
Foreign or Non-Customer Listings	27	56
Furnishing Equipment	25	18

Issue date: June 6, 2007

Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
First Revised Sheet 4

Subject	INDEX	Section	Sheet No.
	-G-		
General Rules and Regulations		25	1
Grandfathered Facilities		13	10
	-H-		
Hazardous or Inaccessible Locations		13	4
	-I-		
Installation Charge		6	4
Integrated Services Digital Network (ISDN)		15	2
Interconnection with Communications Equipment and Systems Provided by the Customer		13	1
	-J-		
Joint Use of Service		7	26
	-K-		
	-L-		
Limitations and Use of Service		25	23

Issue date: April 18, 2013

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Issued by: Jim Cook, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
First Revised Sheet 5

INDEX

Subject	Section	Sheet No.
	-L-	
Liability	25	20
Lifeline Assistance Program	2	16
Line Extension Charges	12	1
Local Calling Areas	2	1
Local Directory Assistance Service	2	4
Local Exchange Boundary Maps	29	1
Local Taxes	25	16
Local Verification/Interruption Service	2	7
	-M-	
Maintenance and Repair	25	20
Minimum Contract Period	25	3
Miscellaneous Service Arrangements	7	1
Moves or Changes of Existing Construction	12	5

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Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager



GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
Original Sheet 6

Subject	INDEX	Section	Sheet No.
	-N-		
Non-Published Service		27	9
Non-Recurring Charges		6	1
Number Change Charge		6	4
	-O-		
Obligation and Liability of the Company		25	17
Off Premises Extension Access Locations		7	20
Operator Assisted Local Calls and Local Calling Card Service Calls		2	5
	-P-		
Payment Plans		6	1
Premises Visit		6	4
Primary Listings		27	2

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Subject	Index	
	Section	Sheet No.
	Original Sheet 7	
	INDEX	
	-P-	
Private Line Service	10	1
Provisions of Channels and Equipment	13	5
Public Telephone Service	8	3
Public Telephone Service Rates	8	6
	-Q-	
	-R-	
Rates - Touchtone Calling Service	7	1
Recording, Reproducing, Automatic Answering and Recording Equipment	13	5
Registered Terminal Equipment	13	7
Regrouping	2	1
Regular Extra Listings	27	3
Remote Call Forwarding	7	7
Restoration and Suspension Charge	6	5
Restoration Charge	25	16
Returned Check Charge	6	24
Rotary Trunk Hunting	7	5

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Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Index  
First Revised Sheet 8

INDEX

Subject	Section	Sheet No.
	-S-	
Seasonal and Vacation Service	7	25
Seasonal and Vacation Service Rates	7	25
Service Charge for Connection, Move or Change of Service	6	2
Service Connection Charges	6	1
Service Ordering Charge	6	2
Semi-Public Telephone Service	8	2
Semi-Public Telephone Service Rates	8	3
Special Assemblies	25	14
Special Billing Number Service	7	26
Special Construction	25	13
Speed Calling	7	2
	-T-	
Telephone Numbers	25	12
Temporary Service	12	4
Termination Charge	6	4
Termination of Service	25	4
Three-Way Calling	7	2
Toll Restriction Service	7	6
Touchtone Calling Service	7	1
Trade Name Listing	27	7

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Issued by: Jim Cook, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Subject	INDEX	Index	
		Original	Sheet 9
Section		Sheet No.	
	-U-		
Undertaking of Company		25	17
Universal Emergency Number Service (911)		14	1
Unlisted Service		27	9
Use of Customer Service		25	3
Use of Party Line Service		25	3
Use of Service		25	2
Use of Service for Unlawful Purposes		25	2
	-V-		
Violation of Regulations		13	4
	-W-		
	-X-		
	-Y-		
	-Z-		
Zone Charges		2	2

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 1  
Original Sheet 1

S1. RATE SUMMARY

This schedule provides the summary of rates and charges and makes reference to the tariff schedules where more detailed information may be found.

Service	Section	Monthly Charge
Access Line for Business		
Individual Line with Touchtone	2	\$32.55
Individual Line without Touchtone	2	\$32.55
Key System Line	2	\$39.55
PBX Trunk	2	\$42.55
Access Line for Residence		
Individual Line with Touchtone	2	\$16.25
Individual Line without Touchtone	2	\$16.25
Access Line for Payphone Access Line Service		
Individual Line with Touchtone	8	\$28.56
Fixed Local Usage Charge	8	\$24.10
Operator Screening Charge	8	\$ 2.00
Billed Number Screening	8	AT&T rate
Coin Supervision Additive	8	\$ 2.21
Originating Line Screening	8	AT&T rate
Area Calling Service	2	Various
Central Office Charges		
Residence/Business	6	\$10.00/15.00
Construction Charges	12	Various
Custom Calling Services		
Call Forwarding	7	\$ 1.00
3-Way Calling	7	\$ 1.00
Call Waiting	7	\$ 1.00
Speed Calling	7	\$ 1.00
Directory Number Transfer	7	\$ 1.00
Distinctive Ring	7	\$ 2.00
Custom Local Area Signaling Service:		
Caller ID - Name Only	7	\$ 3.00
Caller ID - Number Only	7	\$ 3.00
Automatic Callback	7	\$ 2.00
Automatic Recall	7	\$ 2.00
Selective Call Rejection	7	\$ 1.00
Unidentified Call Rejection	7	\$ 1.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 1  
Original Sheet 2

S1. RATE SUMMARY

Service	Section	Monthly Charge
Custom Local Area Signaling Service:		
Call Forwarding Busy	7	\$ 1.00
Calling Identity Delivery on Call Waiting	7	\$ 2.00
Telemarketing - Do not Disturb	7	\$ 2.00
Enhanced Telemarketing - Do Not Disturb	7	\$ 2.00
Call Forwarding Don't Answer	7	\$ 1.00
Caller ID - Deluxe	7	\$ 6.00
Directory Assistance Charges	2	\$ 1.79
Directory Assistance Surcharge	2	\$ 0.95
Directory Assistance Surcharge for Payphone	2	\$ 0.35
Directory Listing		No charge
Additional Listing	27	\$ 0.30
Extra Line Matter	27	\$ 0.30
Non-Publish Number	27	\$ 1.00
Non-List Number	27	\$ 1.00
Foreign Listing (First line)	27	\$ 2.50
Extra Line	27	\$ 0.50
Enterprise or WX Listing	27	\$ 6.30
Interrupt	2	\$ 2.50
Number Change Charge	6	\$15.00
Complex Service	6	\$18.00
Off Premises Station	7	¼ mile- \$ 1.20
Payphone Access Line Service (Local Call)	8	\$ 0.50

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 1  
Original Sheet 3

S1. RATE SUMMARY

Service	Section	Monthly Charge
Premise Visit Charge Residence/Business	6	Various
Restoration Charge Residence/Business	6	Various
Returned Check Charge	6	\$30.00
Seasonal/Vacation Services	7	50% of the regular rate
Service Order Charge	6	Various
Special Billing Number	7	\$ 2.50
Trunk Hunting Numbers Rotary/Tone	7	\$1.00/2.00
Verification	2	\$ 5.00
Voice Mail	7	\$ 4.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Contents Sheet 1

S2. BASIC LOCAL EXCHANGE SERVICE

CONTENTS	Sheet No.
S2.1 General .....	1
S2.2 Basic Local Service Rate Groups (Reserved).....	1
S2.3 Regrouping (Reserved) .....	1
S2.4 Alphabetical Listing of Exchanges.....	1
S2.5 Local Calling Areas .....	1
S2.6 Authorization .....	2
S2.7 Basic Local Exchange Rates .....	2
S2.8 Zone Charges (Mileage Charges) (Reserved) .....	2
S2.9 Exchange Regrading (Reserved) .....	2
S2.10 Extended Area Service .....	2
S2.11 Concession Service.....	3
S2.12 Local Directory Assistance .....	4
S2.13 Operator Assisted Local Calls and Local Calling Card Service .....	5
A. General.....	5
B. Application of Charges.....	5
C. Rates.....	6
D. Operator Assisted Premium Plan.....	6
S2.14 Local Operator Verification/Interruption Service.....	7
A. General.....	7
B. Application of Charges.....	7
C. Rates.....	7
S2.15 Dual Party Relay Service.....	8
A. Application.....	8
B. Description of Service.....	8
C. Definitions.....	8
D. Restrictions.....	10

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Contents Sheet 2

S2. BASIC LOCAL EXCHANGE SERVICE

CONTENTS		Sheet No.
S2.16	Area Calling Service.....	11
	A. Description of Service .....	11
	B. Rates .....	11
	C. Area Calling Service Discount .....	14
	D. HUNTSVILLEconnect .....	14
	E. GUNTERSVILLEconnect .....	15
	F. REGIONconnect .....	15
S2.17	Lifeline Assistance Program .....	16
	A. General.....	16
	B. Regulations.....	16
	C. Credits.....	20

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Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 1

S2. BASIC LOCAL EXCHANGE SERVICE

S2.1 GENERAL

- A. Basic local telephone service is provided by means of station, wire, switching and other facilities, and plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates applied under a group rate system. The facilities used to provide such basic local telephone service are also used in the furnishing of toll telephone services at rates applicable for such services.
- B. The base rate area, exchange service area and zone rate areas for each exchange are on maps located in Section 29 of this Price list.
- C. Rates for Basic Local Exchange Service are related to the total access lines in service in the exchange plus total access lines in service in other exchanges within the local calling area of that exchange.
- D. The rates for service not specifically shown in this section are presented in other sections of this Price list and the Company's Tariff, as applicable.

S2.2 BASIC LOCAL SERVICE RATE GROUPS

Reserved for future use.

S2.3 REGROUPING

Reserved for future use.

S2.4 ALPHABETICAL LISTING OF EXCHANGES

Grant  
New Hope  
Owens Cross Roads

S2.5 LOCAL CALLING AREAS

Exchange:	Exchanges in Local Calling Area:
Grant	Grant, New Hope, Owens Cross Roads
New Hope	New Hope, Grant, Owens Cross Roads
Owens Cross Roads	Grant, New Hope, Owens Cross Roads

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
First Revised Sheet 2

S2. BASIC LOCAL EXCHANGE SERVICE

S2.6 AUTHORIZATION

Basic Local Exchange Rates are authorized individually by the Alabama Public Service Commission.

S2.7 BASIC LOCAL EXCHANGE RATES (per line)\*

Business

Exchange Name

	1 Pty Rotary	1 Pty Tone	Key Line	PBX Trunk
Grant	\$32.55	\$32.55	\$39.55	\$42.55
New Hope	\$32.55	\$32.55	\$39.55	\$42.55
Owens Cross Roads	\$32.55	\$32.55	\$39.55	\$42.55

Residence

	1Pty Rotary	1Pty Tone
Grant	\$16.25	\$16.25
New Hope	\$16.25	\$16.25
Owens Cross Roads	\$16.25	\$16.25

\* The Basic Service Rates below do not include any federal, state or local fees or taxes, including without limitation, E-911 charges and the \$0.15 dual-party relay surcharge, which shall be shown separately on a customer's bill.

S2.8 ZONE CHANGES

Reserved for future use.

S2.9 EXCHANGE REGRADING

Reserved for future use,

S2.10 EXTENDED AREA SERVICE

A. General

Extended Area Service will be implemented between those exchanges which meet all criteria and conditions as set forth by the Alabama Public Service Commission in the Special Telephone Rules, Rule T-24.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Page 3

S2. BASIC LOCAL EXCHANGE SERVICE

S2.11 CONCESSION SERVICE

A. General

Employees' Telephone Service is offered to all permanent employees at their residence when such service is provided by this Company.

B. Conditions

1. Employees' Telephone Service at their residence is available to all full time employees of the Company after the probationary period. This service is not available when the employee resides in a boarding and/or rooming house.
2. One primary listing may be provided in the name of the employee (except that the listing of a married woman may be in her or her husband's name).

C. Rates

1. The charge for Employees' Telephone Service is waived. Employees pay only for any long distance charges they may incur.
2. Service may be furnished by the Company at its expense in the residence of employees, when in its judgment, the interests of the Company in rendering continuous service to the public will be advanced, and shall be limited to employees who are frequently contacted at their residence outside of regular office hours, concerning affairs relating to the business of the Company.
3. Regular service charges applicable with the initial installation of Employees' Telephone Service are hereby waived.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Page 4

S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 LOCAL DIRECTORY ASSISTANCE SERVICE

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. Directory Assistance Service allows a subscriber to provide a name to get a telephone number, ZIP Code and/or directory address.
- C. There will be a charge for all customer calls to Directory Assistance, except:
  - a. Residential customers who have a visual or physical disability rendering them unable to use a telephone directory, and
  - b. Business customers employing one or more persons diagnosed with that same disability.

Such a diagnosis must be confirmed in writing by a physician or an appropriate group or agency. This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

- D. Surcharges as specified in this Price list will be applicable to all calls to Directory Assistance Service handled by the operator ("0-"), provided that the "0" operator is not the only source for Local Directory Assistance, or dialed by the customer ("0+").
- E. Rates and Charges
  - a. Directory Assistance service  
Request of a listing (maximum of two requests per call)
    - 1. Within the Company's local calling or LATA/NPA serving area for the originating line \$1.79/call
    - 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line \$1.79/call
  - b. Directory Assistance service to Payphone Service Providers
    - 1. All calls to Directory Assistance \$0.35/call

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Page 5

S2. BASIC LOCAL EXCHANGE SERVICE

S2.13 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE

A. General

For any Dial Calling Card Station, Operator Station or Person-To-Person message completed within the Local Calling Area, the appropriate service charge specified in this Price list will be applied except as specified below.

B. Application of Charges

1. The appropriate service charge, as specified in S2.13.C following, will be applied to each completed call except:
  - a. for calls to the Company for official telephone business,
  - b. for emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number,
  - c. when the caller identifies himself as being handicapped and unable to place the call due to his handicap,
  - d. when the caller advises he has had service trouble in reaching the terminating number,
  - e. for local emergency calls from a coin station,
  - f. for station-paid calls from hotel guests, or
2. The call may be billed to the originating telephone, calling card, third number, collect, or any other Company-approved identification number.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Page 6

S2. BASIC LOCAL EXCHANGE SERVICE

S2.13 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE (Cont'd)

C. Rates and Charges

1. The following charges for operator system served local calls apply in addition to the local dial rates:
  - a. Billing Surcharges - Station-to-Station
    - (1) Dial Calling Card \$1.00
    - (2) Operator \$2.50
    - (3) Inmate calls originating from correctional facilities (Automated) \$1.25
  - b. Billing Surcharges - Person-to-Person \$5.00
  - c. Operator Dialed Surcharge  
Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number \$1.25
  - d. Partially Automated Surcharge  
Station-to-station operator assisted calls where the customer dials the terminating number \$0.75
  - e. Zero Minus Charge  
Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800,888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call) \$0.95

D. Operator Assisted Premium Plan

A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls.

These calls must:

1. originate from a telephone line associated with the customer's account,
2. originate and terminate in the same Basic Local Calling Area,
3. be carried and completed by the Company via Company facilities, and
4. be billed by the Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Page 7

S2. BASIC LOCAL EXCHANGE SERVICE

S2.13 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE (Cont'd)

D. Operator Assisted Premium Plan (Cont'd)

In the event the company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.

S2.14 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

A. General

Verification Service provides operator assistance in determining if a called line is in use. Interruption Service provides for operator interruption of voice conversation in progress on a called line to advise the interrupted subscriber that the interrupting party has an emergency need to reach him. Data use of a subscriber line will be verified, but not interrupted. The customer may request these services for a charge, where facilities are available, by calling the "0" operator.

B. Application of Charges

1. The charges specified in Section S2.14.C will apply to all requests except
  - a. emergency requests from official emergency agencies when the request is received on an agency line from agency personnel;
  - b. emergency requests in which the caller identifies that the request is to one of the following:
    - (1) an official public emergency agency,
    - (2) an emergency medical number, or
    - (3) a privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center; or
  - c. requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.

C. Rates

1. Verification Charge - applies each time the operator verifies that a line is in use. \$2.50

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Page 8

S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE (Cont'd)

C. Rates (Cont'd)

2. Interruption Charge - applies each time the operator interrupts voice conversation in progress and does not depend on whether the called-party agrees to release the line \$5.00
3. If an operator both verifies the condition of the line and interrupts conversation on the same request, only the interrupt charge applies.
4. The charges for Verify/Interrupt Service are in addition to any applicable message rates.

S2.15 DUAL PARTY RELAY SERVICE

A. Application

For the purposes of this Section, the following definitions, rules and regulations are applicable, in addition to the definitions contained in Section 26 and to the rules and regulations contained in Section 25 of this Price list. In the event of any conflict between the provisions of this Section and the provisions of Sections 25 and 26, then the provisions of this Section shall prevail.

B. Description of Service

Dual Party Relay permits the hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communication takes place when a communications assistant relays conversations (voice to TDD or TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

C. Definitions

Alabama Relay Center - A center located at a predetermined point outside the Company's Network, staffed with communications assistants of a predetermined carrier, which permits the hearing

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 9

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 DUAL PARTY RELAY SERVICE (Cont'd)

C. Definitions (Cont'd)

Alabama Relay Center (Cont'd)  
and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones.

Bill to Third Party - A billing arrangement which permits a long distance "voice to TDD" or "TDD to voice" call to be charged to an authorized station, as determined by the Company, other than the station originating the call or the station where the call is terminated. These calls may be billed only to a third number within Alabama.

Person-To-Person Call - An MTS (Long Distance Message Telecommunications Service) class of service where the person originating the "voice to TDD" or "TDD to voice" call specifies to the communications assistant at the Alabama Relay Center a particular person to be reached. When the person originating such a call agrees to talk to anyone other than the one specified, the classification of the call remains person to person.

Station-To-Station Call - A MTS (Long Distance Message Telecommunications Service) class of service where the person originating the "voice to TDD or TDD to voice" call gives to the communications assistant at the Alabama Relay Center the telephone number of the desired station, and does not specify a particular person to be reached.

1. "Dial Station" is that Station-to-Station Service in which a call is dialed by the customer, except when an operator assists in the completion of calls between hearing and speech impaired Customers who use Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.
2. "Customer Dialed Calling Card Station" is that Station-to-Station service in which a call is dialed by the customer, except when an operator assists in the completion of calls between hearing and speech impaired Customers who use

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 10

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 DUAL PARTY RELAY SERVICE (Cont'd)

C. Definitions (Cont'd)

2. "Customer Dialed Calling Card Station" (Cont'd)  
Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.

The use of this calling service limits the billing of calls through the Alabama Relay Center to an Alabama Calling Card Number.

D. Restrictions

The following calls may not be placed through the Alabama Relay Center:

- Calls to 976, 900 or 700 numbers.
- Calls to time or weather recorded messages.
- Calls to other informational recordings.
- Station sent paid calls from coin telephones.
- Operator handled conference service and other teleconference calls.
- All calls billed to Cards (i.e., Credit Cards and Calling Cards) other than those assigned by the telephone company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 11

S2. BASIC LOCAL EXCHANGE SERVICE

S2.16 EXTENDED AREA CALLING SERVICE

A. Description of Service

1. General

Extended Area Calling Service is an optional offering that provides ten digit local calling from the subscriber's home wire center to all other participating local exchange companies' wire centers within a 40 mile radius in the same LATA based on airline mileage, and Interlata service into Guntersville, Huntsville and the Huntsville LATA Region, in addition to the existing local calling area. The offering of this service is subject to availability as determined by the Company and the Alabama Public Service Commission.

2. If any exchange in New Hope's service area is within 40 miles of a terminating exchange, intralata area calling service will be provided from all of New Hope's exchanges to the entire terminating exchange. The usage charges applicable for distances greater than 40 miles are those of the Customer's long distance carrier.

3. This service is not available to party-line customers or Company-owned or customer-provided public telephone subscribers.

B. Distance Advantage

1. Customers receive a discounted rate on long-distance telephone calls made to towns within the LATA-wide calling area. All calls made to the prefixes appearing below can be dialed with ten digits at the rate of \$0.05 per minute.

213	214	216	217	218	219	220	221	222	227	228	229	230	231	232
233	242	244	246	247	248	250	251	255	258	259	260	261	262	263
265	270	271	272	274	275	277	278	280	286	287	288	289	292	297
301	303	306	308	309	312	313	313	314	316	318	319	320	321	323
324	325	326	327	331	332	333	335	336	337	338	340	341	345	347
348	349	350	351	352	353	355	356	359	360	361	364	366	367	370
372	374	376	379	380	381	382	383	384	385	386	387	389	390	394
398	407	410	412	415	416	417	423	424	425	426	427	428	429	430
431	432	433	434	436	443	444	445	446	450	456	457	461	462	464
466	468	469	476	479	482	483	489	497	501	502	503	504	507	508
509	<del>512</del>	513	514	517	518	518	519	520	522	527	529	530	532	533
534	535	536	539	541	542	544	551	552	554	556	559	560	562	564

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565	566	567	573	574	575	576	577	578	580	583	584	585	588	590
594	595	599	602	603	604	606	607	608	609	612	613	614	615	616
620	621	624	627	628	631	633	636	637	642	647	648	650	651	652
653	654	655	656	658	661	662	664	665	667	668	669	671	672	672
678	679	681	682	683	684	685	688	690	692	693	694	698	701	702
703	704	705	707	708	709	710	712	713	714	715	716	718	719	720
721	722	724	726	727	729	730	732	733	734	735	736	737	739	740
746	747	751	752	754	755	756	757	758	759	760	762	764	765	766
765	766	767	768	771	772	773	774	775	776	777	778	783	784	787
788	789	791	793	795	796	797	798	799	802	803	804	805	806	807
809	810	812	813	814	815	816	817	819	821	823	824	828	829	830
834	837	838	841	842	843	842	843	850	851	855	856	857	858	859
860	864	865	867	869	871	872	873	880	881	882	883	885	887	890
893	895	898	903	905	908	909	920	922	933	934	947	955	957	960
961	962	963	964	966	971	974	975	983	984	987	990	992	998	

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 14

S2. BASIC LOCAL EXCHANGE SERVICE

S2.16 AREA CALLING SERVICE (Cont'd)

C. Area Calling Service Discount

1. In addition to the above Area Calling Service usage rates, a volume discount is available on Area Calling Service usage as follows:

Area Calling Service Monthly Usage	Discount to Above Usage Rates
\$0 - \$35.00	0%
\$35.01 - Above	50%

D. HUNTSVILLEconnect

Residential customers are provided an option to pay a monthly flat charge and make unlimited calls to all exchanges in the City of Huntsville. Customers will also be able to pay the flat charge of \$18.70 and receive LATA-wide calling at a discounted rate of \$0.05 per minute to the entire Huntsville LATA.

1. The following prefixes are included in the LATA-wide calling area:

213, 217, 219, 220, 261, 265, 270, 271, 288, 313, 316, 323, 326, 327, 337, 348, 361, 372, 382, 407, 417, 424, 425, 426, 427, 428, 429, 430, 433, 450, 457, 468, 479, 489, 503, 508, 509, 512, 513, 514, 517, 518, 519, 520, 527, 529, 532, 533, 534, 535, 536, 539, 541, 544, 551, 562, 564, 585, 595, 603, 604, 650, 651, 652, 653, 655, 656, 658, 662, 671, 679, 682, 683, 684, 694, 704, 705, 707, 713, 714, 716, 719, 720, 721, 722, 726, 730, 733, 746, 755, 759, 783, 797, 824, 830, 837, 842, 843, 851, 852, 855, 858, 859, 860, 864, 876, 880, 881, 882, 883, 885, 890, 895, 920, 922, 947, 955, 963, 964, 971, 990

2. Calls to the following Towns may be made at the rate of \$0.05 per minute:

Athens, Cherokee, Courtland, Cullman, Decatur, Elkmont, Falkville, Florence, Grayson, Gurley, Hanceville, Hartselle, Hazel Green, Henager, Killen, Leighton, Lexington, Madison, Massey, Moulton, New Market, Oden Ridge, Red Bay, Rogersville, Russellville, Scottsboro, Section, Scheffield, Skyline and Town Creek.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 15

S2. BASIC LOCAL EXCHANGE SERVICE

S2.16 AREA CALLING SERVICE (Cont'd)

D. HUNTSVILLEconnect (cont'd)

3. Monthly rate of \$18.70.

E. GUNTERSVILLEconnect

Residential customers are provided an option to pay a monthly flat charge of \$18.70 and make unlimited calls to all exchanges in the City of Guntersville, only.

1. The following prefixes are included in the City of Guntersville calling area:

224, 264, 293, 302, 486, 505, 506, 513, 558, 571, 572, 582, 673, 677, 738

2. Monthly rate of \$18.70.

F. REGIONconnect

1. REGIONconnect is a residential optional offering that provides, for a flat fee, up to 1200 anytime calling minutes, using seven digit local calling from the subscriber's home wire center to all other participating local exchange companies' wire centers within the Huntsville LATA. The offering of this service is subject to availability as determined by the Company and the Alabama Public Service Commission.

2. All calls outside of the REGIONconnect calling area shall be charged on a per minute basis.

3. This service is not available to coin telephone service subscribers or business subscribers.

4. Rate

a. Flat monthly rate of \$22.00.

b. Excess Minutes over the 1200 minutes included under the plan will be billed at the rate of \$0.09 per minute.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Second Revised Sheet 16

S2. BASIC LOCAL EXCHANGE SERVICE

S2.17 LIFELINE ASSISTANCE PROGRAM

Lifeline Assistance is a government assistance program developed to reduce rates for primary residential telephone service to qualifying subscribers who receive income-based benefits. The Company participates in this program to increase the availability of telecommunications services to all consumers in its serving areas.

A. General

Lifeline Assistance provides for a low income credit per household that is applicable only to the primary residential connection. The total monthly credit to the local telephone service bill of qualified residential customers consists of one federal credit. The credit is applied to the local service bills for qualified recipients of low income assistance programs who are eligible and apply for the credit. Lifeline Assistance may be applied to a maximum of one line per eligible customer.

B. Regulations

To constitute a qualifying low-income customer eligible to receive Lifeline services, a customer must meet the requirements set forth in either paragraph 1. or 2. below:

1. A customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;
  - a. For purposes of these rules, "income" is defined as all income actually received by all members of a household. This includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.

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New Hope Telephone Cooperative, Inc.

Section 2  
First Revised Sheet 17

S2. BASIC LOCAL EXCHANGE SERVICE

S2.17 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

1. (Cont'd)

b. A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parents or guardians are considered to be part of the same household as their parents or guardians.

2. Lifeline Assistance is also available to all qualified residential customers who currently participate in any of the following programs: Medicaid, Supplemental Nutrition Assistance Program ("SNAP"), Supplemental Security Income ("SSI"), Federal Public Housing Assistance or Section 8 (a Federal Housing Assistance Program), Low Income Home Energy Assistance Program ("LIHEAP"), Temporary Assistance to Needy Families ("TANF") or National School Lunch Program's Free Lunch Program. A subscriber will also be considered to be eligible for Lifeline credit even if he does not personally participate in one of these assistance programs, so long as an individual who lives in his household, and for whom he is financially responsible, participates in at least one of the above-listed low-income assistance programs.

3. In addition to meeting the qualifications provided in paragraph 1. or 2. of this section, in order to constitute a qualifying low-income customer, a customer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
First Revised Sheet 18

S2. BASIC LOCAL EXCHANGE SERVICE

S2.17 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

4. Qualifying subscribers must provide the Company with acceptable documentation as proof of their eligibility to receive Lifeline service under the income-based or program-based requirements. The Company will confirm a subscriber's continuing eligibility to receive Lifeline service on an annual basis by requiring the subscriber to sign a certification as to his/her present qualifications for Lifeline service. Upon a determination of ineligibility, the credit will be discontinued on the bill if the customer fails to provide proof of eligibility within thirty (30) days after written notification to the customer.
5. If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another eligible telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice.
6. The Company will process all applications and apply the appropriate credit on the customer's monthly bill. A secondary service charge is not applicable for existing customers who subscribe to Lifeline Assistance.
7. As a participant in Lifeline Assistance, customers are eligible to receive Toll Limitation Service at no charge for any Lifeline service that charges a fee for toll calls, either domestic or international, that is in addition to the monthly price of the customer's Lifeline service. This service will only be provided at the customer's request and is limited to plans that distinguish between local and long-distance calling.
8. Local service deposit requirements will be waived for customers who voluntarily receive Toll Limitation Service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
Original Sheet 19

S2. BASIC LOCAL EXCHANGE SERVICE

S2.17 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

9. Participants in Lifeline Assistance shall not be disconnected from Local Service for nonpayment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges. The Company may require customers whose otherwise eligible household member has previously unpaid toll charges to subscribe to toll blocking prior to being accepted as eligible for Lifeline Service. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
10. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
11. One low-income credit is available per household and is applicable to the primary residential connection only.
12. A Lifeline customer may subscribe to any local service offering available to other residential customers.
13. The PICC will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.
14. Lifeline subscribers may apply their Lifeline discount to the Company's family shared calling plans and to bundled service packages or packages containing optional calling features available to Lifeline customers. The calling plan must be in the name of the eligible subscriber, and a household may receive only one Lifeline supported service. Partial payments from Lifeline subscribers purchasing bundled packages or packages containing optional calling features will first be applied to pay down the allocated price of the Lifeline voice services.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 2  
First Revised Sheet 20

S2. BASIC LOCAL EXCHANGE SERVICE

S2.17 LIFELINE ASSISTANCE PROGRAM (Cont'd)

C. Credit

The following credit\* will apply for each customer eligible for Lifeline Assistance:

	<u>Monthly Credit*</u>
a) Federal Credit (one credit per month)	\$ 9.25

The maximum Lifeline Assistance credit available to Alabama customers is \$9.25.

\*Credit amount will not exceed the basic charge for local telephone service, which includes the Subscriber Line Charge, access line and local usage.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Contents Sheet 1

S3. BUNDLED SERVICES

CONTENTS	Sheet No.
S3.1 General.....	1
S3.2 Regulations.....	1
S3.3 Business Packages.....	2
A. Business Advantage (Single Line).....	2
B. Business Advantage (Multi-Line).....	2
C. Business Elite (Single Line).....	3
D. Business Elite (Multi-Line).....	3
S3.4 Residential Packages.....	3
A. NHTC Advantage.....	3
B. NHTC Elite.....	4
S3.5 FIBER Bundled Services.....	4
A. FIBER Advantage.....	4
B. FIBER Elite.....	4
C. FIBER Deluxe.....	5
D. FIBER Supreme.....	5
S3.6 Installation Charges.....	5
A. Business Packages.....	5
B. Residential Packages.....	6
C. FIBER Bundled Packages.....	6
S3.7 Equipment Charges.....	6
A. Modem.....	6
B. Set top Boxes.....	6

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Sheet 1

S3. BUNDLED SERVICES

S3.1 GENERAL

- A. Bundled Services are optional service packages for both business and residential customers that offer local flat rate service with a variety of options and non-regulated services, including, but not limited to, long distance, custom calling features, Internet\_service and cable television, at one lower monthly rate.

S3.2 REGULATIONS

- A. All Bundled Services offer customers a choice of five (5) of the following Custom Calling Features.
1. Call Waiting
  2. Call Forwarding
  3. Three Way Calling
  4. Speed Calling
  5. Automatic Callback
  6. Anonymous Caller Rejection
  7. Automatic Recall
  8. Selective Caller Rejection
  9. Telemarketer Do Not Disturb
  10. Caller ID - Name Only
  11. Caller ID - Number Only
  12. Deluxe Caller ID
  13. Call Forward on Busy
  14. Call Forward No Answer
  15. Distinctive Ringing
  16. Voice Mail
  17. Call Waiting for Caller ID
- B. All Bundled Services are also subject to the terms and conditions of the Company's Customer Service Agreement, Acceptable Use Policy and Fair Access Policy.
- C. Basic local service rates do not include federal and state access charges, regulatory fees and taxes, including 911 charges, all of which will be billed in addition to the package price.
- D. Unlimited long distance is for typical domestic voice use only. Typical long distance usage is 2000 minutes per month. Long distance does not include 900 calls, 800 services, Calling card calls, International calls, Directory Assistance, Operator Assistance, multi-line conference calls, chat services or data services - standard rates as found in the Company's applicable tariff and/or price list apply for these services. Long distance is not intended for use to connect to Internet service providers,

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Contents Sheet 2

S3. BUNDLED SERVICES

S3.2 REGULATIONS (Cont'd)

D. (Cont'd)

data providers or information services. Should the Company determine that usage is not consistent with typical residential or business voice usage, the Company reserves the right to immediately suspend, restrict, bill excessive usage charges or cancel service without prior notice. Customers must subscribe to New Hope Telephone Long Distance and a qualifying Bundle Plan.

E. All rates are subject to change. Some areas may not yet be capable of receiving all services, and advertised Internet speeds are not guaranteed. **Company reserves the right to discontinue or change package plans upon thirty (30) days notice, consistent with existing Alabama law and the rules and regulations of the Alabama Public Service Commission.** Additional requirements and restrictions may apply.

S3.3 BUSINESS PACKAGES

A. Business Advantage (Single Line)

Unlimited Local calling  
500 minutes of Nationwide Long Distance service\*  
Choice of any five (5) Custom Calling Features  
Toll-free Number\*\*  
DSLmax Internet Service\*\*\*

Monthly Charge: \$89.95

B. Business Advantage (Multi-Line)

Unlimited Local calling  
500 minutes of Nationwide Long Distance service\*  
Choice of any five (5) Custom Calling Features  
Toll-free Number\*\*  
DSLmax Internet Service\*\*\*

Local access fees apply for additional lines.

Monthly Charge: \$           

\*Excess minutes billed at the rate of \$0.09 per minute.  
\*\*Calls billed at the rate of \$0.15 per minute.  
\*\*\*Download speeds of up to 1.5Mbps and upload speeds of 512k.  
Includes one (1) e-mail account. Requires a modem, which may be purchased for \$50.00. Charge for DSL only is \$49.95 per month.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Contents Sheet 3

S3. BUNDLED SERVICES

S3.3 BUSINESS PACKAGES (Cont'd)

C. Business Elite (Single-line)

Unlimited Local calling  
500 minutes of Nationwide Long Distance service\*  
Choice of any five (5) Custom Calling Features  
Toll-free Number\*\*  
DSLmax Internet Service\*\*\*  
Expanded Cable TV package (more than 60 channels\*\*\*\*)

Monthly Charge: \$129.95

D. Business Elite (Multi-line)

Unlimited Local calling  
500 minutes of Nationwide Long Distance service\*  
Choice of any five (5) Custom Calling Features  
Toll-free Number\*\*  
DSLmax Internet Service\*\*\*  
Expanded Cable TV package (more than 60 channels)\*\*\*\*

Local access fees apply for additional lines.

Monthly Charge: \$           

\*Excess minutes billed at the rate of \$0.09 per minute.  
\*\*Calls billed at the rate of \$0.15 per minute.  
\*\*\*Download speeds of up to 1.5Mbps and upload speeds of 512k.  
Includes one (1) e-mail account. Requires a modem, which may be purchased for \$50.00. Charge for DSL only is \$49.95 per month.  
\*\*\*\*See channel listing at [www.nhtc.coop](http://www.nhtc.coop).

S3.4 RESIDENTIAL PACKAGES

A. NHTC Advantage

Unlimited Local calling  
Unlimited Nationwide Long Distance service\*  
Choice of any five (5) Custom Calling Features  
DSLmax Internet Service\*\*

\*Commercial facsimile, auto-redialing, resale, telemarketing and general business use are strictly prohibited.  
\*\*Download speeds of up to 1.5Mbps and upload speeds of 512k. Includes one (1) e-mail account. Charge for DSL only is \$49.95 per month.

Monthly Charge: \$79.95

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Contents Sheet 4

S3. BUNDLED SERVICES

S3.4 RESIDENTIAL PACKAGES (Cont'd)

B. NHTC Elite

Unlimited Local calling  
Unlimited Nationwide Long Distance service\*  
Choice of any five (5) Custom Calling Features  
DSLmax Internet Service\*\*  
Expanded Cable TV package (more than 60 channels)\*\*\*

\*Commercial facsimile, auto-redialing, resale, telemarketing and general business use are strictly prohibited.

\*\*Download speeds of up to 1.5Mbps and upload speeds of 512k. Includes one (1) e-mail account. Charge for DSL only is \$49.95 per month.

\*\*\*See channel listing at [www.nhtc.coop](http://www.nhtc.coop).

Monthly Charge: \$119.95

S3.5 FIBER BUNDLED SERVICES

A. FIBER Advantage\*

Unlimited Local calling  
Unlimited Nationwide Long Distance service\*\*  
Choice of any five (5) Custom Calling Features  
FIBERlite Broadband Service\*\*\*

Monthly Charge: \$79.95

B. FIBER Elite\*

Unlimited Local calling  
Unlimited Nationwide Long Distance service\*\*  
Choice of any five (5) Custom Calling Features  
FIBERlite Broadband Service\*\*\*  
Digital IPTV Expanded TV Service\*\*\*\*

Monthly Charge: \$119.95

\*For Residential customers only; may not be available in all areas.

\*Commercial facsimile, auto-redialing, resale, telemarketing and general business use are strictly prohibited.

\*\*\*Download and upload speeds of up to 1.5Mbps. Includes one (1) e-mail account. No modem required. Charge for FIBERlite only is \$49.95 per month.

\*\*\*\*Offers channels 4-70, 901-909 and 30 music channels. Charge for IPTV Expanded TV Service only is \$44.00 per month. See [www.nhtc.coop](http://www.nhtc.coop). Set top box required.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Contents Sheet 5

S3. BUNDLED SERVICES

S3.5 FIBER BUNDLED SERVICES (Cont'd)

C. FIBER Deluxe\*

Unlimited Local calling  
Unlimited Nationwide Long Distance service\*\*  
Choice of any five (5) Custom Calling Features  
FIBERmax Broadband Service\*\*\*  
Digital IPTV Expanded TV Service\*\*\*\*  
One (1) Premium Movie Package\*\*\*\*\*

Monthly Charge: \$139.95

D. FIBER Supreme\*

Unlimited Local calling  
Unlimited Nationwide Long Distance service\*\*  
Choice of any five (5) Custom Calling Features  
FIBERTurbo Broadband Service\*\*\*  
Digital IPTV Expanded TV Service\*\*\*\*  
Two (2) Premium Movie Packages\*\*\*\*\*

Monthly Charge: \$169.95

\*For Residential customers only; may not be available in all areas.  
\*Commercial facsimile, auto-redialing, resale, telemarketing and general business use are strictly prohibited.  
\*\*\*Download speeds of up to 3Mbps and upload speeds of up to 1.5 Mbps. No modem required. Cost for FIBERmax only is \$69.95 per month; cost for FIBERTurbo only is \$79.95 per month.  
\*\*\*\*Offers channels 4-70, 901-909 and 30 music channels. See listing at [www.nhtc.coop](http://www.nhtc.coop). Charge for IPTV Expanded TV Service only is \$44.00 per month. Set top box required.  
\*\*\*\*\*See package listing at [www.nhtc.coop](http://www.nhtc.coop).

S3.6 INSTALLATION CHARGES

A. Business Packages

1. Business Advantage (single and multi-line)	\$60.15
2. Business Elite (single and multi-line)	\$90.15

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 3  
Original Contents Sheet 5

S3. BUNDLED SERVICES

S3.6 INSTALLATION CHARGES (Cont'd)

B. Residential Packages

- |                   |         |
|-------------------|---------|
| 1. NHTC Advantage | \$45.15 |
| 2. NHTC Elite     | \$75.15 |

C. FIBER Bundled Services

- |                    |         |
|--------------------|---------|
| 1. FIBER Advantage | \$45.15 |
| 2. FIBER Elite     | \$75.15 |
| 3. FIBER Deluxe    | \$75.15 |
| 4. FIBER Supreme   | \$75.15 |

S3.7 EQUIPMENT CHARGES

A. Modems \$50.00

B. Set top boxes

1. First box is free.
2. Connection fee of \$20.00 for each additional box.
3. Monthly charge per box \$4.95

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 4  
Original Contents Sheet 1

S4. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 5  
Original Contents Sheet 1

S5. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Contents Sheet 1

S6. SERVICE CONNECTION CHARGES

CONTENTS	Sheet No.
S6.1 General .....	1
S6.2 Definitions .....	2
A. Service Order for Connection, Move or Change of Service .....	2
1. Service Ordering Charge.....	2
2. Central Office Line Connection Charge	3
3. Premises Work Charge .....	4
4. Number Change Charge .....	4
B. Installation Charge.....	4
C. Termination Charge.....	4
D. Restoration Charge.....	5
E. Maintenance of Service Charge.....	5
F. Record Service Order Charge.....	5
G. Standard Network Interface Residence or Non-Key Business .....	6
H. Customer Premises Inside Wire .....	6
I. Simple Business .....	6
S6.3 Application of Service Charges .....	7
A. General .....	7
B. Premises Work Charges.....	8
C. Complex Premises Work Charges.....	10
D. Connection of New Service.....	12
E. Service Charges.....	15
F. Termination Charge.....	16
G. Minimum Service Charge for Willful Destruction of Telephone Lines or Equipment .....	17
H. Maintenance of Service Charge. ....	18
I. Visit Charge .....	19
J. Restoration Charge .....	22

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Contents Sheet 2

S6. SERVICE CONNECTION CHARGES

CONTENTS	Sheet No.
S6.4 Rates.....	23
A. Connecting, Moving or Changing Service.....	23
B. Premises Work Charges .....	25
C. Complex Premises Work Charges.....	26

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 1

S6. SERVICE CONNECTION CHARGES

S6.1 GENERAL

- A. Service charges are the nonrecurring charge or charges applied to the services ordered or connected into service at the customer's request. These include charges for initial commencement of service, changes, restoration, and rearranging of service or facilities.
- B. Service charges may be paid under one of the following plans, at the option of the subscriber.
  - 1. Plan 1 - Payment in full at the time service is requested.
  - 2. Plan 2 - Payment in full, on first month's billing.
- C. In all cases where special or unusual construction or installation is required, such charges are in addition to the prescribed service charges.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 2

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS

A. Service Charge for Connection, Move or Change of Service

The term Service Charge as specified herein and in other sections of this Price list is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment, and other telephone facilities. Service Charges are categorized as (1) Service Ordering Charge, (2) Central Office Line Connection Charge, (3) Premises Work Charge and (4) Number Change Charge.

1. The Service Ordering Charge is separated into three categories.
  - a. The Service Ordering Charge with visit means the charge that applies per customer request for work performed by the Company in connection with the receiving, recording and processing of the customer request for service to be completed at one time and a visit to the customer's premises is required to complete the requested work. The service ordering functions covered by the initial increment of Premises Work Charges are equivalent to those covered by a Service Ordering Charge with visit; therefore, for purposes of this definition, the initial increment of the Premises Work Charge is considered to be comparable to a Service Ordering Charge with visit.
  - b. The Service Ordering Charge without visit means the charge that applies per customer request for work performed by the Company in connection with the receiving, recording and processing of the customer's request for service to be completed at one time and a visit to the customer's premise is not required to complete the requested work, except as indicated in "Record Service Order Charge" following.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 3

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

A. Service Charge for Connection, Move or Change of Service (Cont'd)

1. (Cont'd)

- c. The term "per customer request" as specified in (a) and (b) preceding means all work or service ordered by one customer to be performed or provided at the same time on the same premises on the same system. Where both business and residence service is furnished on the same premises, the "per customer request" treatment is applicable separately for each service. When more than one Service Ordering Charge applies at the same time on the same premises, only one Service ordering Charge with visit or first increment of the Premises Work Charge is applicable. The remaining Service Ordering Charges will be without premises visit.

2. Central Office Line Connection Charge

The term "Central Office Line Connection Charge" applies to the charge for arranging an exchange line to provide service between central office and the customer's premises and/or other premises where the service is to be terminated. The charge applies for work including but not limited to making and changing connections in the Central Office and making and changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connections and line and station transfers.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 4

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

A. Service Charge for Connection, Move or Change of Service (Cont'd)

3. Premises Work Charge

Premises Work is that work performed by a Company representative on a customer's premises exclusive of work required to establish or re-establish network access to a Standard Network Interface {unless specifically stated in this Price list) and includes, but is not limited to, service ordering and equipment handling. Therefore, the appropriate charges for these work functions for residence and simple business applications are the respective Premises Work Charges. Additional charges may apply for services provided which are not tariffed under this Price list.

4. Number Change Charge

A Number Change Charge is a charge which applies for a customer originated request for a change of a telephone number, PABX or Centrex station number.

B. Installation Charge

An Installation Charge is a non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from a Service Charge applicable for establishing, moving or changing basic telephone service and is in addition to applicable Service Charges. An Installation Charge may sometimes be referred to as an "initial" or "non-recurring" charge.

C. Termination Charge

A Termination Charge is a charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 5

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

D. Restoration Charge

A Restoration Charge is a charge applicable to restoring service following a denial of such service.

E. Maintenance of Service Charge

A Maintenance of Service Charge is a non-recurring charge applicable for each repair visit to a customer's premises in connection with a service difficulty or trouble report due to the following:

1. A condition in a customer-provided terminal, or communications system, or customer-provided or maintained inside wiring arranged for connection to Company facilities;
2. A receiver off-hook condition in customer premises equipment;
3. Or where specifically stated in this Price list. It also applies to the testing of private line multi-point circuits when it is determined that the trouble is not in the Company-provided facilities.

F. Record Service Order Charge

A Record Service Order Charge is a charge involving customer listing activity requested by the customer, which requires no Company central office or customer premises action (other than changes from nonpublished listing to a listed number).

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 6

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

G. Standard Network Interface - Residence or Non-Key Business

The Standard Network Interface is that point on the customer's premises where all premises services are connected to the telecommunications network. The Standard Network Interface is a non-tariffed weatherproof enclosure consisting of a protector, standard registration program jack or equivalent and an entrance bridging device. The Standard Network Interface will be placed at a location determined by the Company which is accessible to the Customer.

H. Customer Premises Inside Wire

Customer Premises Inside Wire is that wire that runs between the Standard Network Interface where the Exchange Access Lines terminate and those standard jack terminations or equivalent, including the standard jack or equivalent, on the customer's premises to which terminal equipment can be connected for access to the Exchange Access Line. Customer premises inside wire will be provided by the customer subject to the provisions of this Price list, Part 68 of the Federal Communications Commission Rules and Regulations, applicable electrical codes and related Company practices. Company practices will be made available to the subscriber in the Company's Price list.

I. Simple Business

The term Simple Business as specified herein is defined as business individual or party line basic exchange service which does not terminate in a communications system. The term Business Non-Key is synonymous with the term Simple Business.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 7

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES

A. General

1. Service charges as used herein and in other sections of this Price list are applicable to the ordering, connecting, moving, changing, rearranging and furnishing of telephone service and other telephone facilities and service. The charges apply as follows, except as provided hereinafter in other sections of this Price list.
2. Service order charges are applicable to the following services:
  - a. All classes of Basic Local Exchange Service
  - b. Coin Telephone Service
  - c. Telephone Answering Service
  - d. Private Branch Exchange Service
  - e. Key and Push Button Service
  - f. Directory Listings
  - g. Miscellaneous Service Arrangement and Auxiliary Equipment
3. Where the service desired necessitates the use of more than one item of service subject to the service charge, the total charge is the sum of the separate service charges for each item of service furnished except as hereinafter provided.
4. When service is re-established at a location which has been destroyed or made untenable by fire, wind or flood, service charges for connection, move or change do not apply when service is re-established within a reasonable time. If the subscriber desires service at a new location for a temporary period, service charges for connection will apply for the establishment of service at a temporary location, but no service charge will apply when service is re-established at the former location.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 8

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

A. General (Cont'd)

5. Service charges may be paid at the time of application of service or as otherwise provided herein.
6. Where service is established at a concession rate, except employees' concessions, no concession is allowed from the regular service charges.
7. Service charges apply to changing or adding touchtone service, custom calling features, number changes or any other miscellaneous service as specified in this Price list.

B. Premises Work Charges

1. The Premises Work Charge applies for customer requested change work performed by the Company on the customer's premises exclusive of establishing or reestablishing network access to a Network Interface located at the normal point designated by the Company.
2. The Premises Work Charge applies per Company employee performing billable work on the customer's premises. Billable Premises Work is work performed on a customer's premises by a Company employee or representative at the customer's request and not covered by other charges. This includes work preparation, actual work and cleanup. The sum of their time is used to determine the number of 15-minute increments to be billed with only one initial increment billed per service order worked, except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 9

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

B. Premises Work Charges (Cont'd)

3. Premises Work Charges will apply separately "per customer request" on service requests where billable premises work is performed.
4. Premises Work Charges are applicable in addition to the charges for individual items of equipment or service in other sections of this Price list.
5. Premises work performed beyond the protector or equivalent for Semi-Public Coin Telephone Service is billable work subject to the Non-Key Business Premises Work Charge.
6. Premises work performed beyond the protector, or equivalent, for Data Service, Intrastate Wide Area Telecommunications Service and Foreign Exchange Service is billable premises work subject to the appropriate Premises Work Charges.
7. Premises Work Charges apply to extend the location of the Standard Network Interface to a point requested by the customer which is other than where the Company would normally locate the Standard Network Interface.
8. Premises Work Charges apply for a customer requested relocation, change or modification of an existing Standard Network Interface.
9. Premises Work Charges apply for installing a Standard Network Interface to existing lines when requested by customer.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 10

S6. SERVICE CONNECTION CHARGES

S6.3 Application of Service Charges (Cont'd)

C. Complex Premises Work Charges

1. Complex Premises Work Charges are non-recurring charges based on the cost of miscellaneous materials used to complete premises work associated with Complex Services.
2. The charges for miscellaneous materials used for Complex Premises work will be based on cost.
3. Complex Premises Work Charges apply to all customer-requested premises work performed by the Company on the customer's premises except as excluded in "Exclusions from Complex Premises Work Charges" following.
4. Billable premises work is work performed on a customer's premises by a Company employee or representative at the customer's request and not covered by other charges. This includes work preparation, actual work and cleanup.
5. Complex Premises Work Charges will apply separately per customer request in accordance with "Definitions" when billable premises work is performed. The Complex Premises Work Charge applies per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15 minute increments to be billed. Only one initial increment is to be billed per service order worked except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 11

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

C. Complex Premises Work Charges (Cont'd)

6. A customer with Complex Service may request an estimate before ordering work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed is based on the actual time and material used.
7. A customer with Complex Service may request a firm bid quotation before ordering work done.
  - a. A firm bid quotation is a firm price, in writing, for a stated purposed and good for a limited time period which is specified on the bid.
  - b. Firm bid quotations provided at the customer's request and accepted by the customer will be billed at the stated price regardless of the actual costs incurred by the Company technicians.
8. Complex Premises Work Charges apply for wiring work on the customer's premises required to change station numbers.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 12

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

D. Connection of New Service

1. Except as provided hereinafter, all requests for services requiring service ordering, central office line connection or premises work are subject to the appropriate charge(s) required to provide that service, as provided for in the preceding schedule of charges.
2. Where the service desired requires more than one charge, such as for central office line connection, the sum of the separate charges for each function applies except as hereinafter provided. Service Ordering Charges apply.
3. Service charges are not applicable to orders covering full or partial disconnections.
4. When service is re-established at a location which has been destroyed by fire or made untenable by fire, wind or flood, service charges for connection, move or change do not apply. If the subscriber desires service at a new location for a temporary period, service charges for connection will apply for the establishment of service at the temporary location. Charges in the location of existing stations to points outside the premises occupied by the subscriber are considered new service connections at the new locations.
5. Service charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.
6. On Intraexchange Extended Channel Service, the appropriate charge for service ordering will apply, plus the appropriate charges for premises work. If provided subsequently to the initial establishment of service, the Central Office Line Connection Charge would also apply.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 13

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

D. Connection of New Service (Cont'd)

7. Transfers of responsibility or change of name involving a change of responsibility should be handled as follows: If the change does not require central office line connection work or premises work, a service ordering charge without premises visit is applicable. If the change does involve central office line connection work and/or premises work or number change, the charge for each element of the service charge will apply as appropriate.
8. Residence customers using PABX or Key equipment at their residence (except one-button telephone and keyless telephone equipped with external key for two-line pickup) are subject to the appropriate charges for Complex Service.
9. For Semi-public Coin Telephone Service, the Business Non-Key Service Connection Charges apply.
10. Billable work performed by Company employee located at an on-premises work station is subject to the initial increment of the Premises Work Charge (plus subsequent increments as appropriate).

On order for new items of equipment other than central office lines and trunks, the appropriate service charges will apply for service ordering and premises work plus any installation charge associated with the particular item being connected.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 14

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

D. Connection of New Service (Cont'd)

12. The appropriate charges for service ordering and premises work apply as indicated in definitions preceding; except in those cases where the charges are based on the estimated cost of making the move or change required. Additional charges may apply for services provided under this Price list. In connection with inside moves and changes, except as provided herein and except when a basic termination charge or minimum service period applies, non-recurring charges expressly stated in other sections of this Price list will apply in addition to the applicable service ordering and premises work charges.
13. For rearrangement of drop wire or protector, the appropriate charge for service ordering and appropriate central office line connection charges are applicable.
14. For a customer originated change of telephone number or PABX or Centrex station number, a number change charge is applicable for each number changed plus the appropriate service ordering charge. The number change charge is applicable in addition to the appropriate charge for station number changes when a change or basic exchange telephone number is requested coincident with a change of station number. For a change from business to residence, without a number change, the business service ordering charge (without visit) is applicable. For a change from business to residence, the residence service ordering charge plus a residence number change charge is applicable. (When downgrading from a business to residence service, the number must be changed).
15. For a change from rotary dial service to Tel-touch (tone dialing) the appropriate service ordering charge will apply. The central office line connection charge does not apply.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 15

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

E. Service Charges

Service charges do not apply, except where specifically stated:

1. Changing from a private listing to a listed number.
2. Changes in telephone numbers made, when in the judgment of the Company, such changes are necessary for continuation of satisfactory service.
3. Orders covering full or partial disconnection.
4. The Service Ordering Charge for changing from a rotary dial line to Tel-touch line does not apply during Company selected times of special promotion of this service.
5. For a change from Tel-touch (tone dialing) to rotary dial service, no charges will apply. Any other work done at the same time will be at the applicable service charges.
6. Change in grade of service. No charges would apply when a subscriber elects a higher grade of service when initially offered by the Company. Other changes in grade of service would be with the appropriate charges. Service charges do apply if the requested change involves additional changes in the class of service such as changes from residence to business, lines to trunks, rotary to Tel-touch, etc.
7. Service orders issued only to record items of customer-provided equipment.
8. For each of the cases listed in 1 through 7 above, any additional work done concurrently with excepted work will entail service charges applicable to that work.
9. Complex Premises Work Charges do not apply where premises work is required to establish or re-establish network access to the Company-provided network interface.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 16

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

F. Termination Charge

A Termination Charge is determined by applying the percentage of the unexpired portion of the Basic Termination Charge for the initial service period to the full initial service period.

The Basic Termination Charge and the initial service period are indicated in the section of this Price list covering the service items to which they apply.

When a subscriber cancels an order for service carrying a Basic Termination Charge prior to the establishment of that service, a Termination Charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal. The Termination Charge in this event will not exceed the Basic Termination Charge.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 17

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

G. Minimum Service Charge for Willful Destruction of Telephone Lines or Equipment

The Company undertakes to maintain and repair the facilities which it leases to customers. The customer is assessed the actual cost of each apparatus, equipment or lines destroyed due to malicious, willful and negligent damage. The customer may not, nor permit others to, rearrange, disconnect or remove any equipment or wiring installed by the Company. If facilities are rearranged, disconnected or removed, the Company shall have the right to make a charge sufficient to recover any losses experienced as a result of such unauthorized tampering.

When the Company is required to make a visit to the customer's premises for the purpose of correcting a trouble caused by willful destruction of the telephone lines or equipment, the minimum service charge, consisting of the appropriate first and additional increments as specified below, will apply if another specific service charge does not apply.

Minimum Charge for willful, malicious or negligent damage, each visit

Residence and Simple Business

Key, PABX and Centrex

Appropriate Premises Work Charge in this section of the Price list

Complex Premises Work Charge in this section of the Price list

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 18

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

H. Maintenance of Service Charge

The customer shall be responsible for the payment of Company charges, consisting of the appropriate first and additional increments as specified below, for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities. First and additional increments also apply as appropriate for private line multi-point work when a field dispatch is required. When the testing is performed solely in the maintenance test center, or field dispatch is not necessary, all increments will be charged at the additional increment rate. If the customer has a maintenance contract with the Telephone Company for customer-provided equipment or facilities causing the service difficulty, the following charges will not be applicable. In the absence of a maintenance contract with the Telephone Company for the customer-provided equipment causing the service difficulty, the following charges will apply.

Charges

Residence and Simple Business Centrex

Key, PABX and Centrex

Appropriate Premises Work Charge  
in this section of the Price list

Complex Work Charge in this  
section of the Price list

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 19

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

I. Visit Charge

1. Rates

- a. When a regular visit is required during normal working hours as a result of trouble caused by customer-provided equipment, the charge billed will be the charge set forth under "Maintenance of Service Charge". A minimum charge of the initial Premises Work Service Charge will apply with time over the minimum being computed on fifteen minute increments.
- b. When a premise visit is required during other than regular working hours, such as nights, Sundays or holidays, as a result of trouble caused by customer-provided equipment, the charge billed will be the charge set forth under "Maintenance of Service Charge".
  1. Charges will begin and terminate from the time of departure from the nearest available maintenance personnel's permanent headquarters and his return thereto.
  2. A two hour minimum will apply with time over the minimum being computed to the nearest fifteen minute increment thereof.

2. Conditions

- a. The following procedures will apply when the Company becomes aware of a trouble condition:
  1. The Company will first endeavor to clear the trouble without a visit to the customer's premises.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 20

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

I. Visit Charge (Cont'd)

2. Conditions (Cont'd)

a. (Cont'd)

3. If the location of the trouble cannot be determined as shown in "1" preceding, the Company will attempt to contact the customer by telephone. If the customer is so contacted, the Company will request the customer to disconnect the customer-provided equipment or facilities in order to determine the location of the trouble condition. If disconnection of the customer-provided equipment does not clear the trouble and a visit to the customer's premises is necessary and the trouble found is not the results of the customer-provided equipment or facilities, no visit charge will apply.
4. If the customer does not or cannot disconnect the customer-provided equipment or facilities from the line, the Company will initiate a premises visit to establish the location of the trouble. If the source of the trouble is determined to be located in customer-provided equipment or facilities, or the results of the customer-provided equipment or facilities, the appropriate visit charge will apply.
5. If a customer cannot be contacted, the Company may, at its option, temporarily disconnect the customer's service until the customer can be contacted and the trouble source determined. At such time, the procedures as set forth under "2" and "3" above may apply.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 21

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

I. Visit Charge (Cont'd)

2. Conditions (Cont'd)

a. (Cont'd)

5. Upon contact, the customer may request the Company to defer its visit until the customer has his customer-provided equipment or facilities tested, in which case, circumstances permitting, the Company will delay its visit for a reasonable time.
  6. If the customer asks the Company to defer its visit in accordance to "5" above, and does not disconnect his equipment, repair or cause to be repaired his equipment or consent to a visit by the Company within a reasonable time, the Company has the right to take such action necessary for the protection of its facilities and shall immediately inform the customer of such action.
3. Visit Charges described herein are in addition to all other charges billed to the customer by the Company as provided for in the Price list of the Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 22

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

J. Restoration Charge

In the event service is temporarily suspended for nonpayment, the Company will require payment of a Restoration Charge. Before reactivating such service, the Company may also require (a) an additional deposit or advance payment of up to two months estimated service charges as determined by Us based on account and credit history; (b) a reactivation fee; (c) all outstanding amounts owed for service rendered; and (d) if installation or new Equipment is required, appropriate installation or Equipment charges.

A central office line connection charge {COE portion only}, per central office line or trunk will also apply for restoration of private lines disconnected in the central office. When a customer requests restoration of service at a time which requires that the work be performed during other than normally scheduled work periods, the restoration charge will be based upon cost of such restoration.

Customers not reconnected within 21 (calendar) days from date of suspension will be treated as a new customer and appropriate service charges, and a new deposit will apply.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 23

S6. SERVICE CONNECTION CHARGES

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 23

S6. SERVICE CONNECTION CHARGES

S6.4 RATES

A. Connecting, Moving or Changing Service

	Non-Key	Complex Service Bus/Res Key/PBX/Centrex
1. Service Ordering Charge, per customer request		
a. Premises Visit Required Res./Business	**/**	**
b. Premises Visit Not Required Res./Business	\$10.00/14.00	\$18.00
c. Record Type Orders Only Res./Business	\$ 6.00/10.00	\$13.00
2. *Central Office Line Connection Charge, per Central Office Line or Trunk		
a. Central Office Connection Res./Business	\$10.00/15.00	\$20.00
b. Distribution Connection Res./Business	\$ 5.00/ 5.00	\$10.00
3. Premises Work Charges Res./Business	**/**	**
4. Returned Check Charges Res./Business	\$30.00/30.00	\$30.00

\* Applies per central office line, trunk, Centrex main station access line or ESSX-1 network access register.

\*\* See applicable Premises Work Charges.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 24

S6. SERVICE CONNECTION CHARGES

S6.4 RATES (Cont'd)

A. Connecting, Moving or Changing Service (Cont'd)

	Non-Key	Complex Service Bus/Res Key/PBX/Centrex
5. Number Change Charge, Per Number # Res./Business	\$15.00/15.00	\$18.00
6. Touchtone Line Connection Res./Business	\$ 7.50/7.50	\$ 7.50

# Appropriate Service Ordering Charge applies in addition to Number Change Charge, but Central Office Line Connection Charge does not apply.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 25

S6. SERVICE CONNECTION CHARGES

S6.4 RATES (Cont'd)

B. Premises Work Charges	Schedule 1	Schedule 2	Schedule 3
1. First 15-minute increment or fraction thereof*			
Residence	\$30.15	\$34.65	\$39.15
Business	\$40.15	\$44.65	\$49.15
2. Each additional 15-minute increment or fraction thereof			
Residence	\$ 9.00	\$13.50	\$18.00
Business	\$ 9.00	\$13.50	\$18.00

Schedule 1 is applicable to work performed Monday through Friday between 8:00 AM and 4:45 PM.

Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all day Saturday.

Schedule 3 is applicable to work performed on Sundays and Holidays (per application of charges preceding).

The holidays, or the normal work days used in the observance of these holidays, which are subject to Schedule 3 charges in charges following are:

New Year's Day	Independence Day	Christmas Day
Memorial Day	Thanksgiving Day	Veteran's Day
Labor Day		

\* When a special service has applicable multi-element premises visit charges included within its respective Price list section, the first increment rate does not apply. Instead the additional increment rate in charges above is applicable for the first and each additional 15-minute increment or fraction thereof. When a special service does not have applicable multi-element premises visit charges included within its respective Price list section, premises work charges apply at the normal rates for first and additional increments.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 6  
Original Sheet 26

S6. SERVICE CONNECTION CHARGES

S6.4 RATES (Cont'd)

C. Complex Premises Work Charges

	Schedule 1	Schedule 2	Schedule 3
1. First 15-minute increment or fraction thereof	\$40.15	\$44.65	\$49.15
2. Each additional 15-minute increment or fraction thereof	\$ 9.00	\$13.50	\$18.00
3. Material	Based on Cost		

Schedule 1 is applicable to work performed Monday through Friday, between 8:00 AM and 4:45 PM.

Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all day Saturday.

Schedule 3 is applicable to work performed on Sundays and holidays (per "Application of Charges" preceding).

The holidays or the normal work days used in the observance of these holiday, which are subject to Schedule 3 charges in Charges following are:

New Year's Day	Independence Day	Christmas Day
Memorial Day	Thanksgiving Day	Veteran's Day
Labor Day		

D. Termination Charge	See S6.3 F
E. Minimum Charge for Willful Destruction of Telephone Lines and Equipment	See S6.3 G
F. Maintenance of Service Charge	See S6.3 H
G. Restoration Charge (Reconnect)	See S6.3 J
a. Telephone	\$25.00
b. Cable TV	\$40.00
c. DSL	\$25.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Contents Sheet 1

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS	Sheet No.
S7.1 Touchtone Calling Service .....	1
A. General .....	1
S7.2 Custom Calling Services .....	2
A. Definitions .....	2
B. General .....	4
C. Rates .....	4
S7.2.1 Custom Local Area Signaling Service-CLASS .....	6
A. Definitions.....	6
B. Rates .....	14
S7.3 Telephone Numbers in Rotary (Trunk Hunting).....	15
A. General .....	15
B. Rates .....	15
S7.4 Toll Restriction Service .....	16
S7.5 Customized Number Service (Reserved) .....	17
S7.6 Remote Call Forwarding (Reserved) .....	17
S7.7 Extension Line Mileage.....	18
A. General .....	18
B. Conditions .....	19
C. Rates .....	22
S7.8 Direct Inward Dialing (DID) Service.....	23
S7.9 Seasonal and Vacation Service .....	25
S7.10 Special Billing Number .....	26
A. General.....	26
B. Conditions.....	26
C. Rates.....	26
S7.11 Joint Use of Service (Reserved) .....	26
S7.12 Voice Mail .....	26
S7.13 N11 Abbreviated Dialing Codes.....	27
A. Description.....	27
B. Terms and Conditions.....	28
C. Rates and Charges.....	31
D. 711 Telecommunications Relay Service.....	32

Issue date: June 6, 2007

Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 1

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.1 TOUCHTONE CALLING SERVICE

A. General

1. Touch Calling Service provides for the origination of telephone calls through the use of pushbuttons.
2. The service is available in all exchanges to business and residence subscribers.
3. Touchtone Calling Service requires special central office equipment and will be provided only from central offices where facilities are available.
4. The monthly rate is no longer applicable specifically for Touchtone service. It has been made a part of the regular local base rate applicable to the class of service provided to the subscriber.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 2

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES

A. Definitions

1. Call Waiting - This feature signals a subscriber talking on his line that another call has been placed to his line. The subscriber may place either call on hold while talking to the other.
2. Call Forwarding - With this feature all incoming calls are forwarded to another telephone number. This arrangement may be activated by dialing a code and the telephone number of the service to which calls are to be forwarded and is deactivated by dialing another number. The Call Forwarding customer is responsible for the payment of any applicable message unit charge or direct distance dialed message toll charge for each call between his Call Forwarding telephone and the telephone to which the call is being forwarded. The charge applies to all calls that are answered at the telephone to which the calls are being forwarded, including person-to-person and collect calls even though they may not be accepted at the answering service.
3. Three-Way Calling - This feature enables a third party to be added to a two-way conversation without operator assistance.
4. Speed Calling - This feature permits up to eight (8) predesignated telephone numbers to be accessed by dialing a one-digit code. Up to 30 predesignated telephone numbers can be accessed by a two-digit code.
5. Directory Number Transfer - This permits a customer to transfer incoming calls to another designated telephone number by notifying the telephone company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 3

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

A. Definitions (Cont'd)

6. Distinctive Ring - This allows up to three directory numbers to be assigned to the same customer's line, thereby providing the customer with the economy of one outgoing line and the party identification of three incoming lines. However, the incoming lines cannot be used concurrently.

A distinctive ringing pattern will be provided for each of the telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 4

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

B. General

1. Custom Calling Services are furnished subject to the availability of special central office facilities.
2. Custom Calling Services are available to residence and business customers with one party telephone service only.
3. No assurance can be given that transmission will be fully satisfactory during conference and call forwarding calls.

C. Rates

1. The following rates and charges are in addition to all other applicable rates and charges for service furnished.

	Monthly Rate	
	<u>Per C.O. Line Equipped</u>	
	Business	Residence
a. Call Forwarding	\$1.00	\$1.00
b. Three-Way Calling	\$1.00	\$1.00
c. Call Waiting	\$1.00	\$1.00
d. Speed Calling (8 code)	\$1.00	\$1.00
e. Speed Calling {30 code)	\$1.00	\$1.00
f. Directory Number Transfer	\$1.00	\$1.00
g. Distinctive Ring	\$2.00	\$2.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 5

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

- C. Rates (Cont'd)
  - 2. Packages (Reserved)
  - 3. Nonrecurring Charges (Reserved)

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 6

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS

A. Definitions

1. Caller ID - Name Only is a CLASS feature that provides the calling party's name, date, and time of the call to the called party during the first long silent period of the ringing cycle. Notification is given to the Caller ID - Name Only subscriber via Customer Premises Equipment (CPE) at the customer's site. If the calling party's name is not available or if there is an indication that the calling party's name presentation is not allowed (i.e., blocked), then an indicator is displayed in place of the name. Caller ID - Name Only can be used effectively with the Caller ID - Number Only CLASS feature. If the called party subscribes to both Caller ID services, both the name and the number of the calling party can be delivered.

Caller ID - Name Only provides subscribers with the ability to screen calls before answering. The Caller ID - Name Only subscriber can quickly identify important calls or see who is calling and return the call at a more convenient time. Caller ID - Name Only offers the benefits of security and convenience.

Caller ID - Name Only is offered on a subscription (flat-rate) basis, and therefore, the billing is also done on a flat-rate basis.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 7

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

2. Caller ID - Number Only is a CLASS feature that enables the called party to receive calling party information, that is, the Directory Number (DN), date and time, during the first long silent interval of the ringing cycle. This gives the called party an opportunity to decide whether or not to answer the call. The calling party's DN (if available and displayable) is delivered to the Caller ID - Number Only subscriber's Customer Premises Equipment (CPE) when the Caller ID - Number Only feature is active.

If the calling party's DN cannot be obtained, the letter "0" and the date and time of the call are transmitted to the Caller ID - Number Only subscriber's CPE. If the calling party's DN is marked as private, the letter "P" and the date and time of the call are transmitted to the Caller ID - Number Only subscriber's CPE.

Because the transmission of information is performed using a Frequency-Shift Keying (FSK) Transmitter, if there are no FSK Transmitters available, the call set up is completed as if it was a non-Caller ID - Number Only call and the calling party information is not displayed.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 8

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

3. Automatic Callback - The CLASS feature Automatic Callback (AC), is an outgoing call management feature that enables a subscriber to call back the last party dialed, whether the station called by the subscriber was idle or busy. This call setup is attempted automatically when the subscriber performs the AC activation procedure.

Automatic Callback offers the subscriber the convenience of being able to attend to other pressing business while the EWSD switching system continues to attempt to set up the call. If the subscriber's last called party is busy when the callback attempt is made, the call is queued until both the subscriber and the last called party are idle. When this occurs, the AC subscriber is alerted with a special ring which identifies this call as an automatic callback type of call. The AC subscriber has the option of answering the call at that time or ignoring the call and answering it at a more convenient time. When the AC subscriber answers, the call is completed to the last called party.

An AC subscriber can have up to 30 automatic call-backs active simultaneously. Subscribers can also cancel all outstanding AC requests by dialing a deactivation access code.

AC can be offered both as an intraoffice feature and in an environment that is equipped with Signaling System Number 7 (SS7) as an interoffice feature.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 9

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

4. Automatic Recall - The CLASS feature Automatic Recall (AR), is an incoming call management feature that enables subscribers to request that the incoming number be redialed. The call setup is attempted automatically, when the AR subscriber invokes the AR activation procedure.

One of the benefits of AR is that it is not necessary for the AR subscriber to know the number or name of the calling party, provided both parties are within the service area. In addition, it allows the AR subscriber to attend to other business while the EWSD switching system attempts to set up the call. Like the Automatic Callback feature, subscribers may answer the call at their own convenience.

If the subscriber's last calling party is busy when the recall attempt is made, the call is queued until both the subscriber and the last calling party are idle. When this occurs, the AR subscriber is alerted with a special ring that identifies this call as an automatic recall type of call. The AR subscriber has the option of answering the call at that time or ignoring the call until a more convenient time. When the AR subscriber answers, the call is completed to the last called party.

The subscriber can have up to 30 automatic recalls active simultaneously. Subscribers can also cancel all outstanding AR requests by dialing a deactivation access code.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 10

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

4. Automatic Recall (Cont'd)

The Operating Telephone Company can offer one- or two-level AR activation on an office-wide basis. With one-level operation, the feature is activated directly by dialing the AR feature activation code. With two-level operation, dialing the activation code results in a recorded announcement that provides the subscriber with the opportunity to either continue with the feature or cancel the AR activation.

5. Selective Call Rejection - This feature allows the subscriber to reject incoming calls from directory numbers that appear on a Selective Call Rejection screening list. To use this feature, the subscriber first creates an SCR screening list containing the directory numbers that should be rejected. The subscriber's station rejects any incoming calls from a directory number on the SCR screening list. The would-be caller receives an announcement stating that the call is not accepted by the called party.

6. Unidentified Call Rejection - This is a CLASS feature that allows subscribers to reject calls from parties who have a privacy feature that prevents the disclosure of the calling party number. When the UCR feature is active, the incoming calls with a calling party number marked as private are routed to a denial announcement. Incoming calls with a calling party number marked as public and incoming calls without calling party number information remain unaffected.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 11

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

7. Call Forwarding Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to a specified number provided by the customer.
8. Calling Identity Delivery on Call Waiting - This CLASS feature allows analog POTS and Centrex subscribers to receive information about a calling party while offhook on an existing call. Calling party information (Calling Number Delivery and/or Calling Name Delivery) is transmitted following the subscriber being alerted of the new call. Caller ID with Call Waiting is a flat-rate only feature which works in conjunction with Calling Identification features such as Calling Number Delivery and/ or Calling Name Delivery. Assignment of this subscriber capability is mutually exclusive from the Call Waiting feature, since Caller ID with Call Waiting (CIDCW) includes all the capabilities of Call Waiting.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 12

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

9. Telemarketing - Do Not Disturb (TDND) - This feature will intercept ALL incoming calls and provide the caller with the announcement, "You have called a number which does not accept calls from telemarketers. All other callers may press \*1' if they wish to complete the call."
10. Enhanced Telemarketing - Do Not Disturb (ETDND) - This feature offers the same intercept and announcement to unidentified callers (private or unavailable information), but allows identified and public callers to complete the call. Either Caller ID Name or Caller ID Number feature must be active on the directory number to enable Enhanced Telemarketer - Do Not Disturb to work properly.

These features are administered at the subscriber level only. The subscriber may activate the feature by dialing \*55 and deactivate by dialing \*56. The account will still be charged if service is in deactivated mode.

These features will not work with Unidentified Caller Rejection (UCR) and take precedence over Call Forwarding and Call Waiting features. TDND and ETDND will not provide for distinctive dial tone when the originated call is from a subscriber with the feature activated.

Should telemarketers complete the call after hearing the message, they are in violation of FCC rules and are subject to prosecution. New Hope Telephone Cooperative will not participate in any cases arising from wrongful action by telemarketers. Prosecuting an offender will be the sole responsibility of the affected customer.

A service connection charge of \$10.00 will apply to all new service orders.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 13

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

11. Call Forwarding Don't Answer

This feature allows calls terminating to an idle station to ring that station a customer-specified number of ringing cycles and, if the call is not answered, to route to another station within the same switching system. If the station to which the call is to be routed is busy, the original station continues to ring until the originator of the call abandons or the call is answered.

12. Caller ID - Deluxe

This feature, also known as Calling Name/Number Delivery, is a CLASS feature that enables the called party to receive calling party information, that is, the calling party's name, Directory Number (DN), date and time of the call to the called party, during the first long silent interval of the ringing cycle. This gives the called party an opportunity to screen calls before answering. The calling party's name and DN (if available and displayable) is delivered to the Caller ID - Deluxe subscriber's Customer Premises Equipment (CPE) when the Caller ID - Deluxe feature is active.

If the calling party's DN cannot be obtained, the letter "0" and the date and time of the call are transmitted to the CND subscriber's CPE. If the calling party's DN is marked as private, the letter "P" and the date and time of the call are transmitted to the CND subscriber's CPE.

If the calling party's name is not available or if there is an indication that the calling party's name presentation is not allowed (i.e., blocked), then an indicator is displayed in place of the name.

Caller ID - Deluxe is offered on a subscription (flat-rate) basis, and therefore, the billing is also done on a flat-rate basis.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 14

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

B. Rates

1. The following rates and charges are in addition to all other applicable rates and charges for service furnished.

	<u>Monthly Rate</u> <u>Per C.O. Line Equipped</u> Business/ Residence
a. Caller ID - Name Only	\$ 3.00/\$ 3.00
b. Caller ID - Number Only	\$ 3.00/\$ 3.00
c. Automatic Callback	\$ 2.00/\$ 2.00
d. Automatic Recall	\$ 2.00/\$ 2.00
e. Selective Call Rejection	\$ 1.00/\$ 1.00
f. Unidentified Call Rejection	\$ 1.00/\$ 1.00
g. Call Forwarding Busy	\$ 1.00/\$ 1.00
h. Calling Identity Delivery on Call Waiting	\$ 2.00/\$ 2.00
i. Telemarketing - Do not Disturb	\$ 2.00/\$ 2.00
j. Enhanced Telemarketing - Do Not Disturb	\$ 2.00/\$ 2.00
k. Call Forwarding Don't Answer	\$ 1.00/\$ 1.00
l. Caller ID - Deluxe	\$ 6.00 /\$6.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 15

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.3 TELEPHONE NUMBERS IN ROTARY (Trunk Hunting)

A. General

1. Trunk Hunting Numbers are telephone numbers which maybe utilized by subscribers having more than one central office line. These numbers function in such a manner that when the first of such numbers is dialed, that number will be rung if it is not busy. If it is busy, the second number will be rung if it is not busy, etc.
2. Trunk Hunting Numbers may be utilized where more than one central office line is used by:
  - a. Business or residence, 1 party line subscribers
  - b. Key System subscribers
  - c. PBX subscribers
3. All charges, including both local and long distance, are charged to the first number in the series, unless other special arrangements are made.
4. Only the first number is ordinarily listed in the telephone directory. See also Section 27 in this connection.

B. Rates

1. To subscribers with B-1 or R-1 service only:

Each trunk hunting line used will be in addition to the charges in Section 1.

	Monthly Rate
Rotary Dial	\$ 1.00
Tone Dial	\$ 2.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 16

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.4 TOLL RESTRICTION SERVICE

A. General

1. Toll Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is available to basic exchange customers with Individual Lines Residence or Business Service or PBX Trunks.
2. Toll Restriction is furnished only from central offices equipped to provide this service and where facilities permit.
3. Subscribing to Toll Restriction does not relieve customers of responsibility for calls charged to their numbers.
4. Customers who subscribe to Toll Restriction which restricts operator access are required to place Company provided stickers on each restricted telephone indicating the operator cannot be reached. In addition, it is the responsibility of the customer to notify all users of their service that an operator cannot be reached.
5. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.
6. Toll Restriction does not provide restriction of non-chargeable calls to Company numbers, such as Repair Service or Public Service Emergency numbers (911).
7. Codes that can be screened are 1+, 0-, 0+, 00-, (1+/0+) 411, 976, NPA 900, 1DDD 01+, 1DDD 011+.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 17

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.4 TOLL RESTRICTION SERVICE (Cont'd)

A. General (Cont'd)

8. In accordance with APSC Docket 21381, the initial request for blocking of 900 and 976 calls is provided at no charge to the customer.

B. Rates

The following rates are in addition to all other applicable charges.

Recurring Rate \$ 1.50

S7.5 CUSTOMIZED NUMBER SERVICE (Reserved)

S7.6 REMOTE CALL FORWARDING (Reserved)

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 18

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 EXTENSION LINE MILEAGE

A. General

1. Where extension service, PABX stations, key stations or Centrex stations are provided at locations other than the same building as the main station or the central measuring point in the case of Centrex systems and for other circuit extensions of similar character, extension line mileage charges are applicable as set forth below.
2. Mileage charges are computed on the route measurement from the building location of the main station, key system or PABX system, or from the central measuring point for Centrex systems to the building in which the extension service, PABX station, Centrex extension station, key extension station or other service is located.
3. Mileage charges are computed separately for each extension line.
4. Where construction is necessary for the purpose of furnishing extension lines on the subscriber's premises, such construction will be furnished as provided for "Special Construction-Private Property" in the Rules and Regulations section of this Price list.
5. When it is known or realized that the life of all or part of the outside circuit extensions will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber:

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 19

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 EXTENSION LINE MILEAGE (Cont'd)

A. General (Cont'd)

5. (Cont'd)

- a. An Installation Charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, Installation Charges apply to the replacing facilities as if such facilities were installed new and appropriate adjustments are made in the monthly carrying charge.
- b. A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.

B. Conditions

1. Extension Station Access Location

An extension station is an additional station connected on the same circuit as the main station and having the same number as the main station.

- a. Extension station access locations may be provided in connection with all classes of main station service, excluding public telephone service.
- b. Extension station access locations must be located on the same premises of the subscriber on which the main station is located, and are restricted to the use of the subscriber, his representatives and associates or to members of the subscriber's immediate family or domestic establishment.
- c. In certain instances, where equipment restrictions dictate, the number of extension stations with bells may be limited.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 20

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 EXTENSION LINE MILEAGE (Cont'd)

B. Conditions (Cont'd)

1. Extension Station Access Location (Cont'd)

- d. Extension stations provided in connection with semi-public telephone service will be restricted to answering incoming calls only, and may be connected only where a notice is posted advising the using public of such extension. Semi-public telephone service extension stations will be provided by the Company at the applicable service connection charges.
- e. The number of extension instruments which may be permitted with any main station is limited to such number as, in the judgment of the Company, will not interfere with the efficient operation of the service.
- f. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.

2. Off Premises Extension Access Locations

Off premises extension access locations may be furnished subject to the following conditions:

- a. May be located on the premise of another customer, provided the other has his own separate service at the same locations.
- b. Business off premise extensions may be provided at a residence location of the same customer where residence main station service is also provided.
- c. Residence off premise extensions may be provided at the business location of the same customer where business main station service is also provided.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 21

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 EXTENSION LINE MILEAGE (Cont'd)

B. Conditions (Cont'd)

2. Off Premises Extension Access Locations (Cont'd)

- d. The provisions of circuits required to connect main and extension service is subject to additional regulations and charges shown in Extension Line Mileage following.
- e. The number of extension instruments which may be permitted with any main station is limited to such number as, in the judgment of the Company, will not interfere with the efficient operation of the service.
- f. Extension service provides the capability of originating or receiving calls from equipped locations in addition to the location of the main station.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 22

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 EXTENSION LINE MILEAGE (Cont'd)

C. Rates

1. Rates, Per Circuit

The following charges are applicable whether or not the Company provides the equipment.

	Monthly Charge
a. Between buildings on the same premises:	
First 1/2 mile or fraction thereof (Minimum Monthly Charge)	\$ 1.20
Each additional 1/4 mile or fraction Thereof	\$ 0.60
b. Between buildings on different premises within the same exchange:	
First 1/2 mile or fraction thereof (Minimum Monthly Charge)	\$ 5.00
Each additional 1/4 mile or fraction Thereof	\$ 0.60
c. In different exchanges:	
Connecting Company mileage charges apply	
2. Signaling Equipment Mileage	
First 1/2 mile or fraction thereof (Minimum Monthly Charge)	\$ 1.20
Each additional 1/4 mile or fraction Thereof	\$ 0.60

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 23

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.8 DIRECT-INWARD DIALING (DID) SERVICE

S7.8.1 Rules and Regulations

- A. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the Central Office which regularly serves the area in which the customer is located.
- B. Rates are in addition to the rates shown elsewhere in this and other Company tariffs for the services and equipment with which this offering is associated.
- C. The service includes central office switching necessary for in-dialing from the network directly to station lines associated with customer premises equipment.
- D. The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service. Grouping service will not be provided between separated trunk groups.
- E. Facilities and operational characteristics of interface signals between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- F. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in section 27 of this Price list.
- G. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.
- H. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines. The Company does not guarantee to provide a number block consecutive to any other number block.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 24

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.8 DIRECT-INWARD DIALING (DID) SERVICE (Cont'd)

S7.8.2 Rates and Charges

DIRECT-INWARD DIALING (DID) CHARGES

	Nonrecurring Charge	Monthly Rate
1. Group of 20 working DID numbers, each group	\$480.00	\$ 3.00
2. DID Trunk termination in Central Office each	\$ 50.00	\$24.00
3. Multi-frequency (MF) Pulsing option <sup>2</sup> each Trunk		\$ 7.50
4. Dual Tone Multi- frequency (DTMF) Pulsing Option Each Trunk		\$ 7.50
5. Non-consecutive DID Numbers, each		\$ 0.20

<sup>1</sup>The nonrecurring charge applies to the first group of DID numbers assigned to station lines per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.

<sup>2</sup>These options provide faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 25

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.9 SEASONAL AND VACATION SERVICE

A. General

Seasonal and Vacation Service is basic local exchange service temporarily suspended. This service is provided to customers in all the Company's exchanges whose requirements for telephone service are less than that which might normally be provided in any 12 month period.

B. Conditions

Seasonal and Vacation Service will be furnished at the Company's discretion under the following conditions:

- a. Service is available to all classes and grades of exchange service where the usage is of a seasonal nature.
- b. At least one month's full rental shall be paid for service prior to establishment of Seasonal or Vacation Service.
- c. Charges for a total of six months may be billed prior to the suspension of service, or monthly, at the option of the Company.
- d. During the period when the customer is billed at the reduced rate, no changes will be provided by the Company.
- e. The reduced rate applies only to basic local exchange service. All other services such as mileage or other supplemental services will be billed at the full rate during the suspended period.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 26

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.9 SEASONAL AND VACATION SERVICE (Cont'd)

C. Rates

1. The monthly rate will be based upon 50% of the regular rate for the basic local exchange service only. Service may be temporarily suspended for a minimum of 1 month and a maximum of 9 months.
2. Regular service charges will apply for the subsequent reconnection of service.

S7.10 SPECIAL BILLING NUMBER SERVICE

A. General

Special Billing Number Service contemplates a separate listing of toll telephone messages each month for each special billing number used in placing toll calls.

B. Conditions

1. Special Billing Number Service may be provided in conjunction with P.B.X, Services.
2. The minimum period for which this service may be offered is six (6) months.

C. Rates

Each special billing number, monthly \$ 2.50

S7.11 JOINT USE OF SERVICE (Reserved)

S7.12 VOICE MAIL

A. Voice Mail is an answering service that excludes the use of any equipment at the residence or business. This service answers the call with a personal greeting created by the customer. Messages can be retrieved at any time, from anywhere, using only a touchtone telephone and your four digit personal identification number. When the calling party receives a busy signal at the called party's residence or business, the called party is automatically forwarded to the customer's answering service. The system is completely automated and guides the caller through the easy and convenient steps of the voice mail system.

B. Rate

The following rates are in addition to all other applicable charges.

Recurring Rate \$ 4.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 27

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0, and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decisions Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 - Community Information and Referral Services

311 - Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 - Telecommunications Relay Service

811 - One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

3. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 28

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section 27 of this tariff.
5. The N11 subscriber must comply with any orders and rules pertaining to the provisioning of N11 service, as adopted by the FCC in CC Docket 92-105 and any subsequent orders and is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. Calls to the N11 code that translate to a disconnected number will be routed to intercept or a maximum of sixty (60) days when the N11 provider is a Company subscriber.
7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Alabama Public Service Commission.
8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
9. The N11 subscriber should work separately with cellular or wireless companies and competitive local exchange carriers (CLECs) to ascertain whether the CLEC, cellular or wireless customers will be able to reach referral services provided by dialing N11, which is not the responsibility of the Company.
10. N11 will be provided under the following conditions:
  - (a) The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
  - (b) The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks and patents used in connection with said service.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:  
(Cont'd)

- (c) The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- (d) Suspension of N11 Service is not allowed.
- (e) The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 Service.
- (f) The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- (a) The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.



S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement: (Cont'd)
  - (b) The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - (c) The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (d) The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates and Charges

	Nonrecurring Charge
Initial Setup, Per Exchange	\$300.00
Subsequent Changes, per Exchange	\$ 50.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 7  
Original Sheet 31

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 N11 ABBREVIATED DIALING CODES (Cont'd)

D. 711 Telecommunications Relay Service

1. 7-1-1 is a telephone service that connects standard (voice) telephone users and users who are deaf, hard-of-hearing, and/or who have speech disabilities and use text telephones (TTY). It creates more user-friendly access for less experienced relay users, including businesses and friends or family members of TTY users.
2. 7-1-1 is not an emergency number and should not be confused with 9-1-1. However, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the Communications Assistant (CA) you have an emergency. The CA will then relay your call to the appropriate emergency service provider.
3. Dial 7-1-1 or use these toll free Alabama Relay numbers.
  - a. 1-800-548-2547 Voice
  - b. 1-800-548-0259 Voice Carry-Over
  - c. 1-800-548-2546 TTY/ASCII
  - d. 1-800-548-2928 Speech-to-Speech Relay Customer Service TTY/Voice/ASCII
  - e. 1-800-548-8317 Spanish (TTY/Voice)
  - f. 1-900-646-4323 900 Services
  - g. 1-800-676-4290 Servicio al Cliente de Relay TTY Voz ASCII

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Contents Sheet 1

S8. COIN TELEPHONE SERVICE

CONTENTS	Sheet No.
S8.1 Reserved for Future Use .....	1
S8.2 Reserved for Future Use.....	2
S8.3 Payphone Access Line Service.....	3
A. General .....	3
B. Responsibility of the Subscriber.....	4
C. Violations of Regulations.....	4
D. Optional Service Features .....	5
E. Rates.....	6

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Sheet 1

S8. COIN TELEPHONE SERVICE

S8.1 RESERVED FOR FUTURE USE.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Sheet 2

S8. COIN TELEPHONE SERVICE

S8.2 RESERVED FOR FUTURE USE.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Sheet 3

S8. COIN TELEPHONE SERVICE

S8.3 PAYPHONE ACCESS LINE SERVICE

A. General

1. Payphone Access Line Service is a class of service furnished to individuals, firms or corporations which allows customers of the service to originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, (2) using a credit card, (3) third party billing, or (4) calling collect.
2. Payphone Access Line Service is provided for use with customer provided telephones.
3. Payphone Access Line Service will be provided on a dial-tone first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, local directory assistance, and non-sent paid calls.
4. The Company will provide Payphone Access Line Service from central offices where it is technically feasible and facilities are available.
5. Listings in connection with Payphone Access Line Service are furnished under the same rates and regulations as other business service.
6. The Company shall not be liable for end-user fraud associated with the failure of the subscriber's equipment to perform.
7. The Company shall not be liable for shortages of coins deposited and/or collected from the Payphone Access Line Service subscriber's equipment. The Company shall not be responsible for incomplete calls or calls that cannot be completed as a result of end user action, subscriber equipment and facilities or Company equipment and facilities.
8. The carriage and completion of local messages are provided by the Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Sheet 4

S8. COIN TELEPHONE SERVICE

S8.3 PAYPHONE ACCESS LINE SERVICE (Cont'd)

A. General (Cont'd)

9. Service is provided on a one-way or two-way basis at the customer's option.
10. Temporary suspension of service is not available for Payphone Access Line Service.
11. Toll messages are charged for at the Company's established toll rates.
12. General terms and conditions as described in all other sections of this Price list apply, where appropriate, unless otherwise specified in this section.

B. Responsibility of the Subscriber

1. The subscriber shall be responsible for the installation, operation and maintenance of any payphone access line service telephones used in connection with this service.
2. The subscriber shall be responsible for payment of a Maintenance of Service Charge as covered elsewhere in this Price list for each visit by the Company to the premises of the subscriber, where service difficulty or trouble reports result from the use of equipment or facilities provided by the subscriber.
3. The Payphone Access Line Service subscriber is responsible for meeting all federal, state, and local statutes, as well as the guidelines outlined by the Alabama Public Service Commission with respect to the provision of payphones.

C. Violations of Regulations

1. Where any payphone access line service telephones are used and/or connected in violation of this Price list, the Company will promptly notify the customer of the violation.
2. Failure of the customer to discontinue such use or to correct the violation will result in the suspension or disconnection of the customer's service until such times as the customer complies with the provisions of this Price list.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Sheet 5

S8. COIN TELEPHONE SERVICE

S8.3 PAYPHONE ACCESS LINE SERVICE (Cont'd)

D. Optional Service Features

1. Coin Supervision Additive

- a. The Company will provide Coin Supervision Additive Service to Payphone Access Line Service subscribers who order local exchange service lines for the provision of pay telephone service and where the pay telephone equipment connected to the local exchanges service line requires central office supervision capability.
- b. Coin Supervision Additive Service provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the Payphone Access Line Service subscriber's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay telephone user. Coin Supervision Additive Service also permits a suitably equipped operator service provider to automatically ring back the originating exchange service line upon completion of a call.

2. Confirmation Services

- a. Originating Line Screening is provided to alert operator service systems that a call is originating from a Payphone Access Line provider and may require special handling and billing treatment.
- b. Billed Number Screening is provided for the automatic blocking via validation databases of third number billing, collect billing, or both to the line.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 8  
Original Sheet 6

S8. COIN TELEPHONE SERVICE

S8.3 PAYPHONE ACCESS LINE SERVICE (Cont'd)

E. Rates

2. Charges for Payphone Access Line Service:

	<u>Monthly</u>	<u>Non- Recurring</u>
(a) Payphone rate per access line	\$28.56	
(b) Fixed Equivalent Local Usage Charge	\$24.10	
(c) Operator Screening and Direct Dialing	\$ 2.00	
(d) Billed Number Screening, per payphone line	AT&T Rate*	
(e) Coin Supervision Additive (in addition to payphone line charge.) For sets that utilize CO provided coin services, i.e., dumb sets.	\$ 2.21	
(f) Originating Line Screening, per payphone line	AT&T Rate*	
(g) Service Connection Charges as specified in other sections of this Price list.		
(h) All other applicable charges (i.e. toll charges, International and 900 Blocking, Directory Assistance, etc.) found in this Price list apply in addition to the rates found in this section, and are the responsibility of the Payphone Access Line Service subscriber.		
(i) Each local message	\$ 0.50	

\*These rates are negotiated rates between the Company and AT&T Alabama and are passed through to the Company subscriber.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 9  
Original Contents Sheet 1

S9. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Contents Sheet 1

S10. INTRALATA PRIVATE LINE SERVICE

CONTENTS	Sheet No.
S10.1 Undertaking of the Company .....	1
A. Provision of Facilities.....	1
B. Work Performed Outside Regular Working Hours.....	1
C. Scope.....	1
D. Liability.....	2
E. Provision of Facilities.....	6
S10.2 DS1 Service	
A. General.....	7
B. Description of Service.....	8
C. Definitions.....	9
D. Application of Rates.....	10
E. Responsibility of the Company.....	11
F. Responsibility of the Customer.....	13
G. Rates and Charges.....	14
S10.3 Digital Data Service	
A. General.....	19
B. Description of Service.....	19
C. Definitions.....	19
D. Rates and Charges.....	20
S10.4 Voice Grade Service	
A. General.....	23
B. Rates Categories.....	23
C. Service Configurations.....	25
D. Special Routing of IntraLATA Voice Grade Service.....	26
E. Service Descriptions.....	27
F. Rate Regulations.....	31
G. Rates and Charges.....	38

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 1

S10. INTRALATA PRIVATE LINE SERVICE

S10.1 UNDERTAKING OF THE COMPANY

A. Provision of Facilities

The Company undertakes to maintain and repair the facilities which it furnishes. The Customer or authorized user may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon the written consent of the Company.

B. Work Performed Outside Regular Working Hours

The rates and charges specified in this Price list contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular hours or if the customer interrupts work which has begun, the customer may be required to pay any additional costs incurred.

C. Scope

1. IntraLATA Private Line Service is the furnishing of the Company facilities for communication between specified locations 24 hours daily, seven days per week. Facilities may be those of the Company only or those of the Company and connecting companies.
2. The Company does not undertake to transmit messages.
3. IntraLATA Private Line Services not specified in this Price list will be provided on an Individual Case Basis (ICB).
4. IntraLATA Private Line Service is available to end user customers only. AT&T Alabama, IXCs, competitive local exchange carriers and other carriers must order under the Company's Special Access Tariff.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 2

S10. INTRALATA PRIVATE LINE SERVICE

S10.1 UNDERTAKING OF THE COMPANY (Cont'd)

C. Scope (Cont'd)

5. Provisions of Private Line Services referenced in this Section are subject to availability of Company facilities, equipment, and technical capabilities, and, as applicable, any limitations and operating characteristics of equipment and technical capabilities.

D. Liability

1. The liability of the Company for damages arising in the course of furnishing service and not caused by the negligence of the customers, or the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, whether I contract or in tort, shall be limited to direct damages, which shall not exceed the total charges applicable to the service for the initial term of any service agreement. The Company's liability for service interruption shall be limited to a prorated credit for the charges applicable for the period of interruption.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 3

S10. INTRALATA PRIVATE LINE SERVICE

S10.1 UNDERTAKING OF THE COMPANY (Cont'd)

D. Liability (Cont'd)

2. The Company shall be indemnified and saved harmless by the customer against:
  - a. Claims for libel, slander and infringement of copyright arising from the material transmitted over the facilities;
  - b. Claims for infringement of patents arising from, combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and
  - c. All other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.
3. The Company is not liable for any act or omission of the other company or companies furnishing a portion of the service.
4. The Company does not guarantee or make any warranty with respect to equipment provided for use in an explosive atmosphere. The customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, where suffered, made, instituted or asserted by the customer or by any other party or person, or any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of said equipment so provided.
5. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 4

S10. INTRALATA PRIVATE LINE SERVICE

S10.1 UNDERTAKING OF THE COMPANY (Cont'd)

D. Liability (Cont'd)

6. The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of channel facilities or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the agents or employees of the Company.
7. The Company shall be under no liability for the quality or defects in voice recordings where Company combined transmitting and recording equipment is utilized in making such recordings.
8. Unauthorized Computer Intrusion

The Company's liability, if any, for its willful misconduct is not limited by this section of the Price list. With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

9. Transmission of Data

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 5

S10. INTRALATA PRIVATE LINE SERVICE

S10.1 UNDERTAKING OF THE COMPANY (Cont'd)

D. Liability (Cont'd)

9. Transmission of Data (Cont'd)

damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

10. Errors or Damages Caused by System Date Limitations

The Company's liability for errors or damage resulting from the inability of the Company's systems to process dates, such as the Year 2000, shall be limited to the amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

11. Unauthorized Devices

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.



GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 6

S10. INTRALATA PRIVATE LINE SERVICE

S10.1 UNDERTAKING OF THE COMPANY (Cont'd)

E. Provision of Facilities

The Company or the Company and other carriers will provide all facilities necessary for private line service to the demarcation point at a customer premises, except that, the customer or authorized user may provide his own terminal equipment or communications systems for use with such service as specified in 1.through 3. following or as otherwise specified hereinafter.

1. Where the customer or authorized user provides his own communications system or terminal equipment, the customer or user shall provide all station apparatus and associated channels which are a part of the system and which are located on the same customer's premises as the system.
2. When a private line is used for data transmission which requires terminal equipment (data sets), such data sets may be provided by the customer or authorized user, except that the Company shall furnish all data sets located in the Company's central offices. Where the customer or authorized user elects to provide his own data set(s) on a given private line, it shall be the responsibility of the customer or authorized user to ensure the continuing compatibility of such data set(s) with the facilities furnished by the Company.
3. When a private line is used for transmission purposes other than voice, it is contemplated that the customer or authorized user will provide the station equipment for such other purposes.

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 7

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE

A. General

1. DS1 service is furnished for Private Line IntraLATA communications by the Company.
2. DS1 service is a service for the transmission of digital signals only, using only digital transmission facilities.
3. DS1 service provides for the simultaneous two-way transmission of isochronous digital signals at DS1 speeds of 1.544 Mbps where facilities are available.
4. To insure satisfactory operation, the terminal equipment provided by the customer shall be compatible with the DS 1/1.544 Mbps channel facility provided by the Company.
5. Unless specified following, the regulations for DS1 service specified herein apply in addition to the regulations set forth in the General Rules and Regulations.
6. The rates specified for DS1 service following contemplate the provision of a digital quality facility over existing interoffice carrier equipment and/or exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for DS1 service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 8

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

B. Description of Service

1. DS1 service is furnished for the simultaneous two-way transmission of serial, Bipolar Return-to-Zero, isochronous digital signals, except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format, at a speed of DS1/1.544 Mbps between two-points located within a LATA.
2. DS1 service is available on a month-to-month basis or under variable rates based on lengths of 12 months, 24 months, or 36 months, under conditions specified in this Price list.
3. The Company does not represent its DS1 service as adapted for such connections, and shall not be responsible for the through transmission of signals or the quality of such transmission on such connections.
4. A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) provided by the customer is required at a customer's or authorized user's premises to perform such functions as proper termination of service, amplification, signal shaping, and remote loop-back.
5. The design, maintenance, and operation of DS1 service contemplates communications originating and terminating as (1) a customer premises to customer premises channel via the Company's Serving Wire Center (SWC) and/or through remote SWC's; (2) a customer premises to the Serving Wire Center - and/or to remote SWC's - partial channel (link); or (3) a Central Office to Central Office (interoffice) partial channel (link); or (4) between SWC's of this Company and a central office of a connecting company within the LATA.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 9

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

C. Definitions

Channel Service Unit - The term "Channel Service Unit" (CSU) denotes equipment provided by the Customer to terminate a digital facility on the customer's or user's premises.

Channelization - is an optional channel service package to activate voice and data facilities.

Digital Local Channel - The term "Digital Local Channel" denotes a path for DS1 service furnished from the demarcation point on the customer's premises to their Serving Wire Center ("SWC").

DS1 - This denotes a channel service expressed in its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate, and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BRTZ) bit stream format, except where intentional bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not permitted or compatible with Company equipment.

Interoffice Channel - The term "Interoffice Channel" denotes a path (or paths) for digital transmission between Company SWC within the LATA, or between Company SWCs and other ILECs serving wire centers within the LATA. An interoffice channel may be furnished in such a manner as the Company may elect.

Superframe Format ("SF") - Provision of DS1 without Clear Channel Capability

Extended Superframe Format ("EFT") - Provision of DS1 with Clear Channel Capability.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 10

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

D. Application of Rates

1. Digital Local Channels furnished between a Serving Wire Center and the customer's premises will be charged at rates set forth for Digital Local Channels under Rates and Charges.
2. Interoffice Channels furnished between Central Offices will be charged at rates based on airline distance between the Central Offices.
3. DS1 service is available on a month-to-month basis or under variable rate periods with rates based on lengths of 12 months, 24 months, or 36 months.
4. A Termination Liability Charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number of months remaining in the contract times the monthly rate provided under the contract.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 11

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

E. Responsibility of the Company

1. The responsibility of the Company shall be limited to the furnishings and maintenance of DS1 service to that point on the customer's premises where provision is made for the connection of customer-provided equipment. If the customer requires a different location in the same building, it can be provided under the Premises Network Wiring Charge found in this Price list.
2. The Company shall not be responsible for installation, operation, or maintenance of any terminal equipment or communications systems provided by a customer. DS1 service is not represented as adapted for the use of such equipment or system. Where such equipment or system is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for DS1 service and to the maintenance and operation in a manner proper for such digital service. The Company shall not be liable for:
  - the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or
  - the reception of signals by such equipment or systems, or
  - the damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 12

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

E. Responsibility of the Company (Cont'd)

3. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures of the Company utilized in the provision of DS1 service render any facilities or equipment provided by a customer obsolete, or require modification or alteration of such equipment or system or otherwise affects its use or performance.
4. The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove, or attempt to repair any equipment installed by the Company without prior written consent of the Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 13

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

F. Responsibility of the Customer

1. The customer is responsible for installing and testing his premises equipment or facilities to insure that when they are connected with DS3 service such equipment or facilities are operating properly.
2. The operating characteristics of the customer's premises equipment or facilities shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not: endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.
3. The customer's responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in outside plant facilities, the customer will be responsible for all expenses incurred in changes to his premises equipment.
4. The customer shall be responsible for payment of a Trouble Determination Charge as set forth in this Price list for visits by the Company to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 14

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

G. Rates and Charges

1. DS1 Local Channel is furnished between a Serving Wire Center and the customer's premises. The local channel rate includes the central office trunk termination (COTT).

a. DS1 Local Channel, each DS1 with COTT

	Nonrecurring Charge	Month to Month	12 Mths	24 Mths	36 Mths
Each DS1	\$300.00	\$335.00	279.00	261.00	244.00

b. Channelization (Optimal)  
Per Month

DS1 to Voice's \$312.00

2. Interoffice Channels are furnished between Central Offices. Rates are based on the airline distance between Central Offices.

a. Interoffice Channel, each channel

	Nonrecurring Charge	Month to Month	12 Mths	24 Mths	36 Mths
(1) Fixed monthly rate	\$310.00	\$75.00	65.00	60.00	55.00
(2) Each airline mile, --- or fraction thereof		\$21.00	16.00	14.00	12.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 15

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

G. Rates and Charges (Cont'd)

3. Clear Channel Capability (CCC).

- a. Clear Channel Capability is furnished on a per DS1 service channel basis.
- b. Clear Channel Capability (CCC) is an arrangement that alters a DS1/1.5444 Mbps signal with unconstrained information bits, to meet pulse density requirements outlined in Technical Reference 7352.5. This will allow a customer to transport an all zero octet over a DS1 service channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires the customer signal at the channel interface to conform to Bipolar with 8 Zero Substitution (B8ZS) line code as described in Technical Reference 73525.
- c. CCC is provided on DS1 service channels between two customer designated premises, from a customer premises to their Serving wire Center or Node Central Office and/or to a remote Serving Wire Center or Node Central Office, and from a central office to a central office, and is subject to the availability of facilities. This optional feature may be ordered at the same time the DS1 service channel is ordered, or it may be ordered as an additional feature of an existing DS 1 service channel.
- d. CCC is provided in an Extended Superframe Format. When CCC is ordered at time of DS 1 installation, there is no charge for CCC. Charges apply when CCC is added via Extended Superframe Format or removed via Superframe Format.

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 16

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

G. Rates and Charges (Cont'd)

3. Clear Channel Capability (CCC) (Cont'd)

d. (Cont'd)

Per DS1 service channel optioned as

	Monthly Rate	Nonrecurring Charge	
		Initial	Subsequent
(a) Superframe Format (SF)	\$-	\$-	\$600.00
(b) Extended Superframe Format (ESF)	-	-	600.00

4. A move charge, per DS1 service channel, applies for each DS1 Local Channel moved to a new location in the same building. This move charge is equal to the DS1 Local Loop Channel Nonrecurring Charge, Service Change Charge - Inside Moves, plus Premise Visit Charges.

A move charge, per DS1 service channel, applies for each DS1 service moved to a new location in the Company territory within the same state. This move charge is equal to the sum of all nonrecurring charges applicable to a new DS1 service channel installation at the new location.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 17

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

G. Rates and Charges (Cont'd)

5. Service Change Charges

- a. Service Establishment Charges are applicable, for each DS1 service channel ordered, for receiving and recording information and/or for taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
- b. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's Inside Move or transfer of service responsibility request, for processing the necessary data on an existing DS1 service channel. A Service Change Charge is applicable for each DS1 service channel associated with the customer request (in lieu of a Service Establishment Charge).
- c. Premises Visit Charges are applicable, per DS1 Local Channel, for the termination of a channel at a customer's premises or for inside moves. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.
- d. Connection charges are applicable for the connection and testing of DS1 Local Channels and/or Interoffice Channels. These charges applied are those nonrecurring charges contained in A. and B. preceding.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 18

S10. INTRALATA PRIVATE LINE SERVICE

S10.2 DS1 SERVICE (Cont'd)

G. Rates and Charges (Cont'd)

5. Service Change Charges (Cont'd)

e. Service Change Charges for DS1 Service

1. Service Establishment Charge

Per DS1 Service Channel

Each

Nonrecurring Charge

\$575.00

2. Service Change Charge

Per DS1 Service  
Channel

Nonrecurring Charge

(a) For Inside Moves,  
Each

\$350.00

(b) For Transfer of  
Responsibility, each

350.00

3. Premises Visit Charge

Per DS1 Local  
Channel or for  
Inside move<sup>1</sup>

Nonrecurring Charge

Per Visit

\$45.00

Note 1: This charge is applicable to additional stations installed subsequently in a building.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 19

S10. INTRALATA PRIVATE LINE SERVICE

S10.3 DIGITAL DATA SERVICES

A. General

Digital Data Services are transmission services designed to transmit data in digital form end to end over Digital facilities.

B. Description of Services

Digital Data Services are capable of the simultaneous two-way transmission of digital signals of synchronous speeds of 2.4, 4.8, 9.6, 19.2, 56 or 64 Kbps between points within a LATA.

C. Definitions

Digital Local Channel - denotes a path for services furnished from the serving wire center to the demarcation point on the customer's premises.

Digital Interoffice Channel - denotes a path for services between the serving wire center and its primary node central office, or between node central offices, within a LATA. An interoffice channel may be furnished in such a manner as the Company may elect.

Multipoint Service - denotes a service which provides communications capability between more than 2 private line locations by means of bridging or hubbing arrangement.

Secondary Channel Capability - denotes the offering of a companion digital transmission capability over the same physical facility as the primary channel at a lower bit rate. Terminal equipment required to support secondary channel capability must be provided by the customer.

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 20

S10. INTRALATA PRIVATE LINE SERVICE

S10.3 DIGITAL DATA SERVICES

D. Rates and Charges

1. Digital Local Channel is furnished between a Serving Wire Center and the customer's premises. The Digital Local Channel Charges apply per local Channel and include a Channel Termination at the Company's Central Office.

		Nonrecurring Charge		Month	12	24
		First	Add'l	to Month	Months	Months
a.	2.4 Kbps	\$414.00	\$271.00	\$65.00	\$58.75	\$56.50
b.	4.8 Kbps	414.00	271.00	65.00	58.75	56.50
c.	9.6 Kbps	414.00	271.00	65.00	58.75	56.50
d.	19.2 Kbps	414.00	271.00	65.00	58.75	56.50
e.	56.0 Kbps	459.00	311.00	105.00	93.00	86.00
f.	64.0 Kbps	459.00	351.00	105.00	93.00	86.00

2. A Digital Data Interoffice Channel is furnished between a serving wire center and the Central Office or between the Central Offices. A fixed rate and a rate per mile apply to each Digital Data Interoffice Channel provided.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 21

S10. INTRALATA PRIVATE LINE SERVICE

S10.3 DIGITAL DATA SERVICES

D. Rates and Charges (Cont'd)

2. (Cont'd)

a. Interoffice channel, each channel

	Nonrecurring Charge	Month to Month	24-42 Months	43-60 Months
1. Fixed Rates Applicable				
(a) 2.4, 4.8, 9.6, and 19.2 Kbps	\$67.00	\$22.00	\$19.50	\$19.00
(b) 56.0 and 64.0 Kbps	\$67.00	\$40.00	\$36.00	\$34.00
2. Each mile or fraction thereof				
(a) 2.4, 4.8, 9.6, and 19.2 Kbps	-	\$2.05	\$1.90	\$1.75
(b) 56.0 and 64.0 Kbps	-	\$4.10	\$3.80	\$3.50

3. Optional Features, Functions, and Charges

a. Multipoint Service, per local or interoffice channel bridged<sup>1, 2, 3</sup>

	Nonrecurring Charge	Month to Month	24-42 Months	43-60 Months
1. 2.4, 4.8, 9.6, and 19.2 Kbps	\$28.00	\$25.00	\$24.50	\$22.00
2. 56.0 and 64.0 Kbps	\$28.00	\$25.00	\$24.00	\$22.00

b. Secondary Channel Capability per local Channel

Each <sup>1,2,3</sup>	\$140.00	\$15.00	\$14.00	\$13.00
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c. Data Over Voice Channel, per local channel

9.6 Kbps <sup>3</sup>	\$540.00	\$40.00	\$38.00	\$36.00
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1: Thus option may not be available where 56.0 Kbps repeaters are required for digital local channels.

2: This option is not available with 64.0 Kbps or when the Data Over Voice Channel option is used.

3: Not available at all service locations.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 22

S10. INTRALATA PRIVATE LINE SERVICE

S10.3 DIGITAL DATA SERVICES

D. Rates and Charges (Cont'd)

4. Speed Service Charge

	Nonrecurring Charge	
	First	Additional
(a) Per Local Channel	\$300.00	\$170.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 23

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES

A. General

1. Voice Grade Service provides for voice and/or data communications on a two-point or multipoint basis for service 7 days per week, 24 hours per day, for a minimum period of one month.
2. Channel Services provided under the provisions of this Price list are offered for IntraLATA Services only. Voice Grade Services consist of Local Channels, Interoffice Channels, and Optional Features and Functions.

B. Rate Categories

Following are the basic rate categories which apply to Voice Grade service.

1. Local Channels

A local Channel provides for a communications path between the demarcation point at a customer premises and the serving wire center of that premises. One local channel charge applies per channel termination.

2. Interoffice Channels

This rate category provides for the transmission facilities between serving wire centers associated with two customer premises, between serving wire centers associated with a customer premises and a Company hub, or between two Company hubs.

Interoffice mileage is portrayed as a flat rate and a rate per mile. For method of determining airline mileage, see the NECA Tariff.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 24

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES

B. Rate Categories (Cont'd)

3. Optional Features and Functions

This rate category provides for features and functions which may be added to a service and to improve its quality or utility to meet specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of the performance characteristics which may be obtained. This category includes a. and b. following.

a. Hub Functions

A hub is a Company designated wire center where bridging or multiplexing functions are performed, i.e., connecting three or more customer premises in a multipoint arrangements or channelizing analog or digital services requiring a lower capacity or bandwidth.

b. Provides for such things as signaling, conditioning, transfer arrangements, protection switching, etc.

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 25

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

C. Service Configurations

1. There are two types of service configurations which can be provided. These are described as follows:

a. Two-Point Service

A two-point service connects two customer premises either directly through a serving wire center(s) or through a Company hub where additional functions are performed.

b. Multipoint Service

- (1) Multipoint service connects three or more customer premises through a Company hub.
- (2) There is no limitation on the number of mid-links available with multipoint service. However, when more than three mid-links are provided in tandem, the quality of the service may be degraded. A mid-link is a channel between hubs (i.e., bridging locations).
- (3) Voice Grade Multipoint Channel services for data use have a limit of six two-wire facility type local channels or 20 four-wire facility type local channels when used with customer-provided station equipment.
- (4) Only certain types of service are available for multipoint applications.

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 26

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

- D. Special Routing of IntraLATA Voice Grade Service
1. The Voice Grade services furnished in this Price list are provided over such routes as the Company may elect.
  2. Special routing is involved where, in order to comply with requirements specified by the customer, the Company furnishes the private line service in a manner which includes one or both of the following conditions:
    - a. Where two or more private lines must be furnished over different physical routes.
    - b. Where a private line must be furnished on a route which avoids specified geographical locations.
  3. When special routing of services is furnished a customer, the rates will be determined on an individual case basis.
- E. Service Descriptions
1. Voice Grade Service provides for voice and/or data communications on a two-point or multipoint basis for service 7 days per week, 24 hours per day, for a minimum period of one month. These channels may also be furnished on a link (partial channel) basis when connected to services such as DS1. Channels which also provide tie line service will not be furnished to connect a flat rate system with a message rate system. The transmission characteristics and various types of services furnished are described in 2. and 3. following.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 27

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

E. Service Descriptions (Cont'd)

2. Basic parameters and specifications for Voice Grade Service are described for the end to end operations as follows:

Basic Parameters	For Speech Application	For Data Application
Net Loss	Local Channels used with terminal equipment: Limit as specified in the following Local Channel descriptions. Losses or gains present in CPE have not been included.	
DC Resistance	Local Channel limit as specified in the following Local Channel descriptions. Does not imply or guarantee end to end DC continuity.	
Frequency Error	Plus or Minus 5 Hz	Plus or Minus 5 Hz
Frequency Response	(Referenced to 1000 Hz loss)	
300 - 3000 Hz	-3dB to + 12 dB	-3dB to + 12 dB
500 - 2500 Hz	-2dB to + 8 dB	-2dB to + 8dB
Envelope Delay Distortion		
800 - 2600 Hz	Not Controlled	Less than 1750 Microseconds
C-Notched Noise (with a -13dBm0 1000 Hz Test signal)	Not Controlled	Noise Level 24dB below signal level
Impulse Noise	Not Controlled	15 Counts in 15 minutes at a threshold of 6dB below a - 13dBm0 rms 1000 Hz Signal
Phase Jitter	Not Controlled	10 degrees peak to peak
Non-Linear Distortion		
2 <sup>nd</sup> Order Distortion	Not Controlled	25 dB below signal level
3 <sup>rd</sup> Order Distortion	Not Controlled	30dB below signal level

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 28

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

E. Service Descriptions (Cont'd)

3. Transmission parameters for voice grade service are described as follows:

- a. Two-wire - A two-wire interface with effective two-wire facilities engineered for a 1004 Hz net loss of 0 to 10dB. Generally furnished for voice transmission or Supervisory Control Use. Multipoint service may be provided.
- b. Four-Wire - A four-wire interface with effective four-wire facilities engineered for a 1004 Hz net loss of 0 to 16dB. Generally furnished for voice transmission. Multipoint service may be provided.

Data

- a. Two-Wire - A Two-Wire interface with four-wire facilities engineered for a 1004 Hz net loss of 16dB. Generally used in the provision of analog data services. Multipoint services may be provided.
- b. Four-Wire - A Four Wire interface with four-wire facilities engineered for a 1004 Hz net loss of 16dB. Generally used in the provision of analog data services. Multipoint service may be provided.

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 29

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

E. Service Descriptions (Cont'd)

4. Telemetry/Alarm Bridging Service (Cont'd)

a. Regulations

- (1) This Price list section contains the regulations applicable for Telemetry/Alarm Bridging Service.
- (2) Except as otherwise specified following, the regulations contained herein are in addition to the regulations found in other sections of this Price list.
- (3) Telemetry/Alarm Bridging Service requires the use of equipment as specified following and voice grade local channels.
- (4) Terminal equipment provided by the customer to use with this service must meet specifications for such customer-provided equipment found in other sections of this Price list.
- (5) No more than 128 remote stations may be connected to a master station over an individual Split Band Active Bridge.
- (6) In Split Band Active Bridging arrangements, secondary bridges must be directly connected to the primary bridge via mid-link channels. Secondary bridges cannot be connected through other secondary bridges to allow additional layers of tandeming.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 30

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

E. Service Descriptions (Cont'd)

4. Telemetry/Alarm Bridging Service (Cont'd)

a. Regulations (Cont'd)

- (7) Secondary bridges, utilized in Split Band, Active Bridging arrangements, reduce the two-wire remote station capacity of the primary bridge. The initial secondary bridge reduces the primary bridge capacity by twelve two-wire remote station connections. Each subsequent secondary bridge reduces the primary bridge capacity by four additional two-wire remote station connections. At the customer's option, external bridging may be provided for connecting secondary bridges at the rate applicable following without reducing the two-wire capacity of the primary bridge.
- (8) Standard multipoint bridging charges as provided in other sections of this Price list are not applicable to this service, except as provided in g. preceding.
- (9) Access over remote station channels is provided through a local channel and through the appropriate channel connection as contained following. Interconnection of remote stations located outside the serving wire center where the bridge to which they are to be connected is located will require interoffice channels at charges contained in this Price list.
- (10) Access over each four-wire mid-link channel for Split Band Active Bridging is through voice grade interoffice channels at charges contained in this Price list. Additionally, mid-link channel connections are required as described following.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 31

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

E. Service Descriptions (Cont'd)

4. Telemetry/Alarm Bridging Service (Cont'd)

b. Service Description

(1) Telemetry/Alarm Bridging Service is a multi-station, voice frequency, private line service designed to provide connections between a master station and a number of remote stations simultaneously. Direct transmission between remote stations is not intended. This service is intended for application in multipoint, voice frequency, data or tone signaling arrangements with transmission at rates up to 400 baud.

(2) Telemetry/Alarm Bridging Service

Split Band, Active Bridging - A bridging arrangement providing for a four-wire (master station or mid-link channel) frequency split common port and multiple two-wire (remote station) ports intended for application in multipoint, voice frequency, data or tone signaling arrangements. Two-way (polling) communication between the master station and each remote station is intended.

F. Rate Regulations

1. Types of rates and charges.

The two types of rates and charges are monthly rates and nonrecurring charges and are described as follows:

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 32

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

F. Rate Regulations (Cont'd)

1. Types of rates and charges. (Cont'd)

a. Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days.

b. Nonrecurring Charges

Nonrecurring Charges are one-time charges that apply for a specified work activity. The three types of nonrecurring charges that apply are installation of service, installation of features and functions and service arrangements.

(1) Installation of Service

Nonrecurring charges apply for each service terminated at the customer's premises. For the installation of local channels when more than one of the same type of service, between the same locations, for the same customer is ordered and installed at the same time, one at each location is billed at the First Service Installed rate, and the others are billed at the Additional Service Installed rate.

The nonrecurring charges for the Installation of Services are set forth following as Nonrecurring Charges for the Local Channel and the Interoffice Channel rate elements.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 33

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

F. Rate Regulations (Cont'd)

1. Types of rates and charges. (Cont'd)

b. Nonrecurring Charges (Cont'd)

- (2) Nonrecurring charges apply for the installation of features and functions available with the various services. For some features and functions, there is a lower charge if installed coincident with the service, and a higher charge if installed subsequent to the service.

c. Service Requirements

- (1) Service rearrangements are changes to existing (installed) services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at a customer premises. Changes which result in the establishment of new minimum period of obligations are treated as disconnects and starts. Changes in the physical location of the point of termination are treated as moves and are described and set forth in this Price list.

The charge to the customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves actual physical change to the service.

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 34

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

F. Rate Regulations (Cont'd)

1. Types of rates and charges. (Cont'd)

c. Service Rearrangements (Cont'd)

Administrative changes will be made without charge(s) to the customer. Such changes require the continued provision and billing of the Private Line Service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the service). Administrative changes are as follows:

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes name).
- Change of customer or customer's premises address when the change of address is not a result of a physical relocation of equipment.
- Change in billing data (name, address or contact name or telephone number).

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 35

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

F. Rate Regulations (Cont'd)

1. Types of rates and charges. (Cont'd)

c. Service Rearrangements (Cont'd)

(2) All other service rearrangements will be charged for as follows:

- If the change involves the addition of other customer designated premises to an existing multipoint service, the nonrecurring charge for the local channel rate element will apply. The charges will apply only for the location(s) that is being added.
- If the change involves the addition of an optional feature or function which has a separate nonrecurring charge, that nonrecurring charge will apply.
- If the change involves changing the type of signaling on a voice grade service the subsequent, nonrecurring charge will apply for the new type signaling. The charge will apply per service termination affected.
- For all other changes, including a change of the customer of record involving no physical changes to the service provided or the addition of optional features without separate nonrecurring charges, a charge equal to a local channel rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 36

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

F. Rate Regulations (Cont'd)

1. Types of rates and charges. (Cont'd)

c. Service Rearrangements (Cont'd)

(3) Moves

(a) A move involves a change in the physical location of one or the following:

i) The point of interface at the customer premises.

(ii) The customer's premises.

(b) The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(i) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring (i.e., installation) charge for the affected service termination at the customer's premises. There will be no change in the minimum period requirements. If a move is made at the same time a service rearrangement is made, the total charge will never exceed a full nonrecurring charge for the basic service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 37

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

F. Rate Regulations (Cont'd)

1. Types of rates and charges. (Cont'd)

c. Service Rearrangements (Cont'd)

(2) Moves (Cont'd)

(b) (Cont'd)

(ii) Move to a Different Building

Moves to a different building will be treated as a discontinuance, and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established at the new location. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 38

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

G. Rates and Charges

1. Digital Local Channels - denotes a path furnished from the serving wire center to the demarcation point on the customer's premises.

a. Rates per digital local channel

	Monthly Rate	Nonrecurring Charge First	Additional
<u>Voice</u>			
Two or Four Wire	\$66.00	\$478.00	\$156.00
<u>Data</u>			
Two or Four Wire	\$72.00	\$432.00	\$192.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 39

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

G. Rates and Charges (Cont'd)

2. InterOffice Channels

- a. When station locations of a voice grade service are located in different wire center serving areas, interoffice channel charges apply. Charges are based on the direct airline distance measured between the serving wire centers.

A fixed and per mile charge applies as set forth following:

	Fixed Monthly Charge	Monthly Charge Per Mile	Nonrecurring Charge Per Channel
Voice Grade Service	\$42.00	\$2.70	\$115.20

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 40

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

G. Rates and Charges (Cont'd)

3. Optimal Features and Functions

a. Bridging

Bridging charges are applicable where more than two Local Channels, or one or more Local Channels and more than one Interoffice Channel, or more than one Local Channel and one Interoffice Channel are bridged or hubbed at the same wire center.

(1) Voice Grade Bridges

(a) Voice Bridging

Per Port

		Monthly Rate	Nonrecurring Charge
(i)	Two-Wire	\$18.00	\$38.40
(ii)	Four-Wire	\$19.20	\$38.40

(b) Data Bridging

Per Port

(i)	Four-Wire	\$30.00	\$40.00
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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 41

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

G. Rates and Charges (Cont'd)

3. Optimal Features and Functions (Cont'd)

a. Bridging (Cont'd)

(1) Voice Grade Bridges (Cont'd)

(c) Telemetry and Alarm Bridging - Split Band, Active Bridging

(i) Common Equipment, per central office

	Monthly Rate	Nonrecurring Charge
First Bridging Shelf Capacity of 48 two-wire Connections	\$120.00	\$390.00
Additional bridging shelf Capacity of 56 two-wire Connections installed subsequent to the first Bridging shelf	120.00	350.00
Additional bridging shelf Capacity of 56 two-wire Connections installed at the same time as the first Bridging shelf	50.00	220.00
(ii) Channel connections, per channel connected		
Remote station channel Connection	\$ 5.00	\$ 36.00
Mid-link channel connection, First channel	10.00	46.00
Mid-link channel connection, Subsequent channels	10.00	46.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 42

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

G. Rates and Charges (Cont'd)

3. Optimal Features and Functions (Cont'd)

b. Signaling Arrangements

Signaling arrangements are provided at the customer's option to arrange channels for suitable signaling. Signaling is required on all off-premises extension channels and tie line channels associated with PBX (or similar) systems.

Per Local Channel

		Monthly Rate	Nonrecurring Charge Initial	Subsequent
(1)	Ringdown-Manual	\$13.20	\$40.80	\$216.00
(2)	Ringdown-Automatic	12.00	18.00	68.40
(3)	E & M Type	12.00	52.80	198.00
(4)	Type A (0-199 ohms)	7.20	48.00	138.00
(5)	Type B (200-299 ohms)	7.20	44.40	138.00
(6)	Type C (900 or more Ohms)	3.70	14.40	138.00

c. Conditioning (Voice Grade Services)

- (1) Conditioning provides more specific transmission characteristics for data services. There are two types of C-conditioning and one type of D-conditioning, each with different technical specifications. C-type conditioning controls attenuation distortion and envelope delay distortion. D-type conditioning controls the signal to C-notched noise ratio and intermodulation distortion.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 43

S10. INTRALATA PRIVATE LINE SERVICE

S10.4 VOICE GRADE SERVICES (Cont'd)

G. Rates and Charges (Cont'd)

3. Optimal Features and Functions (Cont'd)

c. Conditioning (Voice Grade Services) (Cont'd)

(1) (Cont'D)

Conditioning is charged on a per Local Channel Basis for two-point and multipoint service. For two-point services, the parameters apply to each service. For multipoint services, the parameters apply to any path between any two service points.

(2) When a channel is equipped with Type D1 conditioning and is utilized for voice communications, the Company does not undertake to represent that the channel will be suitable for such voice transmission.

(3) C-Type Conditioning

C-Types of Conditioning per local channel

		Monthly Rate	Nonrecurring Charge Initial	Subsequent
(a)	C1 Type	\$2.40	\$12.00	\$78.00
(b)	C2 Type	2.40	26.40	88.80

(4) D-Type Conditioning

D-Type Conditioning per local channel

(a)	D1 Type	\$2.40	\$19.20	\$82.8
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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Contents Sheet 1

S11. FOREIGN EXCHANGE SERVICE

CONTENTS	Sheet No.
S11.1 General.....	1
S11.2 Definitions.....	2
S11.3 Rates.....	3
S11.4 Applications, Billing and Collection Procedure.....	4

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 1

S11. FOREIGN EXCHANGE SERVICE

S11.1 GENERAL

- A. Foreign Exchange Service is furnished subject to the same restrictions as to the use of the service by others than the subscriber and his representatives, as apply in connection with other classes of the local exchange service.
- B. Subscribers to interexchange FX service contract for service with the Company owning the local exchange and normally do not contract with the other Company or companies involved; however, the Company owning the local exchange is responsible to its subscriber only for its own facilities and service.
- C. A subscriber of FX service will be required to also take regular exchange service from the local exchange. In no event shall the FX service be allowed to be connected to, or otherwise be made available for, the local exchange switchboard service.
- D. Foreign Exchange Service is offered as local exchange service, and the use of this service for originating toll service is not contemplated.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 2

S11. FOREIGN EXCHANGE SERVICE

S11.2 DEFINITIONS

- A. Foreign Exchange (or FX) Service is exchange (local) service furnished to a subscriber from an exchange other than the one from which he would normally be served. Such service is not in accord with the general plan of furnishing telephone service, and such service is furnished only under special conditions, where warranted by the circumstances, including availability of facilities involved.
- B. The exchange in whose service area the customer is located and which furnishes the telephone or PBX termination for foreign exchange service and which bills and collects for such service is called the Local Exchange.
- C. The exchange which provided the central office facilities and thereby furnished the foreign exchange service is called the Serving Exchange.
- D. Where Foreign Exchange Service is provided between an exchange area of the Company, it is called Intra-Company FX Service. Where such service is furnished between an exchange of the Company and that of another Company, it is called Inter-Company FX Service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 3

S11. FOREIGN EXCHANGE SERVICE

S11.3 RATES

- A. The monthly rate for Foreign Exchange Service is the monthly rate for individual access line, station, or PBX trunk, applicable in the serving exchange plus the regular authorize monthly charges for any exchange service facilities, except stations and PBX trunks (but including any applicable mileage charge), used in furnishing the service by the local exchange, plus;
1. Mileage charges, route measurement, of Company owned circuit used in connecting the local exchange central office with the serving exchange central office; plus
  2. Any additional charges made by another telephone company or companies in furnishing the circuit.
  3. The charge set out in (1) above is predicated on the Company having available facilities. If it is necessary for this Company to construct new facilities or to rent space on foreign poles to carry FX circuits, there will be an additional charge to be negotiated based on the cost of such facilities.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 10  
Original Sheet 4

S11. FOREIGN EXCHANGE SERVICE

S11.3 RATES (Cont'd)

- B. Installation and service connection charges for furnishing Foreign Exchange Service shall be the authorized charges for individual line main station, or PBX trunk applicable in the serving exchange, plus the regularly authorized installation charges for any exchange service facilities, except stations used in furnishing the service by the local exchange.

S11.4 APPLICATIONS, BILLING AND COLLECTING PROCEDURE

- A. Interexchange FX Service will be furnished under the terms and conditions of the Foreign Exchange Service Agreement executed between this Company and the Company involved. This agreement contemplates that:
1. When a party located in this Company's exchange service area desires this class of service, he shall apply for same to this Company, which will obtain from the Company furnishing the serving exchange service its charges and conditions for providing its parts of the applicants requested service, and on submission to applicant, and his acceptance by executed contract of the overall charges including those of this Company both for installation and monthly flat rate cost and conditions of service. This applicant becomes a FX subscriber of this Company which will perform all billing to and collecting from said subscriber for the entire service rendered.
  2. When a party located in another Company's exchange service area desires FX Service to an exchange belonging to this Company, his application should be made to the other Company, which should handle all necessary arrangements for service and on establishment of same, do all subscriber billing and collecting. This Company has no responsibility to the subscriber with respect to such matters.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
Original Contents Sheet 1

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONTENTS	Sheet No.
S12.1 Line Extension Charges .....	1
S12.2 Temporary Service.....	4
S12.3 Moves or Changes of Existing Construction.....	5
S12.4 Construction in Residential Developments.....	5

Issue date: June 6, 2007

Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
Original Sheet 1

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES

A. General

1. The Company shall provide tariffed basic telephone service to the premises of a permanent residence within its franchised service territory, if the costs, including, but not limited to costs of facilities, rights-of-way and equipment of providing basic telephone service to the requiring party does not exceed eight thousand dollars (\$8,000).
2. Should cost of a new service installation for a permanent resident or business in the Company's franchised service territory exceed eight thousand dollars (\$8,000) a customer may request that the Company allocate any unused universal service funds received by the Company which have been set aside for this purpose. A determination of whether such funds exist shall be made at the sole discretion of the Company. A customer may be required to pay such excess costs pending a final determination of the availability of such funds.
3. Construction or installation charges are nonrecurring charges made under certain conditions as hereinafter set forth and are in addition to applicable charges for the class of service furnished, mileage charges and other charges that may be applicable.
4. Construction charges are payable at the time the application for service is signed or when the amount is rendered, as the Company, at its option, may require.
5. The word "Cost", wherever used in this section, is to be interpreted to mean the cost of labor and materials, and include charges for supervision and other overhead expense associated with the construction or installation.
6. When attachments are made to poles of other companies, in lieu of providing new pole line construction for which the subscriber would regularly be charged construction charges under the provision of this section, the attachment rental charges to the Company for such attachments may be borne in whole or in part by the subscriber as the particular circumstances may warrant.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
Original Sheet 2

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES (Cont'd)

A. General (Cont'd)

7. Any poles, conduit, cable or other plant provided at the expense of the customer, on either a public highway or on private property shall not be used by the customer for any purpose other than service furnished by the Company for the support of cable, wire or other apparatus of the Company, except upon approval of the Company.
8. In all cases of construction on public highway or on private property to serve customers in general, ownership of the poles, conduit, and other plant must be vested either in the Company or some other company with which the Company has joint use arrangement. All plant is maintained and replaced at the expense of the Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES (Cont'd)

B. Exceptions to Construction Charges

1. No construction charge is made for the provision of new pole lines or wire on public highways within the Base Rate Area.
2. Neither station installations, including drop wire, protector, nor any plant within the Base Rate Area shall be considered as construction costs.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
Original Sheet 4

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES (Cont'd)

B. Private Right-of-Way

When the applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the cost incurred in securing, clearing and retaining such right-of-way.

C. Exceptions to Construction Charges

1. Except as provided under "Temporary Service", no construction charge is made for the provision of new pole lines or wire on public highways within the Base Rate Area.
2. Except as provided under "Temporary Service", where the applicant is located outside the Base Rate Area and the construction of outside plant is required to provide facilities to serve one or more applicants, the applicant or applicants may be required to bear the cost of such construction. Neither station installations, including drop wire, protector, or any plant within the Base Rate Area shall be considered as construction costs.

S12.2 TEMPORARY SERVICE

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber is required to bear the total cost of such construction and installation and the cost of removal, if removed; provided, however, that the salvage value of any plant removed, excluding the telephone set, shall be deducted from the total cost to be paid by the subscriber. The conditions in 12.1.A.1. do not apply to construction charges for temporary service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
Original Sheet 5

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.3 MOVES OR CHANGES OF EXISTING CONSTRUCTION

When the Company shall move or change existing construction or equipment for which no specific charge is quoted in this Price list, the person at whose request the move or change is made may be required to bear the cost of such change.

S12.4 CONSTRUCTION IN RESIDENTIAL DEVELOPMENTS

All telephone service placed in residential developments of 5 or more adjoining lots in a recorded plan for the construction of single-family residence, including mobile homes intended for year-round occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to such residential or apartment house lots necessitates extending the Company's existing distribution lines.

A developer shall:

- A. At his own cost, provide the Company with easements satisfactory to the Company for occupancy and maintenance of distribution and service lines and related facilities, except in public ways which the Company has the legal right to occupy.
- B. At his own cost, clear the ground of trees, stumps and other obstructions where the aforesaid line and related facilities are to be located.
- C. Place with the Company, in advance or upon other terms the Company may require, the following charges when the developer requests construction ahead of the time the Company would normally provide service at customer request.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 12  
Original Sheet 6

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.4 CONSTRUCTION IN RESIDENTIAL DEVELOPMENTS (Cont'd)

- D. A prepayment in aid of construction in an amount not in excess of 50% of the Company's costs of the distribution cable for the development.
- E. Such prepayment in aid of construction will be refunded on a proportionate basis for each contract for telephone service received. The basis of total refund shall be 10 percent refund upon receipt of telephone contracts for telephone service from 50 percent of the total development within a 3 year period.

If the developer changes the plot plan after installation of the Company's lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.

All distribution and service lines installed within a development shall conform to the Company's construction standards and shall be owned and maintained by the Company. Such installations shall be performed by the Company or by such other entity as the Company may authorize to do the work. The Company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its facilities by other than its own employees or agents.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Contents Sheet 1

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

CONTENTS	Sheet No.
S13.1 General Regulations .....	1
A. General .....	1
B. Responsibility of the Customer .....	1
C. Responsibility of the Telephone Company .....	2
D. Violations of Regulations .....	4
E. Hazardous or Inaccessible Locations .....	4
F. Provisions of Channels and Equipment .....	5
G. Recording, Producing, and Automatic Answering and Recording Equipment .....	5
S13.2 Connections of Registered Terminal Equipment and Systems .....	7
S13.3 Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems .....	10
S13.4 Acoustic or Inductive Connections .....	11
S13.5 Connections of Customer-Provided Communications Systems Not Subject to Part 68 of FCC Rules and Regulations .....	12
S13.6 Connections of Customer-Provided Terminal Equipment Specifically Excluded from the FCC Registration Program .....	13
S13.7 Customer Premises Inside Wire .....	14
A. General Regulations .....	14
B. Responsibility of the Customer .....	15
C. Responsibility of the Company .....	15
D. Violation of Regulations .....	16

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Contents Sheet 2

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

CONTENTS

Sheet No.

S13.8	Connections of Other Common Carrier- Provided Communications Systems .....	17
A.	General Provision.....	17
B.	Responsibility of the Customer.....	17
C.	Network Control Signaling.....	18
D.	Premises of the Customer.....	18
E.	Premises of the Company.....	20
F.	OCC Service.....	21
G.	Responsibility of the Company.....	21
H.	Violation of Regulations .....	22

Issue date: June 6, 2007

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 1

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.1 GENERAL REGULATIONS

A. General

This section addresses the responsibilities and liabilities of the customer and Company where customer provided terminal equipment and communication systems interconnect with the regulated services of the Telephone Company. "Customer provided" refers to any equipment purchased by the customer or leased by the customer from the deregulated operations of the Telephone Company or from any other provider of such equipment.

B. Responsibility of the Customer

Customer-provided communications equipment may be used with the facilities furnished by the Telephone Company for telecommunications services, as provided in this Price list. In all such cases, the customer-provided communications equipment will be constructed, maintained and operated as to work satisfactorily with the facilities of the Telephone Company.

Where telecommunications service is available under this Price list for use in connection with customer-provided communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Telephone Company. Such is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; or impair the operation of the Telephone Company's service. Upon notice from the Telephone Company

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 2

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.1 GENERAL REGULATIONS (Cont'd)

B. Responsibility of the Customer (Cont'd)

that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Telephone Company and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

C. Responsibility of the Telephone Company

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications system. Telecommunications service is not represented as adapted to the use of customer-provided equipment or systems, and where such are connected to the Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems, or address signaling where such signaling is performed by customer-provided signaling equipment.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 3

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.1 GENERAL REGULATIONS (Cont'd)

C. Responsibility of the Telephone Company (Cont'd)

The Telephone Company will, at a subscriber's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications or private line service.

The Telephone Company may make changes in its telecommunications or private line services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations.

If such changes can be reasonably expected to require modification or alteration of customer-provided terminal equipment or communications systems or materially affect its performance, the Company will make a reasonable effort to notify the customer in advance, to allow the customer an opportunity to maintain uninterrupted service.

The Telephone Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Telephone Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 4

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.1 GENERAL REGULATIONS (Cont'd)

D. Violation of Regulations

Where any customer-provided equipment or system or communication system provided to a customer is used with telecommunications service in violation of any of the provisions in this Price list, the Telephone Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 5 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Price list. The right of the Telephone Company to terminate service as provided above includes the right to suspend the service or to disconnect such customer-provided equipment or communications system.

E. Hazardous or Inaccessible Locations

Customer-provided equipment which serves a location which the Telephone Company considers impracticable to service because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Telephone Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 5

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.1 GENERAL REGULATIONS (Cont'd)

F. Provisions of Channels and Equipment

When the customer elects to provide his own communications system, it is contemplated that the customer shall provide all station apparatus and associated channels which are a part of the system and which are located on the same customer's premises as the system.

G. Recording, Reproducing, and Automatic Answering and Recording Equipment

1. Recording of Two-way Telephone Conversations

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. Customer-provided voice recording equipment may be connected with telecommunications services, in accordance with the provisions in this Price list, subject to the following conditions:

When recording equipment is in use and is a direct electrical connection with services of the Telephone Company, a recorder tone that is repeated at intervals of approximately fifteen seconds is required except that the recorder tone described is not required:

- a. When the equipment will be used by public fire and police departments exclusively for the receipt of intrastate fire and police calls and attended at all times for such purpose.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 6

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.1 GENERAL REGULATIONS (Cont'd)

- G. Recording, Reproduction, and Automatic Answering and  
Recording Equipment (Cont'd)
1. (Cont'd)
    - b. For Federal Communications Commission licensed broadcast stations for the purpose of recording two-way telephone conversations for broadcast over the air so long as those activities are consistent with the applicable broadcast regulations.
    - c. When such equipment is used by the United States Department of Defense at command centers for emergency communications transmitted over the Defense Department's private line system when connected to the telecommunications network.
    - d. For the United States Secret Service of the Treasury Department to record Telephone conversations which endanger the safety and security of the President of the United States, and members of his immediate family.

Customer-provided voice recording equipment shall be so arranged that it can be physically connected to and disconnected from Telephone Company facilities and switched on and off.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 7

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS

- A. Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the Federal Communication Commission's Rules and Regulations:
1. A customer-provided registered PBX or key system may be connected directly to the public switched network or behind a Company-provided Centrex system provided that the customer-provided equipment and the associated customer-provided premises wiring are in compliance with Section 68.214 and 68.215 of the FCC's Rules and Regulations.
  2. The customer shall notify the Company of each line to which registered equipment is to be connected and shall notify the Company when such registered equipment is permanently disconnected. The customer shall provide the Company the registration number and ringer equivalence number for the registered equipment. The customer is also responsible for specification of the appropriate protective connecting arrangement when other than the standard jack is required. (See FCC Part 68, Section 68.106, Notification to Telephone Company.)
  3. The Company is not obligated to provide system and/or terminal equipment or station wiring beyond the point of connection (network interface) with customer-provided systems and/or terminal equipment.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 8

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS (Cont'd)

B. Premises Wiring Associated with Registered or Grandfathered  
Communications Systems

1. Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.
  - a. Fully-protected Premises Wiring is premises wiring which is:
    - (1) No greater than 25 feet in length (measured linearly between the point where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.
    - (2) A cord which complies with (1) preceding and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.
    - (3) Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 9

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS (Cont'd)

- B. Premises Wiring Associated with Registered or Grandfathered Communications Systems (Cont'd)
1. (Cont'd)
    - a. (Cont'd)
      - (4) Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
    - b. Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry, which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.
    - c. Unprotected Premises Wiring is all other premise wiring.
  2. Customers who intend to connect premise wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to the Company in accordance with the procedures specified in Part 68, Section 68.106(c) of the Federal Communication Commission's Rules and Regulations.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 10

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED  
COMMUNICATIONS SYSTEMS

A. Direct Connections and Connections Through Connecting Arrangements  
Provided by the Company

1. If the initial rule-compliance connection was made prior to January 1, 1980, grandfathered Terminal Equipment and Grandfathered Communication Systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration. The equipment or system may be modified only in accordance with Part 68 of the Federal Communication Commission's Rules and Regulations, subject to the following:
  - a. The customer shall notify the Company when grandfathered terminal equipment or a communication system is to be connected. Notification should include a description of the equipment, manufacturer's name, model number and type of equipment and state its previous connection, which qualifies it for continued connection. The customer shall also notify the Company when such communications equipment and systems are to be permanently disconnected.
  - b. All connections are made through a network interface agreeable to the Company and the customer.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 11

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.3 CONNECTION OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED  
COMMUNICATIONS SYSTEMS (Cont'd)

A. Direct Connections and Connections Through Connecting Arrangements  
Provided by the Company (Cont'd)

1. (Cont'd)

- c. All such connections shall comply with all the criteria contained in Subpart D of Part 68 of the Federal Communication Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

S13.4 ACOUSTIC OR INDUCTIVE CONNECTIONS

A. General

Customer-provided voice or data terminal equipment and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the connection is made externally to the network control signaling unit when the unit is Telephone Company-provided. The customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 12

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.5 CONNECTION OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT SUBJECT  
TO PART 68 OF THE FCC RULES AND REGULATIONS

- A. Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services in accordance with this Price List. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:
1. Such telecommunications service or customer-provided communications system is utilized for the origination or termination of communications at the customer's premises where the connection is made.
  2. The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
  3. The connection shall be made through switching equipment provided either by the customer or by the Company.
  4. The provisions relating to minimum protection criteria set forth in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section. As related to minimum protection criteria and when applied to the connection of customer-provided communications systems, the term "Customer's premises" shall include any premises on which the customer-provided communications system is terminated.

Where a telecommunications service is used in the provision of a composite data service for others and connection of such service is made to a communications system provided by a customer and the connection is made through customer-provided data switching equipment, the provisions of 1 and 3 above do not apply.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 13

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.6 CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT SPECIFICALLY  
EXCLUDED FROM THE FCC REGISTRATION PROGRAM

- A. Customer-provided terminal equipment may be connected at the customer's premises to party line and semipublic coin services of the Company in accordance with the following:
1. The connection of customer-provided terminal equipment to services specifically excluded from the Federal Communications Commission's Registration programs shall be through a protective connecting arrangement which must be furnished by the Company.
  2. The connection of customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 14

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.7 CUSTOMER PREMISES INSIDE WIRE

A. General Regulations

1. Customer premises inside wire and standard jacks associated with residence and business individual line basic local exchange services, as defined elsewhere in this Price list, may be provided by either the Company or the customer.
2. Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Network Access Line.
3. Customer premises inside wire provided by the customer must be installed in accordance with the technical standards and installation guidelines furnished to the Commission by the Company and must comply with the National Electric Safety Code and applicable local codes.
4. Customer premises inside wire provided by the customer may be connected to residence and business individual line basic local exchange service furnished by the Company at a specified network interface.
5. The network interface for the connection of customer premises inside wire consists of a standard modular jack or appropriate device and is provided as part of the network access line. This will be installed in side or outside the customer's premises at a location determined by the Company which is accessible to the customer. The normal location will be in close proximity to the protector or entrance facility, whenever practicable.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 15

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.7 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

A. General Regulations (Cont'd)

6. The Company is not obligated to connect telephone instruments and standard modular jacks to customer-provided inside wire.
7. Maintenance of customer owned premises inside wire may be performed by either the Company or the customer.

B. Responsibility of the Customer

1. When the customer provides the inside wire and standard jacks, the installation must be in accordance with the technical standards furnished to the Commission by the Company.
2. In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability claims, or other damage suits arising out of the customer's wire maintenance activity.

C. Responsibility of the Company

1. The Company will make the technical standards and installation guidelines for customer provision of inside wire available to customers at Business office or other designated locations.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 16

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.7 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

D. Violation of Regulations

1. Where customer-provided inside wire is a violation of Section 2, the Company will properly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
2. The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 20 days after receipt of such notice.
3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this Price List.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 17

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.8 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS SYSTEMS

- A. Communications systems provided by the Other Common Carrier hereafter referred to as the OCC, may be connected with the facilities furnished by the Company for exchange and Long Distance Message Telecommunications Service, as specified in B through H following.
- B. Responsibility of the Customer

Where Exchange and Long Distance Message Telecommunications Service are available under this Price list for use in connection with OCC-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the OCC-provided systems do not endanger the safety of Company employees or the public; damage, require change in, or alteration of, the equipment or other facilities unless the change or alteration is specifically permitted under the provisions of "Equipment-to-Equipment Connections" of this Price list; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the OCC-provided system is causing or is likely to cause such hazard or interference, the customer shall arrange with the OCC to make such change as shall be necessary to remove or prevent such hazard or interference.

The customer shall be responsible for payment of a Maintenance of Service Charge, as set forth in "Service Connection Charges" for each repair visit by the Company to the premises of the customer where the service difficulty results from the use of equipment, facilities, or services provided by an Other Common Carrier.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 18

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.8 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS  
SYSTEMS (Cont'd)

C. Network Control Signaling

Satisfactory performance of the telecommunications network requires continuing functional capability of the network control signals and the switching equipment involved. To assure such continuing capability, network control signaling (except customer-provided tone-type address signaling through a company-provided or OCC-provided connecting arrangement) in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Company or the OCC.

D. Conditions for Connection of Other Common Carrier-Provided Communications Systems at the Premises of the Customer

Other Common Carrier-provided communications systems (including channels derived from systems) analog, not exceeding voice or digital, may be connected with exchange or Long Distance Message Telecommunications Services at the premises of the customer, provided that the connection is only made through a Service Terminating Arrangement in one of the following ways:

1. The connection is either through equipment which effects such connection externally to a Company-provided network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving or through direct electrical connection in accordance with "2" or "3" below.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 19

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.8 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS  
SYSTEMS (Cont'd)

- D. Conditions for Connection of OCC-Provided Communications Systems at the Premises of the Customer (Cont'd)
2. Where the connection with the OCC-provided communications systems involves direct electrical connection to the facilities furnished by the company for exchange or Long Distance Message Telecommunications service, such connection shall be made:
    - a. Through switching equipment,
    - b. Through a channel derivation device, or
    - c. Directly to the Service Terminating Arrangement.
  3. Where the connection is made by means of switching equipment provided by the customer, or by means of a channel derivation device provided by the customer, such switching equipment or derivation device and the facilities provided by the OCC shall be treated as a customer-provided communications system, and the regulations applicable to the connection of customer-provided communications systems shall apply, as set forth in "Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems".
  4. Connection may be made if the forms of electrical communication are the same and consistent with those for which the company-provided service is provided. Connections are not represented as being suitable for satisfactory transmission.
  5. The rates and charges for connection with OCC-provided communications systems shall be the same as those that would apply if company services were so connected. The rates and charges to the customer are in addition to the rates and charges made by the OCC for the services and channels which it provides.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 20

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.8 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS  
SYSTEMS (Cont'd)

- E. Conditions for Connection of OCC-Provided Communications Systems at the Premises of the Company
1. Communications Systems (utilizing central office connecting facilities), not exceeding voice grade, provided by an OCC to a customer may be directly connected at the premises of the company with exchange service or Long Distance Message Telecommunications Service furnished by the Company to the same customer, provided such connections are made through:
    - a. Individual exchange lines or PABX trunk exchange lines to permit communications via the OCC-provided communications system, to or from the customer's premises located in an exchange foreign to the exchange in which the connection is made.
    - b. Centrex control switching equipment furnished in accordance with other provisions of this Price list.
  2. The connections specified above shall be made only if:
    - a. The forms of electrical communications are the same and consistent with those for which the Company-provided service is provided.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 21

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.8 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS  
SYSTEMS (Cont'd)

F. OCC Service

All arrangements for service provided by an OCC shall be made by the customer with that carrier. The furnishing of exchange and Long Distance Message Telecommunications Service by the Company is not a part of a joint undertaking with the OCC.

G. Responsibility of the Company

The Company shall not be responsible for the installation, operation or maintenance of any OCC-provided communications equipment or system. Exchange and Long Distance Message Telecommunications Services are not represented as adapted to the use of OCC-provided equipment or systems, and where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for exchange or Long Distance Message Telecommunications Service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the OCC-provided equipment or system or for the quality of, or defects in, such transmission, or (2) the reception of signals by the OCC-provided equipment or system or (3) network control signaling where such signaling is performed by OCC-provided network control signaling equipment.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 13  
Original Sheet 22

S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMER

S13.8 CONNECTIONS OF OTHER COMMON CARRIER-PROVIDED COMMUNICATIONS  
SYSTEMS (Cont'd)

G. Responsibility of the Company (Cont'd)

The Company shall not be responsible to the customer or OCC if changes in minimum network protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by an OCC thereof, obsolete or require modification or alteration or such equipment or system or otherwise affect its use or performance.

H. Violation of Regulations

When any OCC-provided system is connected to the exchange service or Long Distance Message Telecommunications Service in violation of any of the provisions in "Connections of Other Common Carrier-Provided Communications Systems", the Company will take such immediate action as necessary for the protection of the network, and will promptly notify the customer of the violation. The customer shall discontinue such connection of the equipment or system or correct the violation and shall confirm in writing to the Company, that such connection has ceased or that the violation has been corrected. Failure of the customer to discontinue such connection or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Price list.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Contents Sheet 1

S14. EMERGENCY SERVICE

CONTENTS	Sheet No.
S14.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911).....	1
A. General.....	1
B. Rules and Regulations.....	1
C. Basic 911.....	3
S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E-911).....	4
A. General.....	4
B. Definition of Terms .....	5
C. Rules and Regulations.....	9
D. Service Features.....	16
E. Rates and Charges.....	17

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 1

S14. EMERGENCY SERVICE

S14.1 UNIVERSAL EMERGENCY NUMBER SERVICE (E-911)

A. General

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number "911" for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller telephone access to a local PSAP.
2. No charge applies to the calling party for calls placed to the 911 emergency number.

B. Rules And Regulations

1. 911 Service is provided by the Company where facilities and operating conditions permit.
2. This offering is limited to the use of central office number 911 as the universal emergency number and only one 911 service will be provided within any government agency's locality.
3. 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 matter.
4. The service is furnished to municipalities and other government agencies only for the purpose of voice reporting emergencies by the public.
5. 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 customer contracting for 911 service. In the event of any interruption of the service, the Company shall not be liable for any loss or damage other than a pro rata allowance to the customer at the tariff rate for the time such interruption is due to the negligence or willful act of the customer of the service.
6. In the white pages of the directory, a seven-digit non-emergency number must be listed along with the 911 number for the participating public agencies.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 2

S14. EMERGENCY SERVICE

S14.1 UNIVERSAL EMERGENCY NUMBER SERVICE (E-911) (Cont'd)

B. Rules And Regulations (Cont'd)

7. Application for 911 service must be executed in writing by the customer (a municipality, a local government authority or their duly appointed agent). If execution is by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
8. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:
  - a. That at least one PSAP will be provided and staffed on a 24 hour coverage basis.
  - b. That the customer accepts responsibility for dispatching, or having others dispatch police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available.
  - c. That the customer will subscribe to a sufficient number of interoffice and 911 exchange lines to adequately handle incoming calls as determined by the Company but in all cases subject to a minimum of two lines required at any point in the 911 network including the 911 exchange lines terminated at the PSAP.
  - d. That the customer will subscribe for additional local exchange service at the PSAP location for administration purposes, for placing of outgoing calls and for receiving other emergency calls including any which may be relayed by Company operators.

C. Basic 911

1. Definition Of Service

A Basic 911 (B911) system includes the Company provision of the 911 code or the opening of this code to the exchange network in those central offices that fall within the boundaries of the municipalities or other governmental bodies (township, county, etc.) that subscribe for B911 service. The other components of a B911 system include the customer-provided station equipment at the PSAP and the one-way incoming 911 exchange lines. Basic 911 cannot be provisioned with any Caller ID service arrangements.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 3

S14. EMERGENCY SERVICE

S14.1 UNIVERSAL EMERGENCY NUMBER SERVICE (E-911) (Cont'd)

C. Basic 911 (Cont'd)

2. Rates And Charges

a. Messages

No charge applies to the calling party for calls placed to the 911 emergency number.

b. 911 Exchange Lines

Filed rates as found elsewhere in this Price list for Flat or Measured Rate Business Lines, as appropriate, will apply for 911 exchange lines (answering) that terminate at PSAPs. The monthly rate for the exchange line is the rate applicable for the exchange in which the central office originating the 911 exchange line is located.

c. Dedicated Facilities

When dedicated-direct arrangements are provided from exchanges other than that in which the PSAP is located due to the customer's request, or when dedicated-direct arrangements are provided from exchanges that do not have local calling to the exchange in which the PSAP is located, charges for Foreign Exchange or Foreign Central Office Service will apply.

d. Inter-Office Lines

Non-dedicated lines required between central offices are provided at no charge when the central offices involved are located in exchanges which have local calling to the exchange in which the PSAP is located.

e. Access to Interexchange Carriers and Company tie lines, private lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate Tariffs and Price lists.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 4

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E-911)

A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service requires the interaction of two distinct services: the functions provided via network-related "Service Features", and those associated with customer premises terminal equipment (PSAP equipment). "Service Features" is a regulated offering of the Local Exchange Company only, and rates and charges for same are included herein. PSAP equipment may be provided by the Company or other vendors. While the functionality of PSAP equipment is regulated by the terms and conditions set forth by the Alabama Public Service Commission, rates and charges for such equipment are subject only to economic market forces, and are therefore excluded.
2. Enhanced 911 Service is offered subject to availability of facilities.
3. The E911 customer may be a municipality, other state or local governmental unit, an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated, or an authorized reseller. 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 emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 5

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. Definition of Terms

ADDITIONAL E911 EXCHANGE LINE

Additional terminating line at a PSAP that may be ordered by the customer as an optional feature.

ALTERNATE ROUTING (AR)

A standard feature provided to allow E911 calls to be routed to a designated alternate location if

1. all E911 exchange lines to the primary PSAP are busy, or
2. the primary PSAP closes down for a period.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined following) is forwarded to the PSAP for display. Multiple station lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR). In the case of 911 calls from subscribers of wireless carriers that are interconnected to BellSouth's 911 Control Office and primary and/or secondary PSAPs equipped with data communications links to BellSouth's ALI database, these Wireless 911 calls will be delivered with a version of the ALI feature that includes certain carrier identification, cell tower or antenna array descriptive data as agreed to by the customer and the wireless carrier, and the wireless subscriber's call-back number. This information is consistent with the requirements of FCC Order 94-102 for Phase I Wireless 911 interconnection. The customer is required to make any changes in the MSAG needed to accommodate the wireless carriers' loading of their respective Pseudo-ANI (P-ANI) records into BellSouth's 911 database management system when P-ANI records are associated with towers and/or antennas located in the customer's jurisdiction.

AUTOMATIC NUMBER IDENTIFICATION (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 Control Office and to the PSAP's ANI/ALI controller.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 6

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. Definition of Terms (Cont'd)

CENTRALIZED AUTOMATED MESSAGE ACCOUNTING (CAMA) MF SIGNALING

A signaling protocol for sending 8 digits of ANI from the 911 tandem to the PSAP.

DATA MANAGEMENT SYSTEM (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

DEFAULT ROUTING (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped for Selective Routing.

EMERGENCY COMMUNICATIONS DISTRICT (ECD)

An area composed of the territory lying wholly within a municipality or of any part or all of the territory lying wholly within a county, created by the governing body of the municipality or the county by passage of a resolution or ordinance in accordance with the State Code of Alabama, 1975, Volume 10, Title 11, Chapter 98.

EMERGENCY SERVICE NUMBER (ESN)

A number that defines the set of emergency services (e.g. police, fire, hospital) within a particular district or zone. An ESN is associated with the primary PSAP and possibly one or more secondary PSAPs.

END OFFICE

The Central Office(s) in the E911 System which receives originating E911 calls.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 7

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. Definition of Terms (Cont'd)

ENHANCED 911 (E911) CONTROL OFFICE

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS Speed Calling features, Call Transfer capability and certain maintenance functions for each PSAP.

ENHANCED 911 SERVICE AREA

The geographic area in which the customer will respond to all E911 calls and dispatch appropriate emergency assistance.

ENHANCED MF SIGNALING (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 tandem to the PSAP. EMF Signaling is required when five or more area codes are served by a single 911 tandem.

FORCED DISCONNECT

A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

MANUAL TRANSFER

A feature that enables the PSAP attendant to transfer an incoming E911 call by dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk and is a standard feature of E911 Service.

MASTER STREET ADDRESS GUIDE (MSAG)

A listing of all streets and house number ranges within a 911 service area. The streets and address ranges are assigned selective routing codes, or emergency service numbers (ESNs), to enable proper routing of 911 calls.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 8

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. Definition of Terms (Cont'd)

PUBLIC SAFETY ANSWERING POINT (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of public service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

SELECTIVE ROUTING (SR)

A feature that routes an E911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

SERVING CENTRAL OFFICE

The central office from which a PSAP, either primary or secondary, is served.

UNIVERSAL EMERGENCY NUMBER SERVICE

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and the equipment specified in this Price List section that are associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

WIRELESS CARRIER

A person or entity who provides Commercial Mobile Radio Service (CMRS). The term wireless carrier includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or the functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or a 911-like service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 9

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 service will be provided within any government agency's locality.
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this Price list.
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
5. E911 Service is provided solely for the benefit of the customer operating the PSAP as an aid in handling assistance calls in connection with fire, police and other emergencies. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any relationship with or any Company obligation direct or indirect, to any third person or legal entity other than the customer.
6. The Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
7. Temporary suspension of service is not provided for any part of the E911 Service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 10

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

8. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI just for E911 Service. When the Selective Routing feature is provided, in such circumstances, Default Routing and central office identification will be provided in lieu of Selective Routing and ANI Display.
9. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this Price list.
10. The rates charged for E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. 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.
11. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof shall not exceed the greater of \$50.00 or 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. These limited damages shall be in addition to any credit which may be given for an out-of-service condition.
12. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for E911 Service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 11

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

13. 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 E911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.
14. Application for E911 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. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. When an order for E911 Service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are cancelled in whole or in part, the customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.

At least one local law enforcement agency must be included among the participating agencies in any E911 offering.

15. Any terminal equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress 911 call and must comply with the guidelines for such equipment adopted by the Alabama Public Service Commission.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 12

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

16. The customer must furnish the Company its agreement to the following terms and conditions.
  - a. That all E911 calls will be answered on a 24-hour day, seven-day week basis.
  - b. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 Service area, or will undertake to transfer all E911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
  - c. that the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the E911 PSAP by calling parties.
  - d. that the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
  - e. that the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming E911 lines recommended by the Company to be installed.
17. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and emergency medical agencies or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESNs will be carried in the Data Management System (DMS) to permit routing of E911 calls to the primary and secondary PSAPs

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 13

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

17. (Cont'd)

responsible for handling of calls from each telephone in the E911 serving area. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's E911 serving area. The following terms define the customer's responsibility in providing information to the Company.

- a. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
- b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in police, fire, emergency medical or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.
- c. The Company will provide to the customer on request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire, and emergency medical PSAP routing designations.
- d. Changes, deletions and additions which the customer desires to have made in the master address file should be submitted on an "as occurred" basis.
- e. The Company will furnish a written copy of the transaction to the customer for verification showing each change, deletion and addition to the master address file.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 14

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

18. Emergency Service Numbers (ESNs) are only available as part of the Selective Routing feature. Single and Multi-PSAP customers who desire to use ESNs for administrative purposes may do so as long as they subscribe to Selective Routing. Administrative ESNs can only be used to identify a unique set of responding agencies. For the purposes of this Price List, a responding agency is defined as a municipality's police, fire, emergency medical service or other appropriate agency. ESNs will not be assigned to specific police precincts, fire stations, emergency medical zones, etc. ESNs will not be assigned to allow wireless pseudo-ANIs of multiple Emergency Communications Districts (ECDs) to be aggregated for auditing and billing purposes under a single ECD.
19. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's serving area.
20. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:

Issue date: June 6, 2007

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 15

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

20. (Cont'd)

- a. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.
- b. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.
- c. Customer shall use due care in providing for the security and confidentiality of the information.
- d. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.
- e. As soon as customer has completed using the information for the purposes authorized in the Price List or upon the request of the Company, customer shall return all information and all copies of information to the Company or certify that the information has been destroyed.

21. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, and other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person: (1) 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, and which arises out of the negligence or other wrongful act of the Company, the customer, its user agencies or municipalities or employees or agents of any one

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 16

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. Rules and Regulations (Cont'd)

21. (Cont'd)

of them, or (2) 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, location or use of 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone number used by the party or parties accessing 911 service hereunder, or (3) arising out of any act or omission of the customer, in the course of using services provided pursuant to this Price list.

D. Service Features

1. E911 Service is available in five service feature offerings.

a. Automatic Number Identification (ANI)

Charges are based on the total number of access lines served by the local switching offices equipped for ANI only.

b. Selective Routing (SR)

Charges are based on the total number of access lines served by the local switching offices equipped for SR only.

c. Automatic Number Identification and Selective Routing (ANI/SR)

Charges are based on the total number of access lines to which both ANI and SR applies.

d. Automatic Number Identification and Automatic Location Identification (ANI/ALI)

Charges are based on the total number of access lines served by the local switching office equipped for ANI and ALI but not SR.

Issue date: June 6, 2007

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 17

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

D. Service Features (Cont'd)

1. (Cont'd)

e. Automatic Number Identification, Automatic Location Identification and Selective Routing (ANI/ALI/SR)

Charges are based upon the total number of access lines to which ANI, ALI, and SR apply. When SR is introduced, different features may be applied to the SR subsets without being applied to the total access lines served by the local switching office. Thus, where two jurisdictions are served by a local switching office, each jurisdiction may select a different feature combination as long as SR is one of the features.

2. The service feature offerings include provision of E911 Exchange Lines to all primary PSAPs and to secondary PSAPs that are equipped to display ANI information. The number of lines to a PSAP will be determined by the Company based upon anticipated call volumes. Secondary PSAPs that do not meet these specifications will receive calls on a transfer basis over the exchange network.
3. The following standard features are included with each of the service offerings:
  - Forced Disconnect
  - Alternate Routing (Night Service)
  - Speed Calling
  - Central Office Transfer Arrangements
  - Default Routing

E. Rates and Charges

1. A Service Ordering Charge - premises visit not required will be applied on a per service order basis.
2. Messages
  - a. The calling party is not charged for calls placed to the 911 number.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 18

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

E. Rates and Charges (Cont'd)

2. (Cont'd)

- b. Charges for toll messages transferred over exchange facilities from a PSAP are billed according to rates applicable from the central office serving the PSAP initiating the transfer to the point of termination of the transfer.

3. Service Features

- a. Rounded to nearest 1000 access lines per service feature per Company (excluding WATS terminations). This count is based upon the number of access lines in service at the time service is established. The count will be adjusted annually for purposes of updating customer billing. For each Service Feature, where the count of access lines has been adjusted upward, only monthly recurring rates apply for each 1000 access lines so adjusted (after rounding).

(1) Per 1000 Access Lines Served

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Combined Automatic Number and Location Identification and Selective Routing	\$3,290.00	\$150.00

- b. Optional additional E911 Exchange Line terminating at PSAP

(1) The monthly rate for business individual line with grouping is applicable.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Each	\$85.00	\$-

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 14  
Original Sheet 20

S14. EMERGENCY SERVICE

S14.2 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

E. Rates and Charges (Cont'd)

4. Service Features for Access Lines in a Jointly Provided System.

- a. Where the Independent Company, other Local Exchange Company, or Wireless Carrier chooses to directly bill the E911 subscriber for its services, the following rates apply. These rates include the provision of the E911 control office and the control office to PSAP trunks.

Per 1000 access lines served

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(a) Combined Automatic Location Identification and Selective Routing	\$2,655.00	\$97.00
(b) Selective Routing	\$2,625.00	\$77.00
5. Enhanced Multi-Frequency Signaling (EMFS)		
(a) Per PSAP	\$-	\$-

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 1

S15. CENTREX

CONTENTS	Sheet No.
S15.1 Centrex (Reserved) .....	1
S15.2 Integrated Services Digital Network (ISDN)	
A. General .....	2
B. Conditions .....	3
C. Definitions .....	4
D. Rates .....	7

Issue date: June 6, 2007

Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 1

S15. CENTREX

S15.1 CENTREX (Reserved)

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 2

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. General

Integrated Services Digital Network (ISDN) is a set of standards for end-to-end digital voice and data transmission over the public switched network. There are two basic standard methods of end-user access: (1) Basic Rate Interface (BRI) and (2) Primary Rate Interface (PRI).

1. Basic Rate Interface (BRI)

- a. Provisioned over a 2-wire end-user local access line, known as a "U" interface.
- b. IB-channel consists of one "bearer" channel, with a speed of 64 kilobits per second (kbps), and one D-channel, with a speed of 16 kbps; the B-channel is used for carrying either voice or data while the D-channel is used for signaling and low-speed packet data service.
- c. 2B-channel consists of two "bearer" channels, with a speed of 64 kbps per B-channel, and one D-channel, with a speed of 16 kbps; The B-channels will support simultaneous use of either voice or data while the D-channel is used for signaling and low-speed packet data service.

2. Primary Rate Interface (PRI)

- a. Provisioned over a 4-wire end-user local access line.
- b. This service may support the simultaneous use of voice or data; PRI has either (1) a single capacity of 1.544 megabits per second (Mbps), (2) a multiple channel capacity of 23 B-channels, at a speed of 64 kbps per channel, and one D-channel, at a speed of 64 kbps for signaling, or (3) any combination of the previous two as not to exceed 1.544 Mbps or 23B+D.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 3

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. Conditions

1. The ISDN subscriber and/or subscriber's authorized representative shall be responsible for the following:
  - a. Procurement of necessary customer premises equipment and assurance of ISDN compatibility.
  - b. Maintenance of all equipment, cable, and/or wiring on the subscriber side of the demarcation point. If the ISDN subscriber has purchased inside wire maintenance from New Hope Telephone Company, it does not include wiring for ISDN equipment. Thus, any inside wiring or premises work requested on behalf of the ISDN subscriber on the subscriber side of the demarcation point which is performed by New Hope Telephone Company will be subject to a premises visit charge plus any hourly charges as set forth in Section 6 of this Price list.
  - c. All operations and maintenance performed by New Hope Telephone Company at the subscriber's premises is performed at the expense of the subscriber.
2. New Hope Telephone Company shall not be responsible if any changes to equipment, operations, or procedures at New Hope Telephone Company being used to provide ISDN service causes any facilities of the subscriber to become obsolete or require modifications that would affect its use or performance.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 4

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

B. Conditions (Cont'd)

3. Custom Calling or CLASS Features, that are compatible with ISDN service, may be purchased to enhance ISDN service described herein. The rates for Custom Calling and CLASS Features are described in Section 7 of this Price list.
4. ISDN subscribers are entitled to one directory listing per B-channel. These listings are subject to regulations set forth by New Hope Telephone Company and are specified in Section 25 of this Price list. In addition, should the subscriber want additional directory listings for ISDN, these listings will be provided under the terms and conditions described in Section 27 of this Price list.

C. Definitions

Basic Rate Interface (BRI) - Provided over a 2-wire end-user local access line ("U" interface); may be provided with either one or two B-channels; a single B-channel may carry either voice or data; 2 B-channels will support simultaneous use of either voice or data; each B-channel has a speed of 64 kilobits per second (kbps); has 1 D-channel for signaling with a speed of 16 kbps.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 5

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

C. Definitions (Continued)

Channel - Communication path that can carry a voice or data conversation.

B-Channel ("Bearer Channel") - Communications path with a speed of 64 kbps that bears or carries voice, circuit, or packet conversations.

D-Channel - Communications path with a speed of 16 kbps that is used for signaling or sending information between that the Integrated Services Digital Network (ISDN) equipment and the ISDN central office switch; this channel can also carry low speed "user" packet data.

2 B-Channels - Two communications paths with a speed of 64 kbps per channel that bears or carries voice, circuit, or packet conversations; will support simultaneous use of voice or data; D-channel is included for signaling purposes with a speed of 16 kbps.

Call Drop - A central office based calling feature that allows the user to disconnect the last party added to a conference call.

Caller Number Delivery - Provides the caller's telephone number to be displayed on properly equipped customer-provided equipment.

Call Forwarding Variable - A subscriber can arrange to transfer all of his/her incoming calls automatically to any number that he/she can dial without assistance from an operator; this procedure will allow the customer to make outgoing calls during this transfer period; all incoming calls will continue to be transferred to the programmed number.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 6

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

C. Definitions (Cont'd)

Call Hold - Allows the user to place a call on hold by-pressing a programmed button on a customer-provided set.

Call Transfer - Allows the user to transfer a call to another directory number.

Capability A - One B-channel service, D-channel included, with a speed of 64 kbps; data only applications with no modem or voice capabilities; one directory number.

Capability B - One B-channel service, D-channel included, with a speed of 64 kbps; alternating voice and data applications (not simultaneous); one directory number.

Capability C - Two B-channel service, D-channel included, with a speed of 64 kbps per B-channel; one B-channel alternates between voice and data only, one B-channel data only applications; applications requiring only one voice port; two directory numbers.

Capability D - Two B-channel service, D-channel included, with a speed of 64 kbps per B-channel; data only applications with no modem or voice capabilities; two directory numbers.

Capability E - Two B-channel service, D-channel included, with a speed of 64 kbps per B-channel; each B-channel supports alternating voice and data applications with modem and voice capabilities (capable of two simultaneous voice calls); two directory numbers.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 7

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

C. Definitions (Cont'd)

Capability F - Two B-channel service, D-channel included, with a speed of 64 kbps; each B-channel supports alternating voice and data applications with modem and voice capabilities (capable of two simultaneous voice calls); flexible calling voice features (call hold, call drop, call transfer, and three-way conference calling), call forwarding variable, multiple call handling, and caller identification (Caller ID - Number Delivery only); two directory numbers.

Integrated Services Digital Network (ISDN) - A network architecture that provides an integrated voice/data capability over the end-user local access line; two basic standard methods of end-user access: (1) Basic Rate Interface (BRI) and (2) Primary Rate Interface (PRI).

Multiple Call Handling - ISDN BRI allows the subscriber to receive up to 2 B-channel voice/data calls plus 1 D-channel packet call.

Primary Rate Interface (PRI) - Provided over a 4-wire end-user local access line; may support the simultaneous use of voice or data with either (1) a single capacity of 1.544 megabits per second (Mbps), (2) a multiple channel capacity of 23 B-channels at a speed of 64 kbps per channel and one D-channel at a speed of 64 kbps for control signaling, or (3) any combination of these two as not to exceed 1.544 Mbps or 23B+D.

D. Rates

1. Packages/Non-Recurring Charges

The Non-Recurring Charges apply to the following capabilities: Capability A, Capability B, Capability C, Capability D, Capability E, and Capability F. This charge covers basic installation performed by New Hope Telephone Company provided that installation time does not exceed two hours. Refer to rates in Section 6 of this Price list, should installation exceed two hours.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 8

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

D. Rates (Cont'd)

1. Packages/Non-Recurring Charges (Cont'd)

	<u>Installation</u>	
	<u>Residence</u>	<u>Business</u>
a. Basic Rate Interface (BRI)	\$75.00	\$100.00
b. Primary Rate Interface (PRI)	N/A	\$500.00

2. Basic Rate Interface (BRI)

	<u>Month To Month</u>
a. Packages/Recurring Charges-Residence	
Capability A	\$31.80
Capability B	\$31.80
Capability C	\$43.80
Capability D	\$43.80
Capability E	\$43.80
Capability F	\$45.80
b. Packages/Recurring Charges-Business	
Capability A	\$48.10
Capability B	\$48.10
Capability C	\$60.10
Capability D	\$60.10
Capability E	\$60.10
Capability F	\$62.10
c. All ISDN Capability Packages offered herein by New Hope Telephone Company include 250 hours of usage per month. Any usage greater than 250 hours per month will be charged the following per minute charge for originated calls plus any applicable toll charges.	

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 9

S15. CENTREX

S15.2 INTEGRATED SSRVICES DIGITAL NETWORK (ISDN)

D. Rates (Cont'd)

2. Basic Rate Interface (BRI) (Cont'd)

	<u>Monthly Rate</u>
d. Charge per Minute over 250 hours of use per month per B-channel	\$ 0.01
e. 250 hours of use per month may be purchased in addition to monthly capability package	\$120.00
3. Primary Rate Interface (PRI) (Note: PRI is available only to business customers.)	
a. PRI service is furnished between a serving wire center and the customer's premises.	
	<u>Month To Month</u>
PRI Local Channel, each	\$175.00
b. Interoffice Channels furnished between central offices. Rates are based on airline miles between central offices.	
Interoffice Channel, each	
Fixed Monthly Rate	\$65.00
Each airline mile or fraction thereof	20.00

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 15  
Original Sheet 10

S15. CENTREX

S15.2 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

D. Rates (Cont'd)

3. Primary Rate Interface (PRI) (Cont'd)  
(Note: PRI is available only to business customers)

- c. PRI subscribers may choose the appropriate combinations as needed.

PRI Central Office service Interface,  
month-to-month

Voice/data (Standard)	\$260.00
Digital Data Only	260.00

PRI Multiplexing Service,  
per B-channel

Voice/data (standard)	22.00
Digital Data Only	22.00

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Contents Sheet 1

S25. GENERAL RULES AND REGULATIONS

CONTENTS	Sheet No.
S25.1 APPLICATION OF REGULATIONS .....	1
S25.2 USE OF SERVICE .....	2
A. Abuse or Fraudulent Use of Service .....	2
B. Use of Service for Unlawful Purposes .....	2
C. Use of Party Line Service (Reserved) .....	3
D. Use of Customer Service .....	3
E. Minimum Contract Period .....	3
F. Termination of Service .....	4
G. Resale of Service .....	6
H. Restoration of Service (Reserved).....	7
I. Subscriber Complaints (Reserved).....	7
J. Alabama Relay Center Restrictions.....	7
S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE.....	8
A. Application for Service.....	8
B. Application of Business Rates.....	8
C. Application of Residence Rates.....	9
D. Advance Payments.....	11
E. Customer Billing.....	11
F. Telephone Numbers.....	12
G. Alterations.....	12
H. Special Construction.....	13
I. Special Assemblies of Speculative Projects.....	14
S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT.....	15
A. Establishment of Credit .....	15
B. Deposits .....	15
C. Discontinuance of Service for Failure to Maintain Credit.....	16
D. Restoration Charge .....	16
E. Adjustments for Local Taxing Authority Payments.....	16

Issue date: June 6, 2007

Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Contents Sheet 2

S25. GENERAL RULES AND REGULATIONS

CONTENTS	Sheet No.
S25.5 OBLIGATION AND LIABILITY OF THE COMPANY .....	17
A. Undertaking of the Company .....	17
B. Furnishing of Equipment .....	18
C. Furnishing of Service .....	20
D. Maintenance and Repair .....	20
E. Liability .....	20
F. Directories .....	21
S25.6 LIMITATIONS AND USE OF SERVICE.....	23
A. Network Facilities for Use with Automatic Dialing and Announcing Devices .....	23

Issue date: June 6, 2007

Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 1

S25. GENERAL RULES AND REGULATIONS

S25.1 APPLICATION OF REGULATIONS

- A. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Alabama by New Hope Telephone Cooperative, hereinafter referred to as the Company. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.
  
- B. The installation and maintenance of inside wire is the responsibility of the subscriber.

Issue date: June 6, 2007

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 2

S25. GENERAL RULES AND REGULATION

S25.2 USE OF SERVICE

A. Abuse or Fraudulent Use of Service

1. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
  - a. the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for service;
  - b. rearrangement of, tampering with or connection of equipment to the facilities of the Company to obtain, to attempt to obtain or to assist others to obtain service without payment (in total or in part) of regular charges for the service.
  - c. false representation, scheme, trick or device whatsoever intended to avoid payment (in total or in part) of regular charges for the service;
  - d. the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another;
  - e. the use of profane or obscene language;
  - f. the use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
  - g. the impersonation of another;

B. Use of Service for Unlawful Purposes

The service is furnished subject to the condition that it shall not be used for any unlawful purpose.

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Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 3

S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

C. Use of Party Line Service (Reserved)

D. Use of Customer Service

Customer telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the customer, his family, employees, or business associates, or persons residing in the customer's household, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public or semipublic character when the station is so located that the public-in-general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

E. Minimum Contract Period

1. Except as specified elsewhere in this Price list, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.

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Effective Date: June 7, 2007

Issued by: Tom Wing, General Manager

GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 4

S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

E. Minimum Contract Period (Cont'd)

2. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

F. Termination of Service

1. By the Company

- a. The Company may refuse to furnish or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:
  - (1) upon the continuance of any unpaid regulated amount due for a period of 5 days following temporary suspension;
  - (2) upon the continuance of any unauthorized attachment, as stated elsewhere in this Price list;
  - (3) upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;
  - (4) upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service;
  - (5) upon a violation of any of the regulations governing the furnishing of a service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 5

S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

F. Termination of Service (Cont'd)

2. At customer's request

- a. Contracts for service may be terminated prior to the expiration of the contract period, provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- b. Where a contract for service with a one month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the facilities have been installed.
- c. No minimum or termination charge will apply (unless otherwise stated specifically in this Price list) where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause beyond the control of the customer.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 6

S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

G. Resale of Service

1. The Company offers for resale at wholesale rates, consistent with the provisions of 47 U.S.C. 251(C)(4)(A) and (B) and subject to applicable Commission orders, rules and regulations, any telecommunications service that the incumbent local exchange carrier provides at retail to subscribers who are not telecommunications carriers. Such service may be resold only by telecommunications companies authorized to provide resold service in Alabama pursuant to Commission approved contract agreements with the Company and effective tariffs.
2. Upon request, an avoided cost discount shall be applied to all qualifying resold services. Such discount shall be established or approved by the Public Service Commission.
3. Telecommunications Services may be resold only for their intended or disclosed use, under the same terms and conditions applicable to Company end users, and only to the same class of customers. The reseller, as the customer of record, is the person or entity responsible for placing the application for service, requesting additions, rearrangements, maintenance, or discontinuance of service, payment in full of charges incurred such as toll, directory assistance, etc. In addition, the reseller must provide the necessary security to the Company to adequately secure their account.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 7

S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

- H. Restoration of Service - See Section 6.3.J.
- I. Subscriber Complaints
1. Informal complaints against the Cooperative shall be made first directly to the Cooperative. If the complainant is not satisfied with the disposition of the complaint, the subscriber or authorized representative then may file a complaint with the Commission.
  2. A formal complaint or protest shall be in writing and submitted to the Cooperative and the Commission.
- J. Alabama Relay Center Restrictions
1. The following calls may not be placed through the Alabama Relay Center:
    - Calls to 976, 900, or 700 numbers.
    - Calls to time or weather recorded messages.
    - Calls to other informational recordings.
    - Station sent paid calls from coin telephones.
    - Operator handled conference service and other teleconference calls.
    - All calls billed to Cards (i.e., Credit Cards and Calling Cards) other than those issued by AT&T or the LECs.
  2. The Company will not 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. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company, except where the Company transmits messages for Telecommunications Devices for the Deaf (TDD).
  3. Where the Company transmits messages through the Alabama Relay Center, the Company shall not be liable for errors in translating, transmitting, receiving or delivering messages by telephone, TDD or any other instrumentality over the facilities of the Company, connecting utilities or through the Alabama Relay Center, in the absence of gross negligence or willful misconduct.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative

Section 25  
Original Sheet 8

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE

A. Applications for Service

1. Applications for service may be made orally or in writing.
2. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for regulated service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
3. If telephone service is established and it is subsequently determined that either condition in 2. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

B. Application of Business Rates

1. Business rates apply in offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses (except as noted elsewhere) offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges, hospitals, libraries, churches, college fraternity houses, and other similar institutions (but excluding dormitory rooms at such schools or colleges).

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 9

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

B. Application of Business Rates (Cont'd)

3. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when a telephone station or extension bell is located in a shop, office, or other place of business.
6. At any location where the listing of service at that location indicates a business, trade, or profession, except as specified below.

C. Application of Residence Rates

1. Residence rates apply in private residences where business alphabetical or classified telephone directory listings are not provided.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 10

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

C. Application of Residence Rates (Cont'd)

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business telephone directory listings are not furnished.
3. In the places of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the customer does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the customer's residence and is not part of an office building. In any of such cases, the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.
4. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 11

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

D. Advance Payments

1. At the time an application for service is made, an applicant may be required to pay an amount not to exceed the amount of any non-recurring charges to initiate service, plus the estimated recurring monthly charges for one (1) month of Services billed in advance, plus the estimated usage charges for two (2) months of Services billed in arrears, such as long-distance service, plus any applicable equipment deposit. The amount of the advance payment is credited to the customer's account on the first bill rendered.
2. Federal, State or Municipal governmental agencies may not be required to make advance payments.

E. Customer Billing

1. The customer is responsible for all charges in conjunction with the services furnished him, including collect toll messages which have been accepted at the customer's telephone.
2. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.
3. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.
4. For billing purposes, each month is presumed to have thirty days.
5. Retroactive billing adjustments will not be made for a period exceeding three years.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 12

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

E. Customer Billing (Cont'd)

6. The Company may temporarily suspend service in the event the customer fails to pay any regulated amount due. Such suspension shall not be made until at least five days following written notification to the customer of the intention to suspend service.
7. A late payment charge of one and one-half percent (1.5%) applies to each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full by the subsequent billing date. The 1.5% charge is applied to the total amount carried forward and is included in the total amount due on the subscriber's current bill.

F. Telephone Numbers

1. The customer has no property right to the telephone number, nor any right to continuance of service through any particular central office.
2. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

G. Alterations

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitate changes in the Company's equipment, and the customer agrees to pay the Company's current charges for such changes.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 13

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

H. Special Construction

1. Private Property (See also Section 12, Charges  
Applicable Under Special Conditions)

- a. Subject to the requirements of Section 12.1, if additional entrance or distribution facilities are required or if the conditions are such as to require special equipment, maintenance or methods of construction, the applicant shall be required to pay the costs over and above those applicable for a normal installation.
- b. The customer will provide the Company without charge written permission for the placing of the Company's facilities on the property.

2. Underground

- a. When feasible, conduit will be furnished by the Company at cost, or conduit may be provided by the applicant subject to the Company's specifications. Conduit used for telephone company facilities may not be used for any other purpose without the consent of the Company. The distance between the conduit and any Electric Light or Power Conduit or Conductor shall be in accordance with the Company's specifications.  
The customer shall be required to pay the entire cost of maintenance of conduit, including subsequent excavations and replacements necessary because of damage resulting from negligence on the part of the customer or his representatives, or from freezing or improper drainage.
- b. The cost of relocating underground entrance facilities at the customer's request will be borne by the customer.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 14

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

I. Special Assemblies of Speculative Projects

1. Special assemblies of speculative projects for which provision is not otherwise made in this Price list may be provided where practicable, if not detrimental to any of the services furnished by the Company.
  - a. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special service provided:
    - (1) maintenance expense
    - (2) depreciation expense - including reusable and non-recoverable items
    - (3) administration expense
    - (4) taxes - including Federal Income Tax
    - (5) any other specific items of expense that may be associated with the facility provided
    - (6) a reasonable return on investment
  - b. The estimated installation cost used in the derivation of the various expense items shall include the following:
    - (1) material
    - (2) material overhead
    - (3) installation labor
    - (4) installation labor overhead
2. In connection with Marketing and Sales studies and/or Marketing and Sales programs, the Company reserves the right to waive service charges within specified areas for such periods of time as designated by the Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
First Revised Sheet 15

S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. Establishment of Credit

1. The Company is not obligated to establish, furnish or continue to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, as provided in Rule T-7 and General Rule 12(1) of the Alabama Public Service Commission Rules and Regulations, until arrangements have been made to liquidate such previous indebtedness to the Company. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:
  - a. By furnishing acceptable credit references to the Company.
  - c. By providing a suitable guarantee in writing, in a form prescribed by the Company.
  - c. By means of a cash deposit.
2. The Company shall be the sole judge as to whether or not the references or guarantee in writing are acceptable.

B. Deposits

1. The Company may, when in its judgment such deposit is necessary, require at any time, from an applicant, or subscriber, a cash deposit intended to guarantee payment of the current bills for telephone service. The Company shall utilize the services of the ONLINE Utility Exchange to aid in evaluating potential credit risks posed by applicants and/or subscribers to the Company's services.
  - a. Deposits shall be required as stated below in accordance with the following criteria:
    - (1) Residential Applicants
      - (a) New-service applicants who pose no credit risk (Green Light returned on the ONLINE Utility Exchange) will not be charged a deposit.
      - (b) New-service applicants who pose minimal risk (Yellow Light returned on the ONLINE Utility Exchange) will be charged a deposit of \$50.00.

ISSUE DATE: DECEMBER 31, 2000

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 16

S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

B. Deposits (Cont'd)

1. (Cont'd)

a. (Cont'd)

(1) Residential Applicants (Cont'd)

- (c) New-service applicants who pose substantial credit risk (Red Light returned on the ONLINE Utility Exchange) will be charged a deposit of \$100.00.
- (d) Any existing customer who has not previously paid a deposit and subsequently becomes delinquent (i.e., has not paid current bill for sixty (60) days, or has had four (4) or more delinquencies in any consecutive twenty-four (24)-month period), may be deemed to have an unsatisfactory payment record and may be required to pay a maximum deposit in order to continue service.
- (e) If a member has had existing service for six (6) months or more, a new ONLINE Utility Exchange report may be pulled upon the member's request for additional services. If a credit risk is indicated, the deposit may be increased to the appropriate amount commensurate with the degree of risk posed by the member.
- (f) A customer who has had service terminated or has an unpaid bill returned by the ONLINE Utility Exchange shall pay the maximum deposit of \$100.00.
- (g) A service applicant who provides a social security number that is returned as deceased, non-issued, belonging to a person under the age of eighteen (18) or to a person other than the applicant, or is fraudulent, shall be required to provide a valid social security number, as well as additional proof of identity (i.e., a valid drivers license, Social Security Card, etc.) before the service will be activated.

ISSUE DATE: DECEMBER 31, 2000

EFFECTIVE DATE: JANUARY 1, 2001

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
First Revised Sheet 17

S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

B. Deposits (Cont'd)

1. (Cont'd)

a. (Cont'd)

(1) Residential Applicants (Cont'd)

(h) The Company cannot demand that an applicant provide his/her social security number as a requirement for service. However, applicants who refuse to provide their social security numbers may be determined to pose a greater credit risk to the Company and may be charged the maximum deposit of \$100.00.

(2) Commercial Applicants

(a) Commercial applicants' deposits shall be determined in the following manner:

(b) Sole proprietorships will have an ONLINE Utility Exchange report pulled on the proprietor and shall be charged the corresponding deposit.

(c) Partnerships, Limited Liability Companies (LLCs) and Limited Liability Partnerships (LLPs) that are less than one (1) year old will have an ONLINE Utility Exchange report pulled on the managing partner or managing director, as appropriate, and the corresponding deposit will be charged. If the entity is over one (1) year old, an IntelliScore report will be pulled, and a deposit charged, as described in paragraph i. below.

(C, I)

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
First Revised Sheet 18

S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

B. Deposits (Cont'd)

1. (Cont'd)

a. (Cont'd)

(1) Commercial Applicants (Cont'd)

(d) Commercial applicants who are corporations, regardless of whether they are Subchapter S or full "C" Corporations, or any corporation that has a corporate headquarters outside of the Company's service area described herein, shall have their credit risk based upon the ONLINE Utility Exchange's Business Profile report and IntelliScore report.

i. The ONLINE Utility Exchange's Business IntelliScore reports.

(i.) Commercial applicants who pose low risk and display an IntelliScore of 80 to 100 will be charged no deposit.

(ii.) Commercial applicants who pose a medium credit risk and display an IntelliScore score of 70 to 79 shall pay a deposit of \$100.00.

(iii.) Commercial applicants who pose a moderate credit risk and display an IntelliScore of 69 or lower shall pay a deposit of \$150.00.

2. Interest shall be paid by the Company upon such deposit at a rate of seven percent (7%) per annum. Interest shall be payable for the time such deposit was held by the Company and the customer was served by the Company, unless such period be less than thirty (30) days.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
First Revised Sheet 19

S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

B. Deposits (Cont'd)

3. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills upon presentation by the Company, and providing for the discontinuance of service for nonpayment of any regulated sum due the Company for telephone service.
4. The Company normally returns deposits to customers after one (1) year of service and a payment history of no delinquent payments. However, any member who either makes any delinquent payment during the initial twelve (12) months of membership or who poses a substantial risk on the ONLINE Utility Exchange at the twelve (12) month anniversary of service shall not have his/her deposit returned until the service is terminated or he/she no longer poses a substantial credit risk during any twelve (12) month period.

C. Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, following five (5) days after the Company has served or mailed notice requiring the customer to do so.

D. Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, appropriate service charges will be made and collected by the Company.

E. Adjustments for Local Taxing Authority Payments

1. In the event a municipality imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection, or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, or otherwise, so much of the aggregate amount of such tax or fee will be billed, insofar as practical, pro rata to the customers receiving exchange service within such municipality.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 17

S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

E. Adjustments for Local Taxing Authority Payments (Cont'd)

2. In the event a county or other local taxing authority, excluding municipalities, imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities, or otherwise, the amount of such tax or fee will be billed, insofar as practical, pro rata to the customers receiving exchange service within such county or territory of other local taxing authority.

Note: Nothing in this Price list shall prohibit the billing to customers of the amount of any tax or fee imposed by a county or other local taxing authority at the time of the filing of this Price list.

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY

A. Undertaking of the Company

The Company does not undertake to transmit messages, but offers the use of its facilities, where available, for communication between parties, subject to the terms and conditions specified in this Price list.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 18

S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

B. Provision of Equipment

1. All equipment necessary for the provision of a given service will be furnished by the Company or by the customer, except as provided elsewhere in this Price List or the Company's Tariff, as applicable. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer on his premises in suitable outlets when required.
2. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company; whether physically, by induction, acoustically or other; except as provided in this Price list or as otherwise authorized in writing by the Company. In case any such authorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service.
3. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company provided any such device so used does not:
  - a. endanger the safety of Company employees or the public;
  - b. damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Price list;

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 19

S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

B. Provision of Equipment (Cont'd)

3. (Cont'd)

- c. interfere with the proper functioning of such equipment or facilities;
  - d. impair the operation of the communication system;
  - e. otherwise injure the public in its use of the Company's services.
4. Except as otherwise provided in this Price list, nothing herein shall be construed to permit the use of a recording device or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.
5. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns, or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the Telephone Company, may be connected with deregulated Private Branch Exchange, station, or regulated private line facilities furnished by the Telephone Company, subject to terms and conditions found elsewhere in this Price list.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 20

S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

C. Furnishing of Service

The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

D. Maintenance and Repair

1. All costs associated with the maintenance and repair of regulated services furnished by the Company will be borne by the Company, except as specified elsewhere in this Price list.
2. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.
3. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

E. Liability

1. The liability of the Company for damages arising in the course of furnishing service and not caused by the negligence of the customers, or the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, whether in contract or in tort, shall be limited to direct damages, which shall not exceed the total charges applicable to the service for the initial term of any service agreement. The Company's liability for service interruption shall be limited to a prorated credit for the charges applicable for the period of interruption.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 21

S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

E. Liability (Cont'd)

2. 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 accident, injury, or death occasioned by its equipment or facilities, when such is not due to negligence of the Company.
  - c. 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 against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
  - d. Liability for failure to provide service.
  - e. Liability for telephone directories is covered next in this section under Directories.

F. Directories

1. The Company will furnish to its customers, without charge, a directory for each access line. Additional directories will be furnished at the discretion of the Company at rates specified in the National Directory Price List.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 22

S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

F. Directories (Cont'd)

2. Directories regularly furnished to customers shall remain the property of the Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Company shall be used in conjunction with any directory furnished by the Company.
3. The Company's liability for damages arising from errors in or omissions of directory listings or listings obtained from the "Information Operator" shall be limited to direct damages, which shall not exceed the greater of total charges applicable to the service for one year or the then-current term of the agreement. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 23

S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE

- A. Network Facilities for Use With Automatic Dialing and Announcing Devices
1. Subscribers who wish to use automatic dialing and announcing devices for solicitation purposes must do so pursuant to the following terms and conditions.
    - a. No numbers will be called in sequential fashion. Sequentially placed calls refer to those calls automatically dialed by successively increasing or decreasing integers, or similar methods.
    - b. Where facilities permit, the equipment shall be so programmed or utilized in such a manner as to automatically disconnect a called party's line not later than ten seconds after the called party hangs up.
    - c. Within 20 seconds after the called party answers, the name and telephone number of the individual or firm making or paying for the call, including but not limited to, the name of the individual or firm on whose behalf the call is made, must be clearly stated.
    - d. At the conclusion of the call, the name and telephone number of the individual or firm making or paying for the call, including but not limited to, the name of the individual or firm on whose behalf the call is made, must again be clearly stated.
    - e. If the customer's response is to be recorded, the customer must be informed of such and permission must be granted.

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New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 24

S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE (Cont'd)

A. Network Facilities for Use With Automatic Dialing and  
Announcing Devices (Cont'd)

1. (Cont'd)

- f. If the solicitation call requires a response by the customer and a charge will apply, the customer must be informed that the response is not a free call. The vendor, at this time, must give the customer the amount of the charges that will be applied if they respond.
- g. No calls will be placed to organizations providing emergency services, including but not limited to hospitals, nursing homes, fire departments, and law enforcement agencies.
- h. No calls will be placed on Sundays or Holidays. No calls will be place between the hours of 8:00 p.m. and 8:00 a.m., Monday through Saturday.
- i. The Telephone Company is under no obligation to provide lists of telephone numbers or any directory information other than normally issued telephone directories.
- j. Messages must not contain obscene or profane language.
- k. Solicitation calls for the sale of pornographic material will not be allowed.
- l. This type telecommunication service will not be used for any unlawful purpose.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 25  
Original Sheet 25

S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE (Cont'd)

- A. Network Facilities for Use With Automatic Dialing and Announcing Devices (Cont'd)
1. (Cont'd)
    - m. Connection of customer provided communication systems must meet the Telephone Company's requirements, as well as Part 68 of the Federal Communications Commission's Rules and Regulations.
    - n. Emergency and unlisted telephone numbers will not be used with recorded solicitation communication.
  2. In cases where there is an existing business relationship between the called party and the subscriber and where the subscriber uses the dialing and announcing devices strictly as a follow up device to supply information related to these prior dealings, the preceding terms and conditions will not apply. However, even subscribers who have had prior dealings with the called party will not be allowed to utilize the automatic dialing and announcing devices for solicitation purposes.
  3. Any subscriber operating or utilizing automatic dialing equipment who does so in violation of the provisions set forth preceding will be subject to immediate disconnection of telephone service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Contents Sheet 1

S26. DEFINITIONS

CONTENTS	Sheet No.
S26.1 Definitions.....	1
S26.2 Acronyms and Abbreviations.....	19

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 1

S26. DEFINITIONS

ACCESS LINE - A circuit directly connecting the central office switching equipment with the subscriber's termination point.

ACCESS LINE WORK CHARGE - The charge for work associated on the circuit between the serving central office up to and including the protector on the customer's premises or on an outside circuit between premises or between locations on the same premises.

ACCESSORIES - Devices attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically, acoustically or inductively connected to the communication path of the telephone system.

ACTUAL COSTS - The cost of materials, labor and necessary overhead actually incurred by the Telephone Company to complete a particular project or task.

ADDITIONAL LINE - A circuit connecting a station with another station or a circuit connecting a private branch exchange station with a private branch exchange switchboard. An additional line may terminate on a key in lieu of an instrument.

ALABAMA RELAY CENTER - The Alabama Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

APPLICANT - An individual, firm, corporation, partnership, institution, association or organization whether public or private, applying for or requesting provision of telecommunications service in accordance with this Price list.

AREA CALLING SERVICE - An optional offering that provides seven digit local calling from the subscribers home wire center to all Company wire centers and participating independent company wire centers within a 40 mile radius within the same LATA, based on airline mileage, in addition to the existing local calling area.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 2

S26. DEFINITIONS

BILLED NUMBER SCREENING - A service providing for the automatic blocking via validation databases of third number billing, collect billing, or both to the line.

BILLED TO THIRD PARTY - Denotes a billing arrangement by which a long distance call may be charged to an authorized station as determined by the Company other than the station originating the call or the station where the call terminated. Calls through the Alabama Relay Center may be billed only to a third number within Alabama.

BUSINESS OFFICE - The office of the Telephone Company which handles subscriber billing collections and public requests for service.

BUSINESS SERVICE - Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

CENTRAL OFFICE - A unit in which connections are made and switching is accomplished between telephone access lines and the toll network.

CENTRAL OFFICE EQUIPMENT - Switching, transmission and power equipment located within a central office for the purpose of connecting local, EAS and toll calls.

CENTRAL OFFICE WORK CHARGE - The charge for work associated with the central office applicable for functions required within the central office.

CHANGE - Revisions in telephone service, lines or equipment subsequent to the establishment of such services, lines or equipment, and also to rearrangements of outside or inside wiring (including house cable which does not involve moves, at the customer's request).

CHANNEL - A path for communication between two or more stations, or central offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 3

S26. DEFINITIONS

CLASS OF SERVICE - A description of telecommunications service furnished a customer which denotes such characteristics as nature of use (business or residence) or type of rate (flat rate, measured rate, or message rate.) Classes of service are usually subdivided in "grades," such as individual line, two-party, or four-party.

CLOSED-END FOREIGN EXCHANGE - A local service provided from a customer's premise to the point of connection with an inter-exchange facility which connects the customer to dial tone at a foreign exchange. This allows users located in the Telephone Company serving area to access the public switched network of the Foreign Exchange Company.

COMMISSION - Alabama Public Service Commission.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or deregulated Company provided stations.

COMMUNITY OF INTEREST FACTOR (CIF) - A unit of measurement for determining the feasibility of Extended Area Service. A CIF is arrived at by dividing the total long distance (toll) calls made during a study period by the total number of customers (access lines) of the originating telephone exchanges involved in the study.

COMPANY - Wherever used in this Price list, refers to New Hope Telephone Cooperative, Inc. unless the context clearly indicates otherwise.

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the service order schedule.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 4

S26. DEFINITIONS

CONTIGUOUS PROPERTY - The land, including any building or buildings thereon, occupied or used in the conduct of one establishment or business, throughout which there is general access without the necessity of crossing land used publicly or privately by others. Contiguous property has a single mailing address.

COIN SUPERVISION ADDITIVE SERVICE - A service that provides the capability of central office line equipment to pass signals and/or tones from an exchange service line to a trunk terminating at the Payphone Access Line Service subscriber's operator service provider. These signals enable an operator service provider to recognize coin deposits and return coins to the pay telephone user. Coin Supervision Additive Service also permits a suitably equipped operator service provider to automatically ring back the originating exchange service line upon completion of a call.

CONTINUOUS PROPERTY - The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnished all local distribution pole line facilities or underground conduit required in connection therewith.

CONNECTING TERMINAL - The connecting point between the Telephone Company's exchange plant and the equipment located on the customer's premises.

CONTRACT - The arrangement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of this Price list.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CREDIT CARD - Denotes a billing arrangement by which a long distance call may be charged to an authorized Company credit card number.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 5

S26. DEFINITIONS

CUSTOM CALLING - Special calling features such as call waiting, call forwarding, three-way calling and speed calling. Available only in areas equipped with special equipment at the central office.

CUSTOMER - The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISES EQUIPMENT (CPE) - All telecommunications equipment located at a customer's premises (except pay phones).

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DEMARICATION POINT - The point of physical interconnection between the telephone network and the customer premises wiring. This is part of the telephone network and maintained by the Telephone Company.

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with a private branch exchange system.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DISCONNECT - Discontinuance of telephone service made at the request of the subscriber or at option of the Telephone Company for nonpayment of service or other valid reasons; the facilities so disconnected by the Telephone Company may be made immediately available for use by another subscriber.

DROP WIRE - Paired wires, insulated and under a common cover, which connect a subscriber's line from the terminal on the pole to the point of demarcation on the customer's premises.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 6

S26. DEFINITIONS

DUAL NAME LISTING - Provided for customers subscribing to residence service who share the same surname and reside at the same address, and for a person known by two first names.

EXCHANGE - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town, or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE ACCESS SERVICE - An unlimited local exchange service which allows users not located in the Telephone Company serving area to access the public switched network of the Telephone Company.

EXCHANGE AREAS - The territory served by an exchange as specified in the Subscriber Services Price list and/or Tariff, as applicable.

EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulation and charges specified in the Price list. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long distance calls or extended area service calls.

EXISTING CUSTOMER - Reference to existing customer means customer as of the date of this Price list.

EXTENDED AREA SERVICE (EAS) - A type of telephone switching and trunking arrangement which provides for unlimited calling between two or more telephone exchanges based on a usage-sensitive structure and/or a flat rate additive, if applicable.

FACILITIES - All property and means owned, operated, leased, licensed, used, furnished, or supplied for, by or in connection with the rendition of telephone service.

FLAT RATE SERVICE - Service furnished at a fixed monthly charge, including extended area service, where applicable, which provides unlimited local calling.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 7

S26. DEFINITIONS

FOREIGN ATTACHMENT - Lines, instruments, appliances, or apparatus not owned or furnished by the Company.

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EXCHANGE - Any other exchange but that in which the customer is located.

FOREIGN EXCHANGE LINE MILEAGE - the measurement applying to that portion of a central office line connecting customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

GRADE OF SERVICE - The term used in describing exchange service with respect to the number of main telephones which may be connected to a central office line. (One-party, two-party, four-party).

GRANDFATHERED SERVICE - Services no longer offered to new subscribers. Existing subscribers may continue service until moves or changes of service occur.

INDIVIDUAL LINE - An access line designed for the exclusive use of a subscriber.

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

INSIDE WIRING - The wire and incidentals installed on the subscriber's premises to connect the communication devices with the connecting terminal.

INSTALLATION - Any activity required by the Telephone Company in order to initiate, rearrange, delete or otherwise provide or modify service or facilities for use by the general public.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 8

S26. DEFINITIONS

INSTALLATION CHARGE - A nonrecurring charge applying to the provision of certain items of equipment or facilities, as distinguished from the service connection charge applicable for establishment of basic telephone service.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

INTERCONNECTIONS - A term used to indicate the connection of customer-provided communicating device with the facilities owned by the Telephone Company.

INTEREXCHANGE CHANNEL - That portion of a channel which connects stations in two or more exchanges.

INTERFACE - That point on the premises of the subscriber at which facilities owned by others is connected to Telephone Company facilities.

JOINT USER - An individual or concern authorized by the Telephone Company and the subscriber to share in the use of the customer's telephone service, subject to rules and regulations of this Price list.

JOINT USE OF SERVICE - An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the service of a customer.

KEY LINE - A circuit connecting a key system with a central office.

KEY LINE TELEPHONE SERVICE - A service that enables access lines to terminate in an expandable multi-button telephone set utilizing common equipment which continuously connects a subscriber to a switching center (exchange) or common carrier operating center.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 9

S26. DEFINITIONS

LEASE LINE - A channel tying together two or more points in the exchange area for the sole use of the subscriber. It is terminated at each point on the subscriber owned equipment and is not connected to the central office switching equipment.

LINE EXTENSION - The outside plant required in addition to existing facilities to render telephone service, exclusive of instruments.

LINK UP ALABAMA - Link Up Alabama provides subsidized assistance qualifying low income households by providing a credit to the installation and connection charges applicable to the provisioning of residence service.

LOCAL ACCESS AND TRANSPORT AREA (LATA) - Geographic area established for the purpose of defining the territory within which a Bell Operating Company may offer its telecommunications services.

LOCAL CALLING AREA - The areas within which telecommunications service is furnished subscribers under a specific schedule of exchange rates and without toll charges. A local calling area may include one or more exchange service areas, or portions of exchange service areas.

LOCAL CHANNEL - That portion of a channel which connects a station to an interexchanging channel or a channel connecting two or more stations within an exchange area.

LOCAL MESSAGE - A completed communication between customer's stations located within the same exchange area or local service area.

LOCAL PRIVATE LINE TELEPHONE SERVICE - A line located wholly within an exchange, furnished for the subscriber's own use for communicating or signaling between points on that line.

LOCAL SERVICE AREA - The area within which telephone service is furnished customers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 10

S26. DEFINITIONS

LOCAL TELEPHONE SERVICE - Service available within the Telephone Company service area for communication between subscribers located within that telephone Company service area only.

MESSAGE - A completed telephone call regardless of length of call or time and distance involved.

MESSAGE TOLL SERVICE OR MESSAGE TELECOMMUNICATION SERVICE (MTS) - Long distance telecommunications service between exchange areas, categorized as intraLATA/intrastate, intraLATA/interstate, interLATA/intrastate, or interLATA/interstate and rated on a time and distance basis.

MESSAGE UNIT - A unit charge established for calls within the local service area as provided in the Subscriber Services Price list.

MILEAGE CHARGE - Additional recurring charges based upon distance measurement, as provided for in this Price list.

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

MISCELLANEOUS COMMON CARRIERS - Miscellaneous Common Carriers, as defined in Part 21 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS SERVICE - Service not regularly furnished with the various classes of exchange service.

MOBILE TELEPHONE SERVICE - A communication service provided by means of radio frequencies through a land radio telephone base station. Connections may be established between a wire station and a mobile or fixed unit or between two mobile or fixed units.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 11

S26. DEFINITIONS

MOVE - A transfer of telephone service from one location to another on the same premise where there is no interruption of service other than is incident to the work involved. Transfers of telephone service from one premise to another, or from location to another on the same premise involving a break in the continuity of service and resulting in cessation of local service charges, are not considered as moved, but as new service, and service charges may be applicable.

MOVE OR CHANGE CHARGE - Initial nonrecurring charges made for a change of location or type of equipment on the same premises made at the subscriber's request where there is no interruption of service other than incident to the work involved and which is not initiated by the Telephone Company or required for the proper maintenance of the equipment or service.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE DEVICE (NID) - A standard FCC Registration Program jack or equivalent that is installed by the Telephone Company as part of the network access line on a customer's premises at a location determined by the Company which is accessible to the customer and consistent with RCC Registration regulations governing the location of the network interface. The network interface is located on the customer's premises and serves as the point of connection for all premises services to the telecommunications network.

NETWORK TERMINATING WIRE - Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or the outside plant distribution facilities to the Network Interface.

NEW SUBSCRIBER - Applicants having no basic monthly service or those subscribers changing service premises.

NONLISTED TELEPHONE - An exchange station which has the listing omitted from the telephone directory but listed in the directory assistance records.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 12

S26. DEFINITIONS

NONPUBLISHED TELEPHONE - An exchange station which has the listing omitted from both the telephone directory and directory assistance records at the customer's request.

NORMAL WORKING SITUATION - Those situations which can be reasonably anticipated by the Telephone Company, planned for in advance and handled as a part of the usual day-to-day operations, without requiring substantial deviation from standard operating practices.

OFF-PREMISES STATION - Service which provides a connection from the access line termination (station) to another station located on property or in a building not contiguous to the access line termination.

ORIGINATING LINE SCREENING - A service provided to alert operator service systems that a call is originating from a Payphone Access Line Service provider and may require special handling and billing treatment.

OTHER COMMON CARRIER (OCC) - Specialized Common Carriers, Domestic and International Records Carriers, Domestic Satellite Carriers, and Value-Added Carriers that are authorized by the FCC to provide private off-network MTS equivalent service.

OUTSIDE PREMISE STATION - Service which provides a connection from the access line termination (station) to another station located on property or in a building contiguous to the access line termination.

PARTY LINE SERVICE - A grade of service furnished under Price list and/or Tariff provisions by means of a central office line arranged to serve more than one subscriber telephone number and with segregated ringing for each telephone number on that line.

PAYPHONE ACCESS LINE SERVICE - A class of service furnished to individuals, firms, or corporations that allows customers of the service to originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, (2) using a credit card, (3) third party billing, or (4) calling collect.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 13

S26. DEFINITIONS

PERMANENT DISCONNECTS - Termination of Telephone Company service where the intent is not to reconnect the service in the foreseeable future. Facilities related to such disconnections of service become immediately available to the Telephone Company to satisfy other service requirements.

PREMISES - The building, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PREMISES WIRE - All wiring within the same building or between buildings on the same continuous property of a customer and located on the customer's side of the network interface. In the absence of a network interface, all wiring on the customer's side of the first point of connection at a customer's premise.

PRIVATE BRANCH EXCHANGE SERVICE - An arrangement of equipment consisting of switching apparatus with attendant's telephone, trunks to a central office and stations connected with the switching apparatus, providing for intercommunication between these stations and communication with the general exchange and interexchange systems. Throughout this Price list, the commonly used abbreviation "P.B.X." will be substituted for the words Private Branch Exchange.

PRIVATE BRANCH EXCHANGE TRUNK - A circuit connecting a private branch system with a Central Office.

PRIVATE LINE CIRCUIT (DEDICATED) - A circuit provided to a subscriber which is not connected to the switching equipment of the Telephone Company and does not provide general access to the local exchange.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 14

S26. DEFINITIONS

PRIVATE LINE TERMINAL - Each end of a private line dedicated circuit.

REGRADE - A change in the classification of service.

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

RESTORATION CHARGE - A charge applying to restore service following a temporary suspension of such service for nonpayment of charges.

ROTARY HUNTING - Routes a call to an idle station line in a prearranged group when the called station line is busy.

a. Terminal - The hunt always starts with the called station line and ends with the last station line in the prearranged group completing the call to the first idle station line encountered. Unless the first station line is called, only a portion of the group is tested.

b. Circular Hunting - The hunt starts with the called station line and always proceeds in a prearranged order to test all lines in the group once, completing the call to the first idle station line.

ROUTE MILEAGE - The distance measured along the route of the circuit between any two or more given points on that circuit.

SERVICE CHARGE - A non-recurring charge applying to the establishment of telephone service for a subscriber and subsequent alterations to that service.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 15

S26. DEFINITIONS

SERVICE CONNECTIONS - The establishment of telephone service, lines or equipment for a customer, and transfers of telephone service, lines or equipment from one premises to another or non-contiguous property subsequent to the establishment of such service lines or equipment for a customer.

SERVICE ORDER CHARGE - The charge for receiving and recording information and/or taking action in connection with a subscriber or applicant and processing the necessary data.

SERVICE POINT - Used in connection with customer-owned communications, the point on the customer's premises where customer-provided equipment connects with the facilities of the Telephone Company.

SPECIAL BILLS - A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the re-establishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such a time as the amount of the unpaid charges, billed and unbilled, materially exceed the normal amount of any prepaid charges or any deposits made in connection with a particular service.

SPECIAL CONTRACTS - The agreement between the Telephone Company and a subscriber for the furnishing of utility service in instances where all or part of this Price list does not apply.

STATION - Each telecommunications instrument location on the premises of a subscriber or authorized user and connected for his benefit.

SUBSCRIBER - See "CUSTOMER".

SUPPLEMENTAL EQUIPMENT - Attachments, apparatus, and accessories or devices which, at the request of the subscriber, the Telephone Company provides in accordance with the rate schedule of this Price list.

SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company and approved by the Alabama Public Service Commission.

TARIFF SHEET - An individual sheet of the Telephone Company's tariff.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 16

S26. DEFINITIONS

TELECOMMUNICATIONS SERVICES - The provision of facilities for the transmitting and reception of messages, impressions, pictures and signals by means of electricity, electromagnetic waves, and any other kind of energy, force variations, or impulses whether conveyed by cable, wire, radiation through space, or transmitted by means of other media within a specific area or between designated points.

TELEPHONE COMPANY - See "COMPANY".

TELEPHONE NUMBER - A designation assigned to a telephone station or private branch exchange necessary for placing calls to the telephone station or private branch exchange for identification in the assessment of message charges, etc.

TEMPORARY DISCONNECT - A short-term suspension of utility service without removal or disconnection of any subscriber equipment. Such disconnections may be made at the request of the subscriber or on the initiative of the Telephone Company in accordance with the rules and regulations of this Price list.

TEMPORARY SERVICES - Local service definitely known to be needed for a short period, such as service for contractors while constructing a building, for a sales campaign, or for events such as conventions, fairs, circuses, and athletic contests.

TERMINAL - A point at which a circuit element may be directly connected to one or more other elements.

TERMINAL EQUIPMENT - All equipment provided by common carriers and located on customer premises except over voltage protection equipment, coin-operated or pay telephones, and multiplexing equipment to deliver multiple channels to the customer. Mobile radio equipment transmit earth stations are also not considered to be terminal equipment.

TERMINATION CHARGE - A charge applying when a customer discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item.

TIE LINE - A dedicated telephone circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 17

S26. DEFINITIONS

TOLL CALL - A call to a point outside the local calling area of an exchange for which a long distance charge applies.

TOLL CENTER - A telephone switching center at which the operations (manual or dial) function (message timing, switching, and recording) takes place in connection with the provision of toll message service.

TOLL LINE - A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

TOLL MESSAGE - A message between stations in different exchange areas and furnished under the provisions of "Message Toll Telephone Service", Section 4.

- A. PERSON TO PERSON TOLL MESSAGE - A toll message in which the user stipulates a desire for communication with a specified person or station at a specified location.
- B. STATION TO STATION TOLL MESSAGE - A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.
- C. COLLECT MESSAGE - A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.
- D. THIRD NUMBER MESSAGE - A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.
- E. CREDIT CARD MESSAGE - A toll message in which associated charges are billed to a credit card number assigned by a telephone company and issued to either the called or calling party.

TOLL RATE - The initial period charge prescribed for toll messages based upon a minimum initial period and distance between exchanges.

TOLL SERVICE - Toll Service (Long Distance Service) is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Price list.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 18

S26. DEFINITIONS

TOUCHTONE CALLING SERVICE - A classification of exchange service whereby calls are originated through the use of pushbuttons in lieu of rotary dials.

TROUBLE LOCATION CHARGE - The charge for each visit by the Telephone Company to the premises of the customer, or authorized user, where the report results from the use of equipment provided by the customer, or authorized user.

TRUNK LINE - A circuit over which customers' <sup>1</sup> messages are sent between two central offices or between a central office and a private branch exchange system.

TYPE OF SERVICE - The grade or level of service provided to a subscriber in a particular circumstance.

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

USER - The user of a service regardless of the identity or location of the subscriber or customer of the service.

ZONE - One of a series of specified areas, beyond the base rate area of an exchange in which service is furnished at rates in addition to base rates.

ZONE BOUNDARY - The limit of a specified area beyond the base rate area of an exchange.

ZONE CHARGES - A charge applying in addition to the base rate for service when a subscriber's main station, PBX, or Centrex system is outside the base rate area, but is located within the exchange area.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 19

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS

ABH - Average Busy Hour  
ACCUNET - AT&T Switched Data Service Network  
AND - Automatic Network Dialing  
ATTCOM - AT&T Communications  
ATTIS - AT&T Information Services  
BCR - Billing, Collecting, Remitting  
BHC - Busy Hour Calls  
BNS - Bill Number Screening (TSPS)  
BOC - Bell Operating Companies  
BRA - Base Rate Area  
BV - Busy Verification  
CALC - Customer Access Line Charge  
CCB - Coin Collecting Box  
CCIS - Common Channel Inter-Office Signaling  
CCLC - Common Carrier Line Charge  
CDA - Coin Detection and Announcement  
CDR - Call Detail Recording  
CDRR - Call Detail Recording and Reporting

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 20

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

CIC - Carrier Identification Code  
COCOT - Customer Owned Coin Operated Telephone  
CPE - Customer Premises Equipment  
DDD - Direct Distance Dialing  
DID - Direct Inward Dialing  
DOJ - Department of Justice  
EAS - Extended Area Service  
ECA - Exchange Carrier Association  
EDA - Embedded Direct Analysis  
FCC - Federal Communications Commission  
FX - Foreign Exchange  
IXC - Interexchange Carrier  
ISDN - Integrated Services Digital Network  
KTS - Key Telephone System

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 26  
Original Sheet 21

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

LATA - Local Access and Transport Area  
LCR - Least Cost Routing  
LEC - Local Exchange Company  
LMS - Local Measured Service  
MTS - Message Telecommunications Service  
NECA - National Exchange Carrier Association  
ONA - Open Network Architecture  
PBX - Private Branch Exchange Service  
PIN - Personal Identification Number  
PL - Private Line  
POP - Point of Presence  
PSN - Public Switched Network  
RBOC - Regional Bell Operating Company  
RCC - Radio Common Carrier  
RCF - Remote Call Forwarding  
SLC - Subscriber Line Charge

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Contents Sheet 1

S27. DIRECTORY LISTINGS

CONTENTS	Sheet No.
S27.1 General .....	1
S27.2 Conditions.....	2
A. Primary Listings.....	2
B. Regular Extra Listings.....	3
C. Duplicate Listings.....	4
D. Alternate Listings.....	4
E. Extra Lines of Information.....	5
F. Foreign Listings.....	5
G. Enterprise of WX Service Listing.....	5
H. Trade Names.....	6
I. Dual Names Listing.....	7
J. Temporary Tenant Listings.....	7
K. Private (Nonpublished) Telephone Number Listings.....	8
S27.3 Rates .....	9

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 1

S27. DIRECTORY LISTINGS

S27.1 GENERAL

These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

A listing must conform to the Company's specifications with respect to its directories.

Listings are regularly provided in connection with all classes of exchange service, except public telephone service.

The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.

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New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 2

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS

A. Primary Listings

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.

1. Listings will be limited to such information as is necessary for the proper identification of the customer.
2. The length of a listing may be limited to the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.
4. When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line.
5. The Telephone Company, in accepting listings as prescribed by subscribers, or prospective subscribers, will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 3

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

B. Regular Extra Listings

Business Listings consists of a name, a designation description of the subscriber's business, address (when available), and the telephone number.

1. The primary listing is ordinarily the name of the individual, firm, or corporation which contracts for the service or the name under which the business is regularly conducted, but when the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
2. A trade name made up by adding a term such as Company, Agency, Shop, Works, etc., to the name of the commodity or service will not be accepted as a listing, unless the subscriber shows satisfactory evidence that he is authorized to do business under the trade name.
3. A designation consists of a word, or phrase, abbreviated where necessary, used to describe the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business.
4. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for the purpose of identification, include abbreviated designations of titles. Also the title "Ms.", "Mrs.", or "Miss" is permitted when requested by the subscriber. Degrees are permitted when they serve as a means of better identification. Titles and designations will be omitted, when a degree is used which conveys adequate information.
5. Additional business listings may be furnished in the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names of associates or employees of the subscriber at rates, terms and conditions of service as provided under the Company's Price list. Business additional listings may also be the names of individuals, firms, or corporations which the subscriber owns, or controls, or is duly authorized to, and actually does represent.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 4

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

B. Regular Extra Listings (Cont'd)

Residence listings consists of a name, address (where available), and the telephone number.

1. The primary listing is ordinarily the name of the individual who contracts for the service, but where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
2. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may, for the purpose of identification, include abbreviated designations, of titles. Also "Ms.", "Mrs.", or "Miss" is permitted.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the option of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PABX station or extension station, installed on premises of the customer (except at a residence), but at an address different from that part of the switchboard, or main station, using the telephone number of the primary listing.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 5

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

B. Regular Extra Listings (Cont'd)

In connection with Private Branch Exchange Service at hotels, motels, and apartment houses, residence extra listings at business extra listing rates may be provided in the names of permanent guests or tenants at that location, provided approval is obtained of the hotel, motel, or apartment house involved. However, no separate billing will be issued for these instances.

At the option of the customer, extra listings may be obtained upon the issuance of a directory or between issues of directories, at which time they appear on the information records only. Charges for extra listings date from the time the listings are posted on information records.

C. Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangement of names are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

D. Alternate Listings

An alternate listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 6

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

E. Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Company in order to efficiently handle telephone traffic are not included in the regular charges for service. A phrase directing the method of calling when a PABX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

F. Foreign Listings

Foreign Listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

A foreign or nonsubscriber listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.

G. Enterprise or WX Service Listing

This service provides an arrangement in connection with Message Toll Service whereby a customer offers patrons the privilege of calling him without the payment of a toll charge and without having to request specific reversal of this charge.

This service is available only to customers having Private Branch Exchange Service or Individual Line Service, excepting coin box.

The exchanges in which such service is furnished are selected by the customer subject to the approval of the Company and the Company assigns and lists in the directory a special call number designation for the use of patrons in each such exchange.

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New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 7

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

G. Enterprise or WX Service Listing (Cont'd)

Calls for the special number are accepted only when originating at telephones located in the exchange or zone with which the special call number is associated and only those toll calls placed by calling this special number are considered as coming within the scope of the service.

The customer assumes the charges for all toll calls placed by calling this special number in each exchange.

The initial contract period for this service is three months. Service may be terminated within the initial contract period by payment of the minimum service charge to the end of the initial contract period.

H. Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactorily that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgment are otherwise objectionable or unnecessary for identification purposes.

Whenever any question arises as to the right of a subscriber (1) to list the name of a business which he claims he is authorized to represent; (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listings where (1) such written authority is not furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 8

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

I. Dual Name Listing

Dual Name Listing will be a combined directory listing for any two people with the same last name and the same address. Those who qualify for a dual listing may include a husband and wife, a mother and daughter, father and son, brothers and/or sisters. In addition, we will allow a woman whose husband is deceased to list her own name and her husband's first name.

The dual name Primary Listing will be provided at no monthly charge.

The dual name Additional Listing will carry the regular additional listing monthly rate.

J. Temporary Tenant Listings

Residence subscribers who list their premises for a period of less than one year and request the Telephone Company to render service to their tenant without charge in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the same premises at the same time.

All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges.

The regular extra listings rate applies for each temporary tenant listing.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 9

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

K. Private (Nonpublished) Telephone Number Listings

Some subscribers request their telephone listings be omitted from the directory and the Company's directory assistance records. Such requests may be fulfilled through the assignment of a private telephone listing subject to the regulations outlined below.

Incoming calls to such telephones will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a number associated with such a listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, the Company's liability for damages arising from publishing a private listing in the directory or disclosing said number shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which the error occurred. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private telephone listing or the disclosing of said number to any person.

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 27  
Original Sheet 10

S27. DIRECTORY LISTINGS

S27.3 RATES

The charge for all listings, listed below, begin on the day the information records are posted, except where indicated.

	Monthly Rate
A. Regular Extra Listings, Duplicate Listings or Alternate Listings, per line	
Business	\$0.30
Residence	\$0.30
B. Extra Lines of Information, each line	
Business	\$0.30
Residence	\$0.30
C. Each Foreign Listing	
First Line	\$2.50
Extra Line	\$0.50
D. Each Enterprise or WX Service Listing	\$6.30
E. Each Private (Nonpublished) Telephone Number	\$1.00

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Section 28  
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Section 28  
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S28. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 29  
Original Contents Sheet 1

S29. LOCAL EXCHANGE BOUNDARY MAPS

CONTENTS	Sheet No.
S29.1 Grant .....	1
S29.2 New Hope.....	2
S29.3 Owens Cross Roads.....	3

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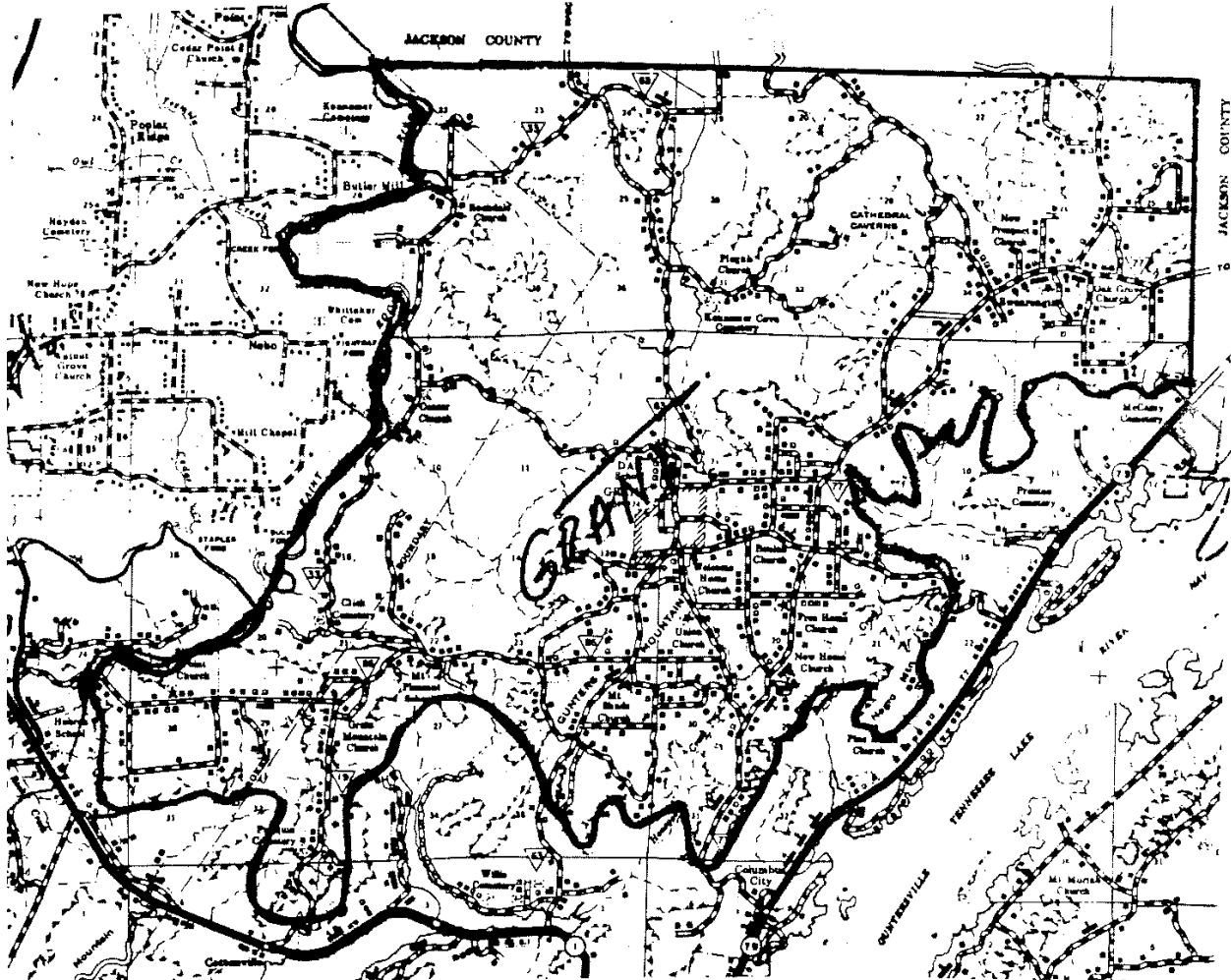
GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 29  
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S29.1 LOCAL EXCHANGE BOUNDARY MAPS

GRANT



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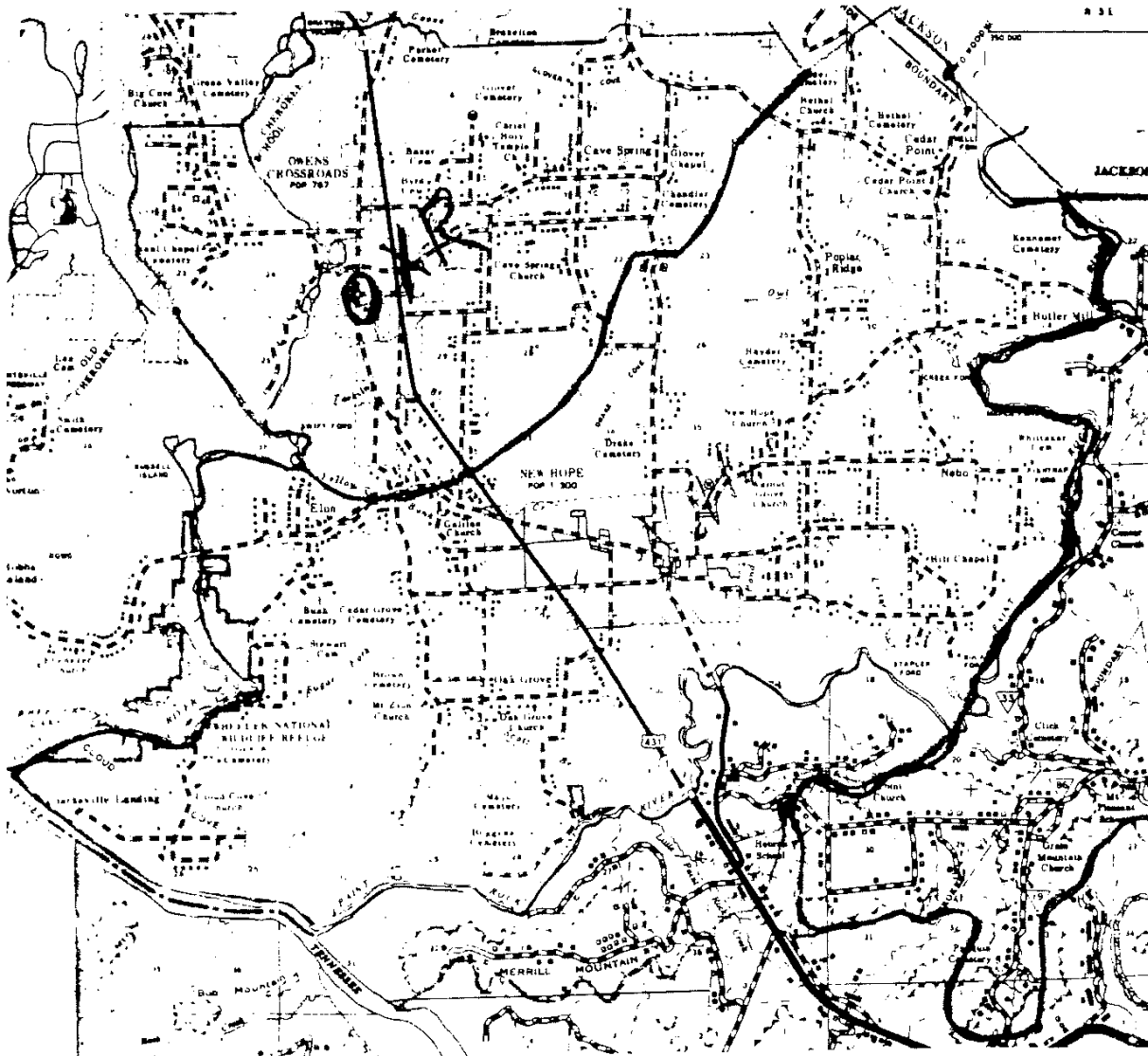
GENERAL SUBSCRIBER SERVICES PRICE LIST

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Section 29  
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S29.2 LOCAL EXCHANGE BOUNDARY MAPS

NEW HOPE



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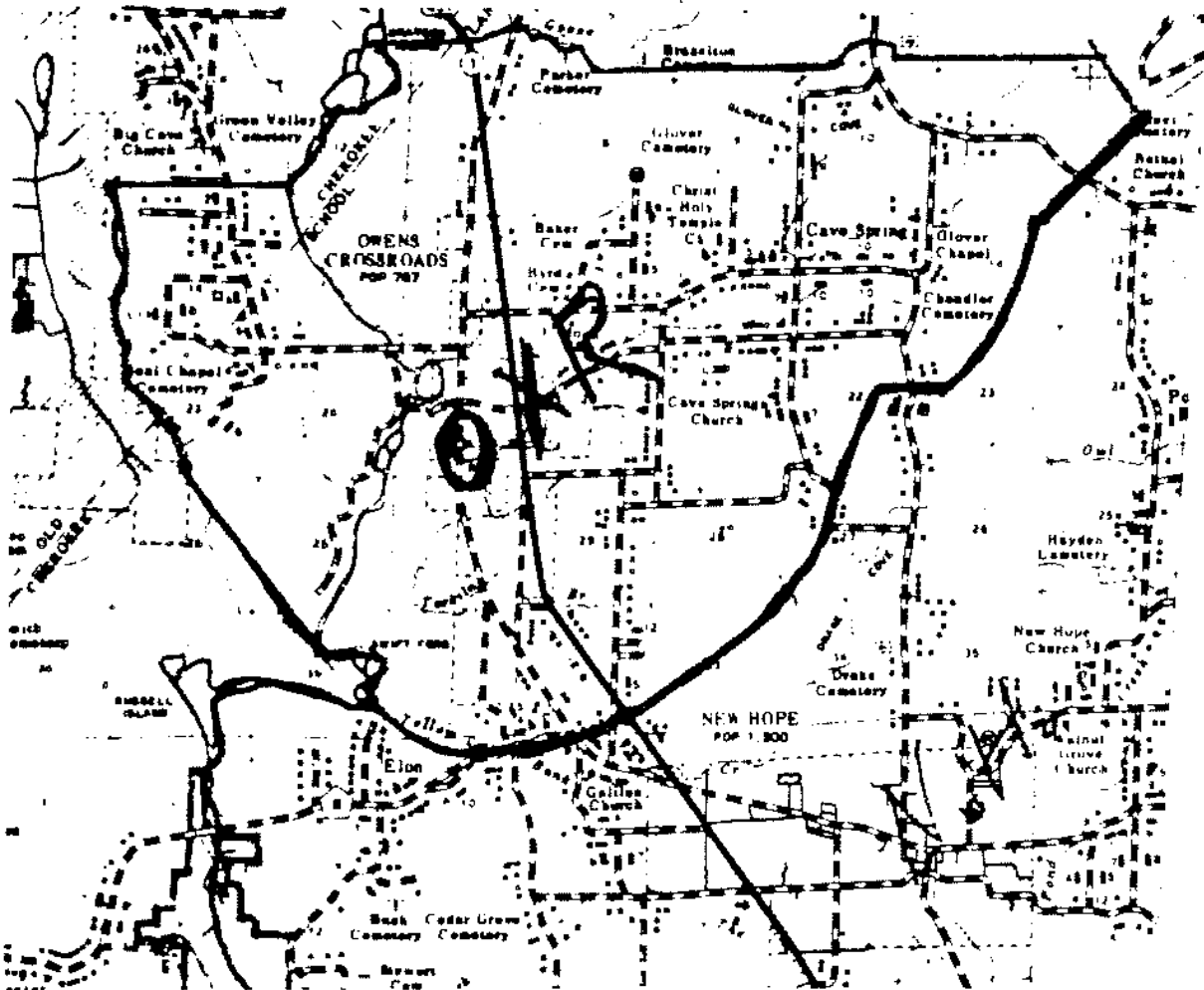
GENERAL SUBSCRIBER SERVICES PRICE LIST

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Section 29  
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S29.3 LOCAL EXCHANGE BOUNDARY MAPS

OWENS CROSS ROADS



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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 100  
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S100. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES PRICE LIST

New Hope Telephone Cooperative, Inc.

Section 100  
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