

TARIFF

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

ALABAMA
PUBLIC SERVICE COMMISSION

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

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GENERAL SUBSCRIBER SERVICES TARIFF
FOR THE STATE OF ALABAMA

This Tariff contains regulations and rates applicable for the furnishing of Local Exchange Service and optional calling features which are required to be offered under tariff pursuant to ALA CODE § 37-2A-8 (1975 as amended) (the "Act") after February 1, 2007 by New Hope Telephone Cooperative, Inc., also referred to as the Company. This includes the following services as defined by the Act: (1) basic telephone service; (2) central office-based features that were tariffed service offerings as of February 1, 2005, and where currently available: (a) are available to a line-side connection in a telephone switch, (b) are available on a stand-alone basis separate from a bundled offering, and (c) enhance the utility of basic telephone service; and (3) tariffed emergency reporting services regulated by the Alabama Public Service Commission on or before February 1, 2005 and offered by local exchange carriers to public safety answering points and emergency communications districts. The Company will provide access to long distance services, including operator services, and carriers in compliance with federal and state regulations. Rates, terms and conditions of these services are included in the Company's price list.

This Tariff is on file with the Alabama Public Service Commission and is applicable to those exchanges identified herein.

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.

EXPLANATION OF SYMBOLS

When changes are made in any Tariff page, a revised page will be issued cancelling the Tariff page affected; such changes will be identified through the use of the following symbols:

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, regulation or text.
- (I) Signifies an increase in rate or change.
- (M) Move from one page to another with no change in rate, regulation, or text.
- (N) Signifies a new rate, regulation or text.

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EXPLANATION OF SYMBOLS (Cont'd)

(R) Signifies a reduction in rate or charge.

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

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

The above symbols are standard indications which may be used to denote revisions or additions to general regulations, listings, rates or charges after the initial filing of the Tariff.

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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
Access Line for Residence		
Individual Line with Touchtone	2	\$18.00 (I)
Individual Line without Touchtone	2	\$18.00 (I)
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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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 Payphone Surcharge	2	\$ 0.35
Directory Listing		No charge
Interrupt	2	\$ 5.00
Number Change Charge	6	Various

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S1. RATE SUMMARY

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Restoration Charge Residence/Business	6	Various
Returned Check Charge	6	\$30.00 (I)
Service Order Charge	6	Various
Special Billing Number	7	\$ 2.50
Trunk Hunting Numbers Rotary/Tone	7	\$1.00/2.00
Verification	4	\$ 2.50
Voice Mail	7	\$ 4.00

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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 Tariff.
- 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 Tariff and the Company's Price list, 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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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

	1Pty Rotary	1Pty Tone
Grant	\$32.55	\$32.55
New Hope	\$32.55	\$32.55
Owens Cross Roads	\$32.55	\$32.55

Residence

	1Pty Rotary	1Pty Tone	
Grant	\$18.00	\$18.00	(I)
New Hope	\$18.00	\$18.00	(I)
Owens Cross Roads	\$18.00	\$18.00	(I)

* The Basic Service Rates 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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S2. BASIC LOCAL EXCHANGE SERVICE

S2.11 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 Tariff 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 (I)
 - 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line \$1.79/call (I)
 - b. Directory Assistance service to Payphone Service Providers
 - 1. All calls to Directory Assistance \$0.35/call

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 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 Tariff will be applied, except as specified below.

B. Application of Charges

1. The appropriate service charge, as specified in S2.12.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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S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 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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S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 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.

S2.13 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 S2.13.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
2. Interruption Charge - applies each time the operator

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.13 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE (Cont'd)

C. Rates (Cont'd)

2. Interruption Charge (Cont'd)
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.

S2.14 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 Tariff. 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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S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 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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S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 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 TARIFF

New Hope Telephone Cooperative, Inc.

Section 2
Fourth Revised Sheet 10

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM

Lifeline Assistance is a government assistance program developed to reduce rates for primary residential telephone service or broadband Internet access 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. (N) (N)

A. General

Lifeline Assistance reduces an eligible customer's monthly rates for basic voice telephone service or broadband Internet access service. An eligible customer receives one federally subsidized credit per month toward the cost of voice telephone service or broadband Internet access service. (N,C)

1. Where available, the broadband Internet access service provides a minimum broadband speed of 10 Mbps downstream/1 Mbps upstream and a minimum usage allowance of 150 Gigabytes per month. Dial-up service does not qualify as a broadband Internet access service for purposes of Lifeline Assistance. See the Company's Price List for a description of broadband service offerings. (N,C)

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" means gross income as defined under Section 61 of the Internal Revenue Code, 26 U.S.C. § 61, for all members of the household. This means all income actually received by all members of the household from whatever source derived, unless specifically excluded by the Internal Revenue Code, Part III of Title 26, 26 U.S.C. § 101, *et seq.* (N,C)

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 2
First Revised Sheet 10A

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 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 ("FPHA"), or Veterans and Survivors Pension Benefit. 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 participates in at least one of the above-listed low-income assistance programs. (N,C)
(N,C)
(T)

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 TARIFF

New Hope Telephone Cooperative, Inc.

Section 2
Fourth Revised Sheet 11

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 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 documentation must be securely retained by the Company. If the Company has a reasonable basis to believe that the subscriber no longer meets the qualifying criteria for Lifeline service, the Company must notify the subscriber of impending termination of the subscriber's Lifeline service in writing separate from the subscriber's monthly bill. If the subscriber fails to provide proof of eligibility within thirty (30) days following the Company's written request to the subscriber to recertify eligibility, the credit will be discontinued on the bill and the subscriber will be de-enrolled from the Lifeline program within five (5) business days after the expiration of the subscriber's time to respond to the request. (N)
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 confirm a subscriber's continued 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. The Company must notify the subscriber in writing separate from the subscriber's monthly bill that failure to respond to the recertification request will trigger de-enrollment. If the subscriber fails to provide proof of eligibility within sixty (60) days following the company's written request to the subscriber to recertify eligibility, the credit will be discontinued on the bill and the subscriber will be de-enrolled from the Lifeline program within five (5) business days after the expiration of the subscriber's time to respond to the recertification efforts. (N)

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

7. A subscriber requesting de-enrollment must be de-enrolled by the Company within two (2) business days after the request. (N)
8. The Company will not provide Lifeline benefits to subscribers who:
- (a) have used the Lifeline benefit to enroll in a qualifying Lifeline-supported broadband Internet access service offering with another Lifeline provider within the previous twelve (12) months; or
 - (b) have used the Lifeline benefit to enroll in a qualifying Lifeline-supported voice telephone service offering with another Lifeline provider within the previous sixty (60) days.
9. A subscriber may receive Lifeline benefits prior to completion of the twelve (12)-month period or the sixty (60)-month period only if:
- (a) the subscriber moves his residential address;
 - (b) the subscriber's current provider ceases operations or otherwise fails to provide service;
 - (c) the provider has imposed late fees for non-payment greater than or equal to the monthly end user charge for the supported service; or
 - (d) the subscriber's current provider is found to be in violation of the FCC's rules during the twelve (12)-month period, and the subscriber is impacted by the violation.

If the subscriber transfers his Lifeline benefit pursuant to this paragraph, the subscriber's Lifeline benefit will apply to the newly selected service until the end of the original twelve (12)-month period, and the subscriber will not be required to recertify until the end of the original twelve (12)-month period. The subscriber's original provider must provide the subscriber's eligibility records to either the subscriber's new provider or the subscriber to comply with the twelve (12)-month service period. (N)

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 2
Fourth Revised Sheet 13

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

- 10. 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. (T,M)
- 11. As a participant in Lifeline Assistance, customers are eligible to receive Toll Limitation Service at no charge for any Lifeline voice telephone 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.
- 12. Local service deposit requirements will be waived for voice telephone customers who voluntarily receive Toll Limitation Service.
- 13. Participants in Lifeline Assistance shall not be disconnected from local voice telephone service for nonpayment of toll charges. In addition, the Company will not deny reestablishment 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.
- 14. Partial payments that are received from Lifeline voice telephone customers will first be applied to local service charges and then to any outstanding toll charges. (T,M)

(D)

(D)

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

15. Lifeline subscribers may apply their Lifeline discount to voice telephone service, broadband Internet access service, or a bundle of broadband Internet access service and voice telephone service; and plans that include optional calling features, such as, but not limited to, caller ID, call waiting, voicemail, and three-way calling. The Lifeline discount may also be applied to family shared data plans. 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 supported services. (T,M)(N)
16. The PICC will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier. (T,M)

C. Credits

The following monthly credits will apply for each customer eligible for Lifeline Assistance: (M)

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

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

Credit amount will not exceed the basic charge for local telephone service, which includes the Subscriber Line Charge, access line and local usage, or for the Company's listed charge for the subscribed service offering or for similar offerings subscribed to by customers who do not qualify for Lifeline. (M) (N)

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 3
Original Contents Sheet 1

S3. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 4
Original Contents Sheet 1

S4. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 5
Original Contents Sheet 1

S5. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 6
Original Contents Sheet 1

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 6
First Revised Contents Sheet 2

S6. SERVICE CONNECTION CHARGES

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GENERAL SUBSCRIBER SERVICES TARIFF

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 TARIFF

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 Tariff 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 TARIFF

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 TARIFF

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 Tariff) 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 Tariff.

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.

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 TARIFF

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 Tariff.

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.

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GENERAL SUBSCRIBER SERVICES TARIFF

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 tariff, 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 TARIFF

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 Tariff 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 Tariff.
2. Service order charges are applicable to the following services:
 - a. All classes of Basic Local Exchange Service
 - b. Directory Listings
 - c. 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 TARIFF

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. Service charges apply to changing or adding touchtone service, custom calling features, number changes or any other miscellaneous service as specified in this Tariff.

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 TARIFF

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 Tariff.
5. 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.
6. Premises Work Charges apply for a customer requested relocation, change or modification of an existing Standard Network Interface.
7. Premises Work Charges apply for installing a Standard Network Interface to existing lines when requested by customer.

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GENERAL SUBSCRIBER SERVICES TARIFF

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 TARIFF

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 TARIFF

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.

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GENERAL SUBSCRIBER SERVICES TARIFF

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)

6. 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.
7. 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).
8. 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 TARIFF

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)

9. 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 which are not tariffed under this Tariff. 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 Tariff will apply, in addition to the applicable service ordering and premises work charges.
10. For rearrangement of drop wire or protector, the appropriate charge for service ordering and appropriate central office line connection charges are applicable.
11. For a customer originated change of telephone 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).
12. 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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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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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 Tariff 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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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

Appropriate Premises Work Charge in this section of the Tariff

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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

Appropriate Premises Work Charge in this section of the Tariff

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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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S6. SERVICE CONNECTION CHARGES

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

I. Visit Charge (Cont'd)

2. Conditions (Cont'd)

a. (Cont'd)

2. 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.
3. 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.
4. 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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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 Company's Tariff and/or Price list, as applicable.

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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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S6. SERVICE CONNECTION CHARGES

(D)

(D)

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New Hope Telephone Cooperative, Inc.

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First Revised Sheet 24

S6. SERVICE CONNECTION CHARGES

S6.4 RATES

(T)

A. Connecting, Moving or Changing Service

	<u>Residential Charge</u>	<u>Business Charge</u>
1. Service Ordering Charge, per customer request		
a. Premises Visit Required	**	**
b. Premises Visit Not Required	\$10.00	\$14.00
c. Record Type Orders Only	\$ 6.00	\$10.00
2. *Central Office Line Connection Charge, per Central Office Line or Trunk		
a. Central Office Connection	\$10.00	\$15.00
b. Distribution Connection	\$ 5.00	\$ 5.00
3. Premises Work Charges	**	**
4. Returned Check Charges	\$30.00	\$30.00

* Applies per central office line or trunk.

** See applicable Premises Work Charges.

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New Hope Telephone Cooperative, Inc.

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First Revised Sheet 25

S6. SERVICE CONNECTION CHARGES

S6.4 RATES (Cont'd)

(T)

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

	<u>Residential Charge</u>	<u>Business Charge</u>
5. Number Change Charge, Per Number #	\$15.00	\$15.00
6. Touchtone Line Connection	\$ 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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First Revised Sheet 26

S6. SERVICE CONNECTION CHARGES

S6.4 RATES (Cont'd)

(T)

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 Tariff 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 Tariff section, premises work charges apply at the normal rates for first and additional increments.

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First Revised Sheet 27

S6. SERVICE CONNECTION CHARGES

S6.4 RATES (Cont'd)

(T)

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

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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 though 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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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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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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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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Original Sheet 5

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

C. Rates (Cont'd)

2. Reserved for Future Use
3. Nonrecurring Charges (Reserved)

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GENERAL SUBSCRIBER SERVICES TARIFF

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 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 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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New Hope Telephone Cooperative, Inc.

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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 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 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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New Hope Telephone Cooperative, Inc.

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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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New Hope Telephone Cooperative, Inc.

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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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New Hope Telephone Cooperative, Inc.

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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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New Hope Telephone Cooperative, Inc.

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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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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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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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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.

	Monthly Rate	
	<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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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.3 TELEPHONE NUMBERS IN ROTARY (Trunk Hunting)

A. General

1. Trunk Hunting Numbers are telephone numbers which may be 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
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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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.
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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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.

A. Rates

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

Recurring Rate \$ 1.50

S7.5 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. Rates

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

Recurring Rate \$ 4.00

S7.6 RESERVED FOR FUTURE USE

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 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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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 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

S7.7 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.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 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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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.7 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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S8. RESERVED FOR FUTURE USE

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S9. RESERVED FOR FUTURE USE

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S10. RESERVED FOR FUTURE USE

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S11. RESERVED FOR FUTURE USE

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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

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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 Tariff. 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 Tariff 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; impair the operation of the Telephone Company's service. Upon notice from the Telephone

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

S13.1 GENERAL REGULATIONS (Cont'd)

B. Responsibility of the Customer (Cont'd)

Company 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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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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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 Tariff, 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 Tariff. 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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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 Tariff, 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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S13.1 GENERAL REGULATIONS (Cont'd)

- G. Recording, Reproduction, and Automatic Answering and
Recording Equipment (Cont'd)
1. Recording of Two-way Telephone Conversations (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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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. 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.)
 2. 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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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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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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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 Tariff. 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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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 Tariff, 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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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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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 provision of this Tariff.

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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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 service as specified in B through H following.
- B. Responsibility of the Customer

Where Exchange Service is available under this Tariff 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 Tariff; 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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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 service 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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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 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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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 furnished by the Company to the same customer, provided such connections are made through:
 - a. Individual 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.
 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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S13. INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
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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 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 service is 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 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.

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.

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

H. Violation of Regulations

When any OCC-provided system is connected to the exchange 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 provision of this Tariff.

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S14. EMERGENCY SERVICE

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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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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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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 Tariff for Flat or Measured Rate Business Lines, as appropriate, will apply for 911 exchange lines (answering) that terminate at PSAP's. 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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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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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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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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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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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 Tariff 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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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 Tariff.
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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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 Tariff.
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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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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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 responsible for

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S14. EMERGENCY SERVICE

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

C. Rules and Regulations (Cont'd)

17. (Cont'd)

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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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 Tariff, 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:

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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 of them, or (2) for any

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S14. EMERGENCY SERVICE

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

C. Rules and Regulations (Cont'd)

21. (Cont'd)

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 Tariff.

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.

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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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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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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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S15. RESERVED FOR FUTURE USE

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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, subject to the jurisdiction of the Alabama Public Service Commission. 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.

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

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Original Sheet 2

S25. GENERAL RULES AND REGULATIONS

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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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 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 Tariff, 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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New Hope Telephone Cooperative, Inc.

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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 Tariff;
 - (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 TARIFF

New Hope Telephone Cooperative, Inc.

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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 Tariff) 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 TARIFF

New Hope Telephone Cooperative, Inc.

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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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New Hope Telephone Cooperative, Inc.

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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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New Hope Telephone Cooperative, Inc.

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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 3 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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New Hope Telephone Cooperative, Inc.

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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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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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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 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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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 1/2%) 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 1/2% 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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New Hope Telephone Cooperative, Inc.

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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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First Revised Sheet 14

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.
 - b. 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.

(N, I)

(N, I)

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First Revised Sheet 15

S25. GENERAL RULES AND REGULATIONS

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

B. Deposits (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. (M,N,I)
- (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 (M,N,I)

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S25. GENERAL RULES AND REGULATIONS

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

(M,N,I)

B. Deposits (Cont'd)

1. (Cont'd)

a. (Cont'd)

(1) Residential Applicants (Cont'd)

(g) (Cont'd)

well as additional proof of identity (i.e., a valid drivers license, Social Security Card, etc.) before the service will be activated.

(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.

(M,N,I)

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S25. GENERAL RULES AND REGULATIONS

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

(M,N,I)

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.

(M,N,I)

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.

(M)

(M)

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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. (M)
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)

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. (C)

D. Restoration Charge (M)

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. (M)

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S25. GENERAL RULES AND REGULATIONS

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

(M)

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 Tariff 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 Tariff.

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 Tariff.

(M)

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

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S25. GENERAL RULES AND REGULATIONS

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

(M)

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 Tariff or the Company's Price list. 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 Tariff 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 Tariff;

(M)

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S25. GENERAL RULES AND REGULATIONS

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

(M)

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 Tariff, 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.

(M)

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S25. GENERAL RULES AND REGULATIONS

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

(M)

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 Tariff.
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 out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.

(M)

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 25
First Revised Sheet 23

S25. GENERAL RULES AND REGULATIONS

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

E. Liability (Cont'd)

(M)

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 TARIFF

New Hope Telephone Cooperative, Inc.

Section 25
First Revised Sheet 24

S25. GENERAL RULES AND REGULATIONS

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

(M)

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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New Hope Telephone Cooperative, Inc.

Section 25
Original Sheet 25

S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE

A. Network Facilities for Use With Automatic Dialing and Announcing Devices (M)

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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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 25
Original Sheet 26

S25. GENERAL RULES AND REGULATIONS

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

(M)

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 TARIFF

New Hope Telephone Cooperative, Inc.

Section 25
Original Sheet 27

S25. GENERAL RULES AND REGULATIONS

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

(M)

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 TARIFF

New Hope Telephone Cooperative, Inc.

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S26. DEFINITIONS

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GENERAL SUBSCRIBER SERVICES TARIFF

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.

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 Tariff.

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New Hope Telephone Cooperative, Inc.

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Original Sheet 2

S26. DEFINITIONS

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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New Hope Telephone Cooperative, Inc.

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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.

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 Tariff, 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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New Hope Telephone Cooperative, Inc.

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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.

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 Tariff.

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 TARIFF

New Hope Telephone Cooperative, Inc.

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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).

DEMARCATIION 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.

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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New Hope Telephone Cooperative, Inc.

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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 Tariff.

EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulation and charges specified in the Tariff. 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 Tariff.

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 TARIFF

New Hope Telephone Cooperative, Inc.

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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.

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 TARIFF

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 are connected to Telephone Company facilities.

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

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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.

(D)

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 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 TARIFF

New Hope Telephone Cooperative, Inc.

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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 UNIT - A unit charge established for calls within the local service area as provided in the Subscriber Services Tariff.

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.

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

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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 incidental 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.

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 26
Original Sheet 12

S26. DEFINITIONS

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.

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/WATS equivalent service.

PARTY LINE SERVICE - A grade of service furnished under 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.

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GENERAL SUBSCRIBER SERVICES TARIFF

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.

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 26
Original Sheet 14

S26. DEFINITIONS

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.

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 TARIFF

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.

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 Tariff.

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 TARIFF

New Hope Telephone Cooperative, Inc.

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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 necessary for placing calls to the telephone station 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 Tariff.

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.

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

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First Revised 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 VoIP-PSTN TRAFFIC - The term denotes a customer's interexchange voice traffic exchanged with the Company in Time Division Multiplexing format over Public Switched Telephone Network ("PSTN") facilities, which originates and/or terminates in Internet Protocol ("IP") format. "Toll VoIP-PSTN Traffic" originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

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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' messages are sent between two central offices.

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.

Issue Date: April 2, 2012

Effective Date: May 2, 2012

Issued By: Tom Wing
Title: General Manager

Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 26
Original Sheet 18

S26. DEFINITIONS

S26.2 ACRYONMS 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
CCIS - Common Channel Inter-Office Signaling
CCLC - Common Carrier Line Charge
CDR - Call Detail Recording
CDRR - Call Detail Recording and Reporting

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Issued By: Tom Wing
Title: General Manager

Effective Date: June 5, 2007
Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 26
Original Sheet 19

S26. DEFINITIONS

S26.2 ACRYONMS AND ABBREVIATIONS (CONT'D)

CIC - Carrier Identification Code
CPE - Customer Premises Equipment
DOJ - Department of Justice
EAS - Extended Area Service
ECA - Exchange Carrier Association
EDA - Embedded Direct Analysis
FCC - Federal Communications Commission
IXC - Interexchange Carrier
LATA - Local Access and Transport Area
LCR - Least Cost Routing
LEC - Local Exchange Company
NECA - National Exchange Carrier Association
ONA - Open Network Architecture
PIN - Personal Identification Number
PSN - Public Switched Network
RBOC - Regional Bell Operating Company
RCF - Remote Call Forwarding
SLC - Subscriber Line Charge

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Issued By: Tom Wing
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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 27
Original Contents Sheet 1

S27. DIRECTORY LISTINGS

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Issued By: Tom Wing
Title: General Manager

Effective Date: June 5, 2007
Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

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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Issued By: Tom Wing
Title: General Manager

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Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

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 are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station 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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Issued By: Tom Wing
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Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 27
Original Sheet 3

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

- B. 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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Title: General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 27
Original Sheet 4

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

C. 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.

D. 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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Issued By: Tom Wing
Title: General Manager

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Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 27
Original Sheet 5

S27. DIRECTORY LISTINGS

S27.2 CONDITIONS (Cont'd)

E. 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.

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Issued By: Tom Wing
Title: General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 28
First Revised Contents Sheet 1

S28. RESERVED FOR FUTURE USE

(D,N)

(D)

(D)

Issue Date: April 5, 2013
Issued By: Jim Cook
Title: General Manager

Effective Date: May 5, 2013
Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 28
First Revised Sheet 1

S28. RESERVED FOR FUTURE USE

(D,N)

(D)

(D)

Issue Date: April 5, 2013
Issued By: Jim Cook
Title: General Manager

Effective Date: May 5, 2013
Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 29
Original Contents Sheet 1

S29. LOCAL EXCHANGE BOUNDARY MAPS

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S29.1	Grant	1
S29.2	New Hope.....	2
S29.3	Owens Cross Roads.....	3

Issue Date: June 1, 2007
Issued By: Tom Wing
Title: General Manager

Effective Date: June 5, 2007
Docket No: _____

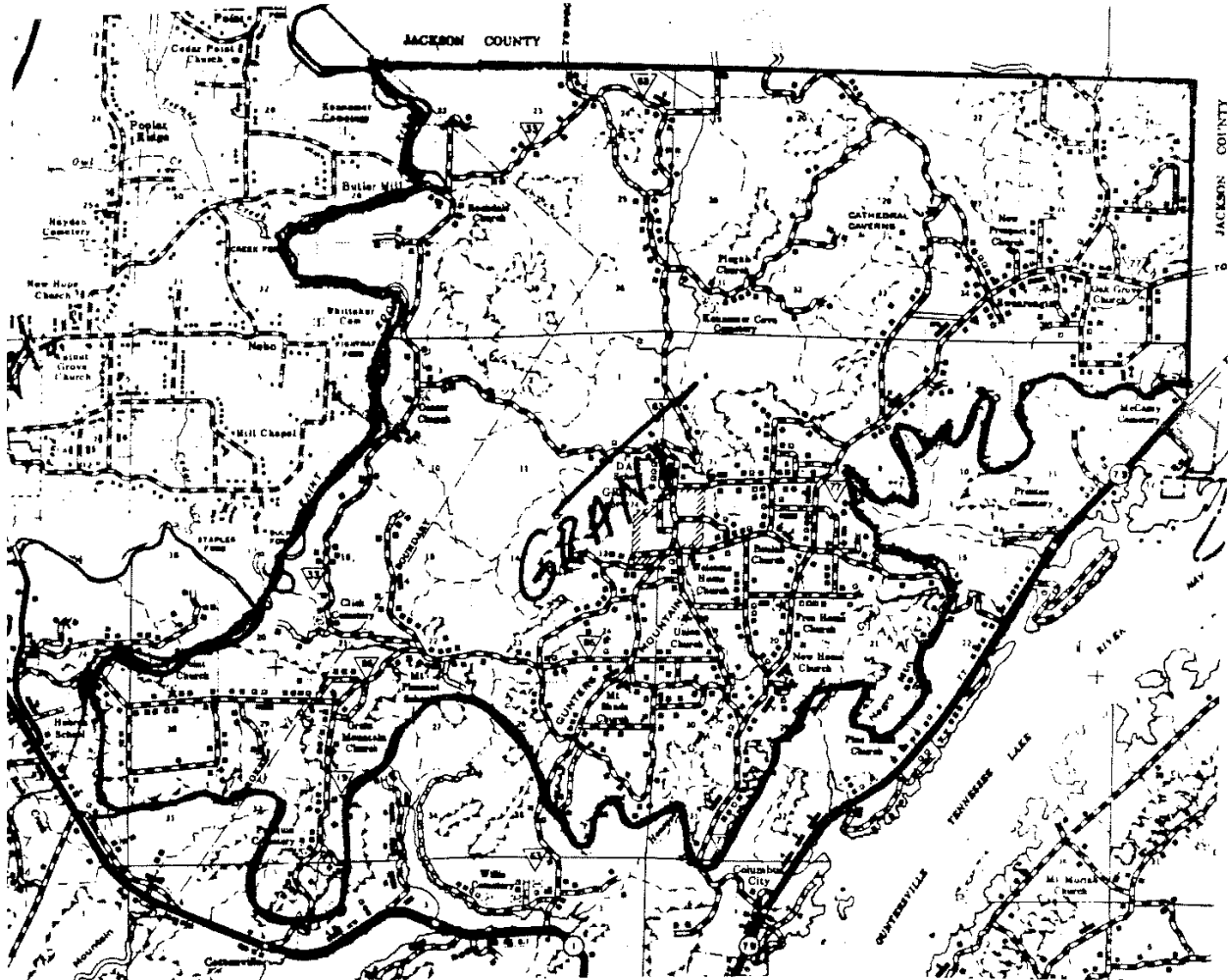
GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 29
Original Sheet 1

S29.1 LOCAL EXCHANGE BOUNDARY MAPS

GRANT



Issue Date: June 1, 2007
Issued By: Tom Wing
Title: General Manager

Effective Date: June 5, 2007
Docket No: _____

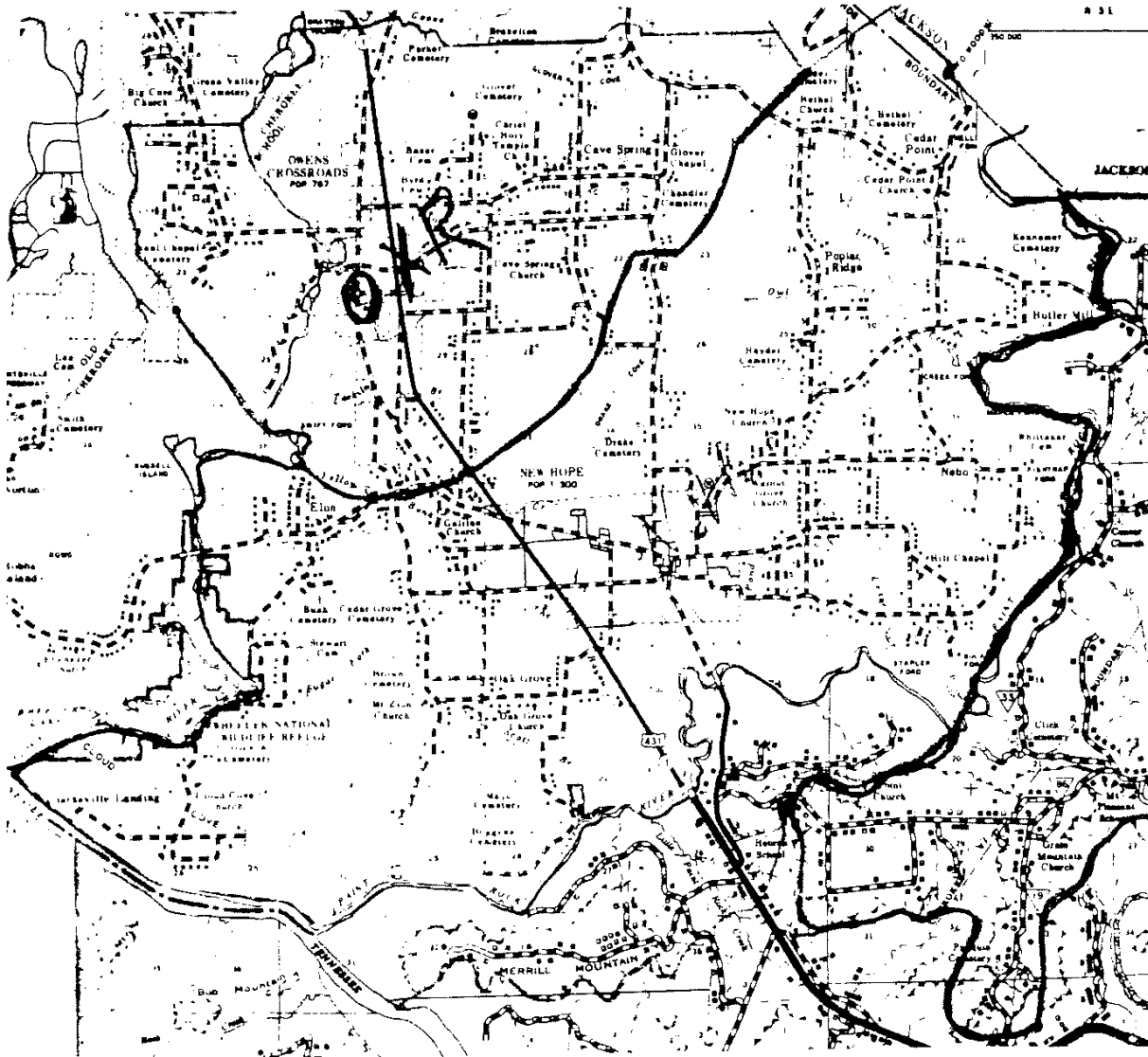
GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 29
Original Sheet 2

S29.2 LOCAL EXCHANGE BOUNDARY MAPS

NEW HOPE



Issue Date: June 1, 2007
Issued By: Tom Wing
Title: General Manager

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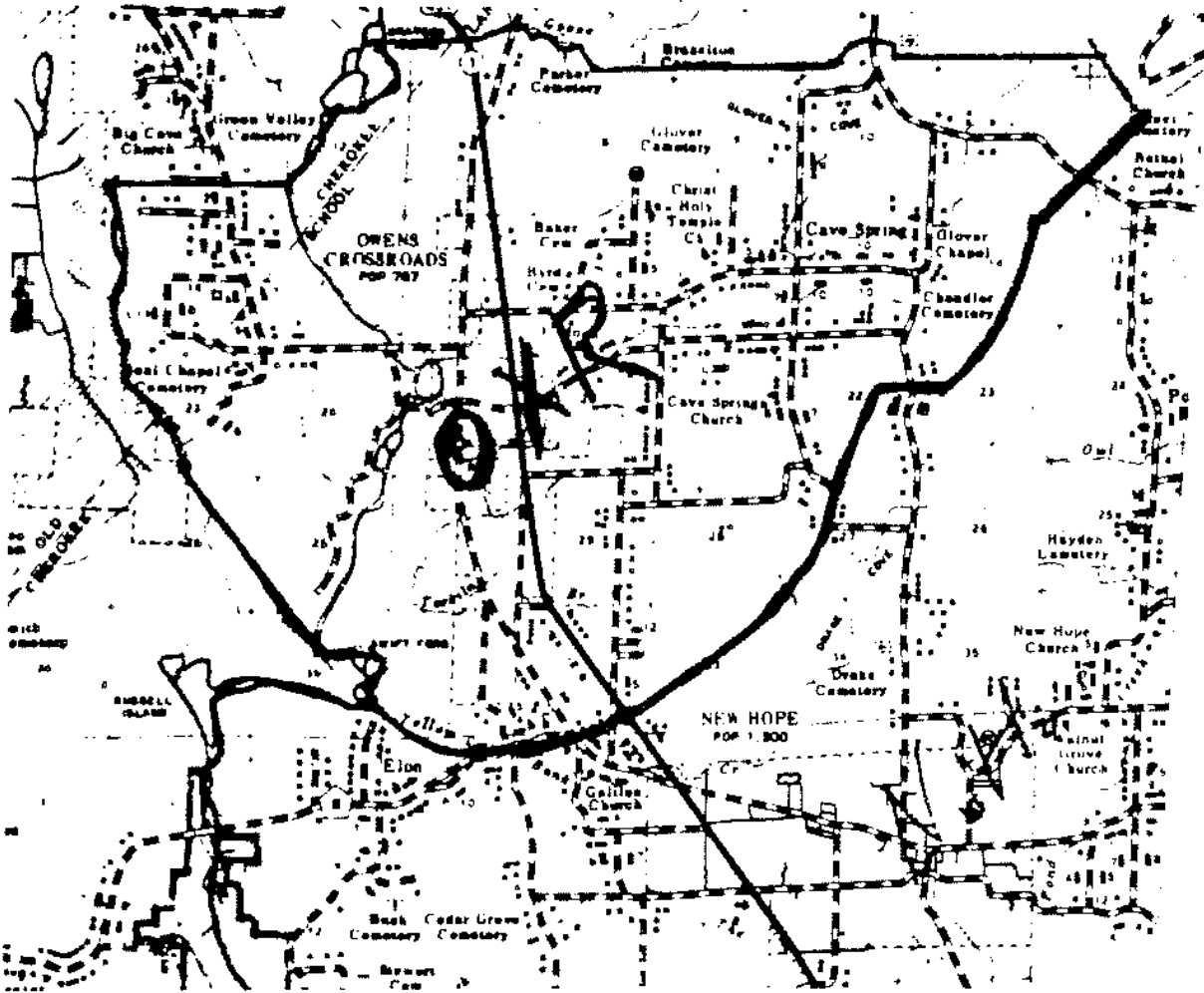
GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 29
Original Sheet 3

S29.3 LOCAL EXCHANGE BOUNDARY MAPS

OWENS CROSS ROADS



Issue Date: June 1, 2007
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Title: General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 100
Original Contents Sheet 1

S100. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200
First Revised Contents Sheet 1

S200. INTRASTATE ACCESS SERVICES TARIFF

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S200.1	Intrastate Access Services	1	
S200.2	Intrastate Billing and Collection Service.....	7	(T)

Issue Date: April 2, 2012
Issued By: Tom Wing
Title: General Manager

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Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200

Fifth Revised Sheet 1

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES

A. New Hope Telephone Cooperative, Inc. adopts the National Exchange Carrier Association, Inc.'s ("NECA") Interstate Access Charge Tariff F.C.C. No. 5, effective as of April 16, 1996 and any successive issues thereto, as found at http://www.neca.org/Tariff_5_Landing_Page.aspx and approved by the FCC for intrastate use. For Special Access services specifically, this Company adopts rate band 7 of the NECA Tariff. This Tariff was filed with the FCC by the NECA on behalf of the NECA's member companies. This Tariff, along with S200.1.A.4., includes all the rules, regulations, rates and charges under which intrastate access services will be offered to all telecommunications providers.

Exceptions to this adoption of the Tariff schedules are as follows:

1. Originating Switched Access Rates (Per MOU):

A. Common Carrier Line	\$ 0.000000	
B. Tandem Switched Facility	0.000116	
C. Tandem Switched Termination	0.000539	
D. Tandem Switching	0.000937	
E. Residual Interconnection Charge	0.000000	
F. Local Switching	0.029800	(C)
G. Information Surcharge	0.000000	(C)

2. The discount rate for all traffic sensitive non-premium access will be 35%.

3. Unless otherwise specified by contract, the NECA Tariff rates and charges shall apply to terminating traffic transported over BellSouth facilities pursuant to interconnections or resale arrangements between BellSouth and other telecommunications providers.

4. The Company is a participating member in the Transition Service Fund ("TSF"), an access billing mechanism established by the Alabama Public Service Commission ("APSC") in 1996 and described in the APSC's April 17, 2012 and July 10, 2012 Orders in APSC Dockets 28642 and 31816 (collectively, the "APSC Orders") and amended implementing regulations adopted on July 2, 2013 (the "Implementing Regulations"), and which is currently administered by the Telecommunications Association of the Southeast ("TELSE"), by which BellSouth and interexchange carriers/resellers purchasing Intrastate switched access from the company and other participating local exchange carrier ("LEC") TSF members pay the TSF monthly an amount based upon their respective shares of participating TSF LEC's Local Switching minutes. The amount received by the Company from the TSF

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Issued By: Jim Cook
Title: General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200
Fourth Revised Sheet 2

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (CONT'D)

A. (Cont'd)

4. (Cont'd)

shall be reduced in accordance with, and subject to, the APSC Orders and Implementing Regulations, and any amendments or clarifications thereto, with a corresponding reduction in the overall size of the TSF on July 3, 2012 and July 2, 2013. (T)

5. The Company does not concur with the provision in the NECA Tariff with regard to using the prior period Percentage Interstate Usage ("PIU") for reporting, but will use current PIU's supplied by the carriers. As ordered by the Alabama Public Service Commission in Docket 19356, Order dated June 18, 1992, the customer shall furnish to the Company each quarter a report of its actual PIU for FGA, FGB, 700 and 800 access services.

a. Effective on the first of January, April, July, and October of each year, the customer shall update the interstate jurisdiction report. The customer shall file with the Company, to be received no later than thirty (30) days after the first of each such month, a revised report for all services (FGA, FGB, 700, and 800), showing the actual interstate percentage of use for the past three (3) months ending the last day of December, March, June, and September respectively, for each service. The revised reports will serve as the basis for the next three (3) month's billing. If the customer does not supply the reports, the Company, in compliance with the June 18, 1992 Order in Docket 19356, shall notify the Alabama Public Service Commission of the customer's noncompliance in providing an updated actual percent interstate usage quarterly report within thirty (30) days following the quarterly deadline.

b. In compliance with the Alabama Public Service Commission's June 18, 1992 Order in Docket No. 19356, the customer must retain all records which were used to compute the PIU for a period of twelve (12) months.

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Issued By: Jim Cook
Title: General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200
Third Revised Sheet 3

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (CONT'D)

A.(Cont'd)

6. Identification and Rating of VoIP-PSTN Traffic

(M)

a. Scope

VoIP-PSTN Traffic is defined as traffic exchanged between a Telephone Company end user and the customer in Time Division Multiplexing ("TDM") format that originates and/or terminates in Internet Protocol ("IP") format. This section governs the identification of Toll VoIP-PSTN Traffic that is required to be compensated at interstate access rates, unless the parties have agreed otherwise, by the Federal Communications Commission in its Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (November 18, 2011) ("FCC Order"), as it may hereinafter be amended or clarified. Specifically, this section establishes the method of separating Toll VoIP-PSTN Traffic from the customer's traditional intrastate access traffic, so that Toll VoIP-PSTN Traffic can be billed in accordance with the FCC Order. In the event that the Company cannot identify which customer calls originate and/or terminate in IP format, the Company will apply the default percentage of traffic, which is equal to the percentage of VoIP subscribers in the state based on the *Local Competition Report*, as being subject to the VoIP-PSTN framework, in accordance with and subject to Paragraph 963 of the FCC Order.

(M)

b. The rates and charges for Switched Access Service specified in Section 17.2 of NECA's Tariff F.C.C. No. 5, Access Service, will apply on all terminating Toll VoIP-PSTN Traffic identified in accordance with this Tariff section and billed by the Company. These rates and charges will also apply on all originating Toll VoIP-PSTN Traffic identified and billed in accordance with this section until July 13, 2012. From July 13, 2012, until June 30, 2014, the rates and charges for Intrastate Switched Access Services set forth in paragraph A.1. of S200.1 of this Tariff will apply on all originating intrastate Toll VoIP-PSTN Traffic identified in accordance with this Tariff section and billed by the Company. Effective July 1, 2014, the rates and charges for Switched Access Service specified in Section 17.2 of NECA's Tariff F.C.C. No. 5, Access Service, will apply on all such originating intrastate Toll VoIP-PSTN Traffic.

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Issued By: Jim Cook
Title: General Manager

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Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200
Third Revised Sheet 4

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (CONT'D)

A.(Cont'd)

6. Identification and Rating of VoIP-PSTN Traffic (Cont'd)

The remainder of this section sets forth the method for calculating and billing Toll VoIP-PSTN Traffic in accordance with the FCC's Orders and applies solely to terminating Toll VoIP-PSTN Traffic until June 30, 2014, and to both originating and terminating intrastate Toll VoIP-PSTN Traffic effective July 1, 2014.

c. Calculation and Application of Percent-VoIP-Usage Factors

The Company will determine the number of Toll VoIP Traffic minutes of use ("MOU") to which interstate rates will be applied under subsection b. preceding, by applying an originating Percent VoIP Usage ("OPVU") factor to the total intrastate access MOU originated by a Company end user and delivered to the customer and by applying a terminating PVU ("TPVU") factor to the total intrastate access MOU terminated by a customer to the Company's end user. The OPVU will be derived and applied as follows:

(C)

(1) The customer will calculate and furnish to the Company an OPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total originating intrastate access MOU that the customer receives from the Company in the State that is originated by the Company in IP format.

(2) The customer will calculate and furnish to the Company a TPVU factor, along with supporting documentation, representing the whole number percentage of the customer's total terminating intrastate access MOU that the customer exchanges with the Company in the State that is sent to the Company and originated in IP format.

(3) The OPVU and supporting documentation shall be based on information that is verifiable by the Company¹, including but not limited to, the number of the customer's retail VoIP subscriptions in the State (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant or verifiable information. The customer shall not modify its reported PIU factor to account for VoIP-PSTN traffic.

(C)
(N)

(4) After the Company verifies the OPVU provided by the customer, the Company will apply the OPVU and TPVU

(C)

¹ TPVU factor verification is no longer applicable due to intrastate terminating switched access rate parity with interstate rates beginning July 2, 2013.

(N)
(N)

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Issued By: Jim Cook
Title: General Manager

Effective Date: July 1, 2014
Docket No: _____

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200
Third Revised Sheet 5

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (CONT'D)

A.(Cont'd)

6. Identification and Rating of VoIP-PSTN Traffic (Cont'd)

c. Calculation and Application of Percent-VoIP-Usage Factors
(Cont'd)

(4) (Cont'd)

factors to the associated intrastate access MOU, as indicated in subsections d. and/or e. below.

In the event that the Company can not verify the customer's OPVU, the Company will request additional documentation to support the OPVU, and during this time, no changes will be made to the existing OPVU. The customer shall supply the requested information within fifteen (15) days of the Company's request or no changes will be made to the existing OPVU. If after review of the additional information, the customer and Company establish a revised and mutually agreed upon OPVU factor, the Company will begin using the new factor with the next bill period. (C)

(5) The Company may dispute the customer's OPVU factor based upon: (C)

(a) A review of the requested data and information provided by the customer.

(b) The Company's reasonable review of other market information, FCC reports on VoIP lines, such as FCC Form 477 or state level results based on the FCC's *Local Competition Report*, or other relevant data.

(c) A change in the reported PVU factor by more than five percentage points from the preceding quarter.

If the dispute is unresolved, the customer may request that verification audits be conducted by an independent auditor, at customer's sole expense. During the audit, the most recent undisputed OPVU factor will be used by the Company.

(6) The customer shall retain the call detail, work papers and information used to develop the OPVU factor for a minimum of one (1) year. (C)

(7) In the absence of an interconnection agreement, at no time will the Company allow an OPVU factor greater than the applicable State percentage, as identified in Paragraph 963 of the FCC Order. (C)

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Issued By: Jim Cook
Title: General Manager

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GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200

Third Revised Sheet 6

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (CONT'D)

A. (Cont'd)

6. Identification and Rating of VoIP-PSTN Traffic (Cont'd)

d. Initial OPVU and TPVU Factors

In calculating the initial OPVU and TVPU factor(s), the Company will take the factors provided by the customer into account retroactively to January 1, 2012, provided that the customer provides the factor(s) and supporting documentation, as specified in subsection (c) above, to the Company no later than fifteen (15) days after the effective date of this tariff. If the customer does not furnish the Company with an OPVU and/or TPVU factor pursuant to the preceding subsection (c), the initial factor will be zero.

e. OPVU Factor Updates¹

(C,N)

The customer may update the PVU factors quarterly using the method set forth in subsection (c) above. If the customer chooses to submit such updates, it shall forward to the Company, no later than fifteen (15) days after the first of January, April, July and/or October of each year, revised PVU factors and supporting documentation based on data for the prior three (3) months, ending the last day of December, March, June and September, respectively. Once verified by the Company, the revised OPVU factor will be applied prospectively and serve as the basis for billing until superseded by a new verified factor. No prorating or backbilling will be done based on the updated OPVU factor.

(C)

¹ Updates to the TPVU factor are no longer being accepted due to intrastate terminating switched access rate parity with interstate rates beginning July 2, 2013.

(N)
(N)
(N)

GENERAL SUBSCRIBER SERVICES TARIFF

New Hope Telephone Cooperative, Inc.

Section 200
Original Sheet 7

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.2 INTRASTATE BILLING AND COLLECTION SERVICE

(M)

New Hope Telephone Cooperative adopts Gulf Telephone Company's
Intrastate Access Services tariff effective April 16, 1996, and
any successive issues thereto, as approved by the APSC, until
this concurrence is revoked or cancelled.

(M)

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Issued By: Tom Wing
Title: General Manager

Effective Date: July 3, 2012
Docket No: _____