



Smart Choice Communications, LLC

PO Box 2693
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Telecommunications Service Guide

For Local and Intrastate Interexchange Telecommunications Services Provided in the State of

Illinois

This Service Guide, in conjunction with or in lieu of any existing separate Service Agreements, Service Guides, and general or service specific terms and conditions, sets forth the retail rates applicable to Smart Choice Communications, LLC's telecommunications services within the State of Illinois.

For additional information or assistance, please visit us on the web at <https://smartchoiceus.com/> or contact our Customer Care representatives, toll free at (800) 217-3096, or in writing addressed to the attention of Customer Service PO Box 2693, New York, NY 10108-2693.



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APPLICATION OF SERVICE GUIDE

This Service Guide establishes the standard rates, terms, and conditions that apply to the provision and your use of Smart Choice Communications, LLC ("SCC" or "Company") retail local exchange and interexchange long distance telecommunications Services in the State of Illinois. Your verbal or written Service Order or any use by you of SCC's Service constitutes agreement by you to all of the rates, terms, and conditions set forth in this Service Guide, including any other documents specifically incorporated herein.

The provisions of this Service Guide apply only to retail intrastate telecommunications Services furnished by SCC and do not apply, unless otherwise specified, to any other services, including, without limitation, Information Services and other unregulated services offered by SCC. Except as expressly specified in this Service Guide with respect to particular Service plans ordered by Customers, the rates and charges set forth in this Service Guide do not cover lines, facilities, or services furnished to Customers by other carriers, including, without limitation, lines, facilities, or services that are used by Customers to access SCC's long distance Services or to complete calls to or from points beyond SCC's local network calling areas. Customers are solely responsible for obtaining any customer premises equipment and for establishing suitable agreements or other arrangements with other carriers that may be needed to access and use SCC's Services.

The provisions of this Service Guide, together with any Applicable tariffs, establish the sole and exclusive rates, terms, conditions, and understandings pertaining to SCC's provision and Customer's use of Services ordered by Customer, and supersede all prior agreements, proposals, representations, and understandings, whether written or oral, with respect to such Services. No provisions of this Service Guide or any Applicable Tariff may be changed, waived, or otherwise amended, or modified in any manner except pursuant to a Written Contract document that has been duly executed by SCC for such purpose.

In the event of any conflict between the provisions of this Service Guide and any applicable Written Contract Service Guide, such conflict will be resolved by giving preference, first, to the Applicable Written Contract provisions and, second, to this Service Guide.

The rates, rules, terms, and conditions contained in this Service Guide are subject to change at SCC's sole discretion. Customers will be notified of changes through bill messages or inserts or otherwise in accordance with Applicable Law and regulations prior to the date on which changes become effective. Changes will also be posted on SCC's website at <https://smartchoiceus.com/>. Your continued use of SCC's Service following any such changes constitutes your agreement to such changes.

This Service Guide is governed by and interpreted according to Applicable Laws and regulations of Illinois.



Section 1 - DEFINITIONS

ADSL

The terms "ADSL" is Asymmetrical Digital Subscriber Line (ADSL) Service. It is a technology that allows high speed data to be sent over existing copper facilities and supports data rates from 256 Kbps to 1.5 Mbps when receiving data (downstream rate) and from 64 Kbps to 768 Kbps when sending data (upstream rate).

AGENCY

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

ALTERNATE ROUTING ("AR")

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closed for a period (night service).

ATTENDANT

An operator of PBX console or telephone switchboard.

AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.



Section 1 - DEFINITIONS Continued

CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COMMISSION

The Illinois Commerce Commission

COMPANY

Smart Choice Communications, LLC. Unless otherwise clearly indicated from the context.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Service Guide and utilizes service provided under this Service Guide by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Service Guide.



Section 1 - DEFINITIONS Continued

CUSTOMER PREMISES EQUIPMENT ("CPE")

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEFAULT ROUTING ("DR")

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 groups to the Control Office is assigned to a designated default PSAP.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIGITAL SUBSCRIBER LINE ("DSL")

A generic term for any local network loop that is digital in nature; technically, DSL equates to ISDN, but this is decreasingly enforced terminology.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch tone)



Section 1 - DEFINITIONS Continued

E911 SERVICE AREA

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

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.



Section 1 - DEFINITIONS Continued

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

LINK

The physically facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LOCAL CALL

A call with, if place by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.



Section 1 - DEFINITIONS Continued

MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PORT

A connection to the switching network with one or more voice grade communication channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

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.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

xDSL

A generic term for the suite of DSL services, where the "x" can be replaced with any of a number of letters, including "A", "H", "M", "RA", "S", and "V". (See Digital Subscriber Line)



Section 2 – GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications services pursuant to the terms of this Service Guide in connection with one-way and/or two-way information transmission between points within the State of Illinois.

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of service under this Service Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Service Guide until the indebtedness is satisfied.

Section 2 – GENERAL RULES AND REGULATIONS, Continued

2.1 USE OF FACILITIES AND SERVICE, Continued

2.1.2 Limitations on Liability

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure or furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances of interruptions as set forth in this Service Guide. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or acts or omissions or negligence of the Company's employees or agents.
- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, directions, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, Commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes; lock-outs, work stoppages, or other labor difficulties.
- C. The Company shall not be liable for any act of omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.2 Limitations on Liability Continued

- E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
- F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G. The Company is not liable for any claims for loss or damages involving:
 - 1) Breach in the privacy or security of communications transmitted over Company's facilities.
 - 2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act of omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
 - 3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Service Guide;
 - 4) Any act or omission in connection with the provision of 911, E911 or similar services;
 - 5) Any non-completion of calls due to network busy conditions.



Section 2 – GENERAL RULES AND REGULATIONS, Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.2 Limitations on Liability Continued

- H. The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
1. The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.
 2. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other part, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.2 Limitations on Liability Continued

H. Continued

3. The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by other entities.
4. Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

- I. The Liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- J. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.2 Limitations on Liability Continued

L. With respect to Emergency Number 911 Service:

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.3 Use of Service

Any service provided under this Service Guide may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Service Guide, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customer that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

2.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.5 Directory Errors

In absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of the directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

1. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Service Guide rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
2. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly Service Guide rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
3. Operator Records: For free or charge listings obtainable from the records used by the directory assistance operator, upon notifications to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the corrections is not made in that time, credit shall be given at a the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks)



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.5 Directory Errors

4. Credit Limitations: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charges listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
5. Definitions: As used in paragraphs 1, 2, 3, and 4 above, the terms “error,” “mistake” or “omission” shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber’s correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
6. Notice: Such allowances or credits as specified in paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, that Company shall give credit without the requirement of notification by the subscribers.

2.1.6 Blocking of Service

The Company’s facilities can not be used to originate calls to other telephone companies’ or information Providers’ caller-paid information services.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.1 USE OF FACILITIES AND SERVICE Continued

2.1.7 Terms and Conditions

1. During the initial contact all applicants for residential service must be given information regarding the Universal Lifeline program and its availability, Availability and effect of freezing the pre-subscribed carrier assigned to the account, Availability and effect of restricting toll calling, Availability and effect of deleting access to 900 and 976 pay-per-call telephone information services, Availability and effect of blocking options for pay per use features that do not require dialing an access code to activate, Availability and effect of blocking non-presubscribed carrier (e.g., third party) charges from being billed on the telephone bill, Availability and effect of Caller ID blocking options, and Availability and rates of the least expensive service meeting the customer's stated needs
2. Service may be initiated based on a written or oral agreement between the Company and the customer. In either case, prior to the agreement, the customer shall be informed of all rates and charges for the services the customer desires and any other rates or charges which will appear on the customer's first bill.
3. Within 7 days of initiating the service order, the Company will provide a confirmation letter setting forth a brief description of the services ordered and itemizing all charges which will appear on the customer's bill. The letter must be in language other than English if the sale was in another language.
4. Within 7 days of initiating service, the Company shall state in writing for all new customers all material terms and conditions that could affect what the customer pays for telecommunications services provided by the Company. The confirmation shall include the key rates, terms and conditions for each service ordered
5. Potential customers who are denied service for failure to establish credit or pay deposit as described in this Service Guide must be given the reason for the denial in writing within 10 days of service denial.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Service Guide. The customer must pay the regular rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If the service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICE RENDERED

2.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.3.2 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and/or facilities are furnished. The advance payment will not exceed an amount up to one month's recurring charges and any non-recurring charges. The advance payment will be credited to the Customer's first bill. Advance payments will not be required for usage.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICE RENDERED, Continued

2.3.3. Deposits

- A. Pursuant to 83 Illinois Administrative Code Sections 735.100 and 735.110, the Company may request deposits of applicants for service and existing customers. All deposits will be based on the following:
 - 1. An applicant for business service may be required to pay an amount not to exceed four (4) months of the applicant's estimated monthly billing, based upon the average monthly bill for that class and type of service.
 - 2. An applicant for residential service may be required to pay an amount not to exceed two (2) months of the applicant's estimated monthly billing, based upon the average monthly bill for that class and type of service.
 - 3. A business service Customer may be required to pay an amount not to exceed four (4) months, based upon the Customer's average monthly billing for the past six (6) months. If the Customer has had service for less than six (6) months, the amount of the deposit will not exceed four (4) months of the estimated monthly billing for that class and type of service.
 - 4. A residential service Customer may be required to pay an amount not to exceed two (2) months, based upon the Customer's average monthly billing for the past six (6) months. If the Customer has had service for less than six (6) months, the amount of the deposit will not exceed two (2) months of the estimated monthly billing for that class and type of service.
- B. For all applicants, one-half (1/2) of the amount of any deposit will be due prior to initiation of service. For all existing customers, one-half (1/2) of the amount of any deposit will be due within twelve (12) days from the date that a request for a deposit is made. The remaining one-half (1/2) of any deposit will be paid over the next two (2) billing periods. At the option of the applicant or Customer, a deposit may be paid on a more expedited schedule.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICE RENDERED, Continued

2.3.3. Deposits, Continued

- C. The amount of a deposit may be adjusted when the character or degree of the Customer's use of service has materially changed, or when it can be determined that the character or degree of the Customer's use will materially change, and such change is not temporary.
- D. The Company will pay interest on all deposits made for the purpose of establishing credit at the percentage rate determined by the Commission, and will be compounded annually. In no case will interest be allowed for a period extending beyond the date a refund is due or the date service is terminated, whichever date is earlier. Interest will be computed from the date the deposit is paid and will be distributed to the Customer in accordance with the following:
 - 1. As an annual credit to the Customer's account, not to be performed more than once in a twelve (12) month period; or
 - 2. As an annual payment, not to be distributed more than once in a twelve (12) month period, as requested by the Customer; or
 - 3. As part of a refund of the entire deposit; or
 - 4. As part of the application of the deposit to an unpaid bill of the Customer.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICE RENDERED Continued

2.3.3 Deposits, Continued

- E. The Company will refund deposits, including accrued interest, within twelve (12) months upon surrender of the properly-endorsed receipt for the certificate of deposit or delivery of a cancellation receipt for the deposit, if the Company so requests, when all of the following are satisfied:
 - 1. The Customer has paid any past due bill for service owed to the Company; and
 - 2. Service has not been discontinued for nonpayment; and
 - 3. The Customer has not been delinquent in paying monthly bills a total of three (3) times; and
 - 4. The Company has not presented evidence that the Customer used a device or scheme to obtain service without payment.
- F. When service is terminated or the application is canceled and there are charges due the Company, the deposit and the interest will be applied to the charges, and the balance, if any, will be returned to the Customer or applicant.
- G. If a Customer or applicant has an undisputed outstanding bill from previous telephone service, the company may require a deposit as a condition of providing new service. Additionally, the company may require the customer to pay the outstanding bill or make satisfactory arrangements for payment before service will be provided.
- H. Applicants for business service may establish credit by submitting a business credit evaluation plan. Such a plan will be submitted to the Commission, pursuant to 83 Illinois Administrative Code, Section 735.100(e)(4).



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICE RENDERED Continued

2.3.4 Payment of Charges

1. Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and in no event 20 days after the billing date. As to any charges that become due and payable outside of the normal billing process, such charges shall become due and payable within 20 days of the charges becoming final. Bills are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. Should Customer object to any items or charges, Customer must submit to Company a clear, detailed written statement explaining the basis for and amount associated with each and every such objection. The failure of Customer to submit such statement shall be deemed a waiver of any and all rights to dispute the invoiced amounts. If such written objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer.
2. Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if written objection is not received by the Company within two months after the bill is rendered.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICE RENDERED Continued

2.3.4 Payment of Charges Continued

3. The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.
 - A. Non-recurring charges are due and payable within 20 days after the date of the invoice.
 - B. The Company shall present invoices for monthly Recurring Charges as well as usage charges to the Customer for the preceding billing period.
 - C. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rate basis. For this purpose, every month is considered to have 30 days.
 - D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Service Guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
 - E. The Company reserves the right to assess late payment charges for Customers whose account(s) carries principal owing from the prior billing period. Any charges not paid in full within twenty (20) days of the invoice mailing date may be considered delinquent and subject to a late fee of 1.5% of the net total of the bill. The late payment date will be prominently displayed on the Customer's bill and will be at least twenty (20) days after the Date of Presentation on the billing envelope. Late payment charges do not apply to final accounts.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICES RENDERED Continued

2.3.7 Customer Overpayments

The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited exclusively to a credit equal to the dollar amount erroneously billed for a period not to exceed 90 days or, in the event that payment has been made and Service has been discontinued by Customer, to a refund of the amount erroneously billed, for a period not to exceed 90 days.

2.3.8 Disputed Bills

In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

1. Payment issues may initially be addressed to Company's customer service organization via telephone at 800.217.3096. Customer service representatives are available from 8:00 A.M. to 5:00 P.M. Central Time. Messages may be left for Customer Services from 5:01 P.M. to 7:59 A.M. Central Time, which will be answered on the next business day. In the event of an emergency that threatens customer service, Customer Service Staff may be paged. The Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion of the bill must be paid by the Due By Date (no sooner than 20 days of the Date of Presentation) shown on the bill or the service will be subject to disconnection if the Company has notified the customer by written notice of such delinquency and impending termination.
2. If the parties remain unable to resolve the disagreement after the review by of the Company, the Customer may appeal the Company's determination to the Commission for its investigation and decision.

The address and telephone number of the Commission are:

Consumer Affairs Division
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62794-9280
Telephone: 217.782.2024

Consumer Affairs Division
Illinois Commerce Commission
160 North LaSalle, Suite C-800
Chicago, Illinois 60601-3104
Telephone: 800.524.0795



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.3 PAYMENT FOR SERVICES RENDERED Continued

2.3.8 Disputed Bills Continued

3. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, if the billing dispute is resolved in favor of the Company, any payment withheld pending resolution of the dispute shall be subject to the late payment penalty as set forth in section 2.3.5, preceding. Further, Customer will not receive any disputed penalty credit.
4. The foregoing dispute resolution process shall be the Customer's sole remedy with regard to any disputes, whether financial, service, or otherwise, the Customer may have with the Company.

Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS

This section addresses basic local exchange service quality standards, rules and applicable Customer credits in compliance with 83 Ill. Adm. Code 732.

2.4.1. Definitions

- A. **Advanced Telecommunications Service** – means high speed, switched, broadband telecommunications capability that enables users to originate and receive high-quality voice, data, graphics, and video telecommunications using any technology.
- B. **Alternative Telephone Service** – means, except where technically impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.
- C. **Appointment** – a four-hour time period such as AM or PM, or such other time period agreed to by the Company and the Customer, in which the Company has agreed to arrive at a Customer location when a network installation or network repair requires that the Company have access to the Premises.
- D. **Basic Local Exchange Service Installation** – means all installation and move orders of residential and business single lines used for basic local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act and includes, but is not limited to, residential and business single line service, PBX trunks, and CentraNet lines. The term “Basic Local Exchange Service” specifically does not include vertical services Company official lines, records work only or services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Federal Telecommunications Act of 1996, including, but not limited to ISDN, DSL, TX, T1 and DS3.

Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, Continued

2.4.1. Definitions, Continued

E. **Emergency Situation** – means a Single Event that causes an interruption of service or installation affecting end users of the Company. The Emergency Situation shall begin with the first end user whose service is interrupted by the Single Event and shall end with the restoration of the service of all affected end users.

1. The term “**Single Event**” shall include:

- (a) A declaration made by the applicable state or federal government agency that the area served by the Company is either a state or federal disaster area; or
- (b) An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war or acts of parties that are not agents, employees or contractors of the Company.
- (c) A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, CONTINUED

2.4.1. Definitions, Continued

E. Continued

2. The term Emergency Situation does not include:

- (a) A single event caused by high temperature conditions alone; or
- (b) A single event caused by acts or omissions of the Company, its agents, employees or contractors; or
- (c) A service interruption that occurs during a single event listed in above, but not caused by those single events; or
- (d) A single event that the Company could have reasonably foreseen and taken precaution to prevent. However, in no event shall the Company be required to take precautions that are technically infeasible or economically prohibitive.

F. **Link-Up** – means the Link-Up Assistance Program defined and established at 47 C.F.R. Section 54.411 et seq. as amended.

G. **Monthly Recurring Charge** – means monthly access/usage rate, end user common line charge and vertical services.

H. **Vertical Services** – means optional telecommunications services, including, without limitation, Caller ID or Call Waiting, which a Customer may choose to have added to their basic local exchange service.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, Continued

2.4.2. Company Commitments

- A. **Local Exchange Service Installation Commitment** – The Company is committed to the installation of basic local exchange service within five (5) business days after receipt of an order from a Customer unless the Customer requests an installation date that is beyond five (5) business days after placing an order for basic local exchange service. Where the Company is providing service using the network or network elements of another carrier, the Company is committed to the installation of basic local exchange service within three (3) business days after provisioning of the line or lines by the carrier whose network or network elements the Company is utilizing is completed. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.4.3(A) following.
- B. **Out of Service Repair Commitment** – The Company is committed to the restoration of basic local exchange for a Customer within twenty-four (24) hours of receiving notice that a Customer is out of service, including those service disruptions that occur when a Customer switches basic local exchange service from one carrier to another. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.4.4 following.
- C. **Commitment to Keep Appointments** – The Company is committed to keeping all repair and installation appointments for basic local exchange service when a Customer Premises visit requires a Customer to be present. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.4.3 (B) following, unless the Company has provided the Customer with 24-hour advance notice of its inability to keep the appointment. 24-hour notice will be deemed to have been met if the Customer is contacted by noon the preceding day for an AM appointment and by 5:00 PM the preceding day for a PM appointment.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, CONTINUED

2.4.3. Customer Credits for Missed Company Commitments

Except as stated in Section 2.4.5 following, the Company will provide credit to any Customer whenever the Company fails to install or repair service pursuant to paragraphs 2.4.2 (A) and (B) and (C) preceding. Credits provided to Customers, when applicable, will be applied on the statement issued to the Customer for the next monthly billing cycle following the commitment that was missed or following the discovery of a commitment that was missed. The credits shall be as shown below:

A. Customer Credits - Installation

1. If the Company fails to install basic local exchange service within five (5) business days or, in the case where the Company is utilizing the network or network elements of another carrier, within three (3) business days after provisioning is completed, the Company will provide the affected Customer with a credit of 50% of any regulated network installation charges. In the absence of an installation charge or where installation is pursuant to the Link-Up program, the credit will be in the amount of \$25.00.
2. If the Company fails to install the service within ten (10) business days after the service application is placed, or fails to install service within five (5) business days after the Customer's requested installation date (if the requested date was more than five (5) business days after the date of the order) the Company will provide the affected Customer with a credit of 100% of the regulated network installation charges. In the absence of an installation charge or where installation is provided pursuant to the Link-Up program, the Company will provide a credit of \$50.00.

In the case where the Company is utilizing the network or network elements of another carrier, the above credits will be provided if the Company fails to install service within eight (8) business days after provisioning is complete.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, CONTINUED

2.4.3. Customer Credits for Missed Company Commitments, Continued

A. Customer Credits - Installation, Continued

3. For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the Customer's requested installation date (if the requested date was more than five (5) business days after the Customer's requested installation date), or beyond eight (8) days after completed provisioning of service where the company is utilizing the network or network elements of another carrier, the Company will also provide the Customer with either Alternative Telephone Service as defined in paragraph 2.7.1 (B) preceding, if available, or an additional credit of \$20.00 per day, at the Customer's option, until such time as the service is installed.

B. Customer Credits - Missed Appointments

If the Company fails to keep a scheduled repair or installation appointment when a Customer Premises visit requires a Customer to be present, the Company will provide the Customer with a credit of \$50.00, so long as the Customer was not provided with 24-hour notice, pursuant to paragraph 2.4.2 (C) preceding, of the Company's inability to keep the appointment.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, CONTINUED

2.4.4. Customer Credits for Out Of Service Repair

Except as stated in Section 2.4.5 following, and subject to the provisions of Section 2.4 of this Service Guide, if the Company fails to repair an out of service condition for basic local exchange service within 24 hours, the Company will provide the affected Customer with a credit according to the following schedule. It is the Customer's responsibility to provide the Company with notice of the out of service condition.

Disruption Time	Credit Amount
48 hours or less	Pro-rata share of the monthly recurring charges for all local services disrupted. In determining the pro-rata share, each month shall be considered to have 720 hours.
More than 48 hours but less than or equal to 72 hours	33% of one month's recurring charges for all local services disrupted
More than 72 hours but less than or equal to 96 hours	67% of one month's recurring charges for all local services disrupted.
More than 96 hours but less than or equal to 120 hours	One month's recurring charges for all local services disrupted.

For each day or portion of a day after 120 hours that service is non-operational, the Company will provide Alternative Telephone Service, if available, or an additional credit of \$20.00 per day.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.4. CUSTOMER CREDITS, CONTINUED

2.4.5. Conditions Under Which Customer Credits Do Not Apply

The credits shown in paragraphs 2.4.3 (A) – (C) preceding do not apply if the missed service commitment occurred as a result of any of the following reasons:

- A. Interruptions due to the negligence or willful acts of, or noncompliance with the provisions of this Service Guide by the Customer, Authorized User or Joint User.
- B. Interruptions due to the malfunction of Customer-owned telephone equipment or inside wiring.
- C. Interruptions that occur as the result of, or are extended by, an Emergency Situation as defined in Section 2.4.1 (E) and in 83 Ill. Adm. Code 732, which includes, but is not limited to, any act of a third party.
- D. Interruptions that occur as a result of a carrier's inability to gain access to the Customer's premises due to the Customer missing an appointment, provided that the incident is not further extended by the Company.
- E. Interruptions that occur as a result of a Customer request to change the scheduled appointment, provided that the incident is not further extended by the Company.
- F. Interruptions that occur as a result of a lack of facilities where a Customer requests service at a geographically remote location, a Customer requests service in a geographic area where the Company is not currently offering service, or there are insufficient facilities to meet the Customer's request for service.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.5 INSTALLATION SERVICE

The Company will comply with Commission regulations for installation of service, including all applicable provisions of Section 2.4 of this Service Guide.

2.6 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

2.7 MANDATED TAXES AND SURCHARGES

In addition to the charges specifically pertaining to Company's services, certain federal, state and local surcharges, taxes and fees will be applied.

2.8 PRICING

2.8.1 Conditions

- A. The Company reserved the right to change prices at any time subject to regulatory requirements by filing an amendment with the Commission.
- B. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE

Customer may cancel service by providing written notice to Company thirty (30) days prior to cancellation, unless otherwise specified by separate agreement. Customer is responsible for usage charges while still connected to the Company's service and the payment of associated local exchange company charges, if any, for service charges.

2.9.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or required deposit has been paid, in accordance with the terms of a deferred payment agreement as defined in 83 Illinois Administrative Code, Part 735. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- A. Termination may be made anytime following 10 days after written notification has been mailed to the billing address of the customer. In the event of disconnection, the notice to the Customer will inform the Customer of the right to appeal to the Consumer Affairs Division of the Illinois Commerce Commission, pursuant to 83 Illinois Administrative Code, Part 735.
- B. Suspension may be made anytime following 8 days after written notification has been mailed to the customer.

Notice of disconnection will be conducted according to the procedures of 83 Illinois Administrative Code, Section 735.130.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE Continued

2.9.2 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or required a deposit unless:

- A. The Company has verified, in a manner approved by the Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agency through the end of the period indicated in the notice, and
- B. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE Continued

2.9.3 Termination for Cause Other Than Nonpayment

1. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the Customer's premises under the following conditions:

- A In the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
- B If, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to the telephone personnel, plant, property or service is occurring, or is likely to occur, or
- C In the event of unauthorized use, where the customer fails to take reasonable steps to prevent unauthorized use of the facilities or service received from the Company, or
- D In the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE Continued

2.9.3 Termination for Cause Other Than Nonpayment Continued

2. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

- A The use of facilities or service of the Company without payment of charges;
- B Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
- C The use of profane or obscene language;
- D The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
- E The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of service;
- F Permitting fraudulent use.
- G Failing to comply with terms of contract between the Company and Customer;
- H Improperly accessing Company records;
- I Failing to comply with CPNI requirements.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE Continued

2.9.3 Termination for Cause Other Than Nonpayment Continued

3. Abandonment or Unauthorized Use of Facilities

A If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

B In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:

i. No charge shall apply for the period during which service has been terminated, and

ii. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

4. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE Continued

2.9.4 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

2.9.5 Cancellation of Service By Customer

Cancellation of Service by the Customer can be made either verbally or in writing. If made verbally, cancellation must be made in writing within seven days.

2.9.6. Cancellation Prior to Start of Design of Work or Installation of Facilities

If, prior to cancellation by the Customer, the Company incurs any expenses in installing Service or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost the Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including installation charges and nonrecurring charges, and all amounts others may charge the Company that would have been chargeable to the Customer had Service been initiated.

2.9.7. Cancellation Associated with Special Construction

Where the Company incurs an expense in connection with special construction before it receives a cancellation notice, or where special arrangements of facilities or equipment have begun before the Company receives a cancellation notice, a charge equal to the costs incurred applies. In such cases, the charge applies to allow the Company to recover the otherwise non-recoverable costs of engineering, labor, material, equipment and other related expenses.

2.9.8. Cancellation During Installation

If cancellation occurs between start and completion of installation, the Customer will be responsible for the estimated cost incurred, not to exceed the charge for the minimum period of services ordered and the total Non-Recurring Charges, including Termination charges, applicable to the entire Service, equipment and facilities ordered.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.9 SUSPENSION OR TERMINATION OF SERVICE Continued

2.9.9. Cancellation After Installation but Prior to Service Start-up

If cancellation notice is provided after completion of installation but prior to connection for Service, the Customer is responsible for the charges applicable as if the items involved were actually connected for Service and immediately ordered disconnected, including;

1. All regularly applicable Service Connection Charges and Non-Recurring Charges, and
2. All regularly applicable basic Termination charges in full, and
3. All regularly applicable minimum Service charges, and
4. Any other amounts as may be specified in the Service Guide covering the items involved, and
5. Any other amounts that were incurred as a result of expedited orders, or as a result of the cancellation, modification or deferral at the Applicant/Customer's request.

2.9.10. Subsequent Order Charges Due to Modification

In the case of a Customer initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.10 ADDITIONAL CONDITIONS

2.10.1 Application of Rates

A. Business rates as described in this Service Guide apply to service furnished:

- 1) In office buildings, stores, factories, and all other places of a business nature;
- 2) In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
- 3) At any location when the listing or public advertising indicates a business or profession;
- 4) At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
- 5) At any location where the customer resells or shares exchange service;

B. Public Access Line service is classified as business service regardless of the location.

C. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.10 ADDITIONAL CONDITIONS Continued

2.10.2 Telephone Number Charges

When a business customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Service Guide.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

2.10.3 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

2.10.4 Suspension or Termination – Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.10 ADDITIONAL CONDITIONS Continued

2.10.5. Backbilling

1. The Company shall not charge a Customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than twenty-four months prior to the mailing of the bill or upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the later billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.
2. The Company may assess business Customers for any previously unbilled service or charges, or adjust upward a bill previously rendered to reflect charges. Customer may not dispute charges on the basis that the charges were not billed at the time services were provided.

Section 2 – GENERAL RULES AND REGULATIONS Continued

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Service Guide by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects, in accordance with Part 732, 83 Ill. Adm. Code 732.

2.11.1. Company will credit customers for violations of the basic local exchange service quality standards described in Section 732. The credits shall be applied on the statement issued to the Customer for the next monthly billing cycle following the violation or following the discovery of the violation and shall be identified as a "Service Quality Credit" or "S.Q. Credit".

1. If Company fails to repair an out-of-service condition for basic local exchange service within 24 hours, Company shall provide a credit to the Customer. If the service disruption is for 48 hours or less, the credit must be equal to a pro-rata portion of the monthly recurring charges for all local services disrupted. A pro-rata portion shall be based upon a 30-day month. If the service disruption is for more than 48 hours, but not more than 72 hours, the credit must be equal to at least 33% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 72 hours, but not more than 96 hours, the credit must be equal to at least 67% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 96 hours, but not more than 120 hours, the credit must be equal to one month's recurring charges for all local services disrupted. For each day or portion thereof that the service disruption continues beyond the initial 120-hour period, Company shall also provide either alternative telephone service or an additional credit of \$20 per day, at the Customer's option. The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when the service disruption continues beyond the initial 120 hour period so the Customer can exercise his/her option. In the absence of an election by the Customer, the customer shall receive \$20 per day.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE Continued

2.11.1 Credit for Interruptions Continued

2. If Company fails to install basic local exchange service as required under Section 732.20(a), the carrier shall waive 50% of any installation charges, or in the absence of an installation charge or where installation is pursuant to the Link Up program, the carrier shall provide a credit of \$25. If a carrier fails to install service within 10 business days after the service application is placed, or fails to install service within 5 business days after the Customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the carrier shall waive 100% of the installation charge or, in the absence of an installation charge or where installation is provided pursuant to the Link Up program, the carrier shall provide a credit of \$50. For each day that the failure to install service continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the carrier shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customer's option until service is installed. The Customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when installation is delayed beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, so Customer can exercise his/her option. In the absence of an election by Customer, the customer shall receive \$20 per day.
3. If Company fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, Company shall credit Customer \$50 per missed appointment. A credit required by this subsection (c) does not apply when the carrier provides Customer with 24-hour notice of its inability to keep the appointment. The 24-hour notice period shall be construed to mean 24 hours notice by the end of each 4 hour window the day before the scheduled appointment of the business day preceding the day of the scheduled appointment if the appointment has been scheduled, by a carrier that uses the resold services, network or network elements of another carrier to provide service to the customer, for between 8 A.M. and 4 P.M. of a particular day.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE Continued

2.11.1 Credit for Interruptions Continued

4. When alternative telephone service is appropriate, the Customer may select one of the alternative telephone services offered by Company. The alternative telephone service shall be provided at no cost to the Customer for the provision of local service.
5. Credits required by this Section do not apply if the violation of a service quality standard:
 - A. occurs as a result of a negligent or willful act on the part of the customer;
 - B. occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
 - C. occurs as a result of, or is extended by, an emergency situation;
 - D. is extended by the carrier's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;
 - E. occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;
 - F. occurs as a result of a carrier's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
 - G. occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to a carrier's obligation for reasonable facilities planning.
6. The provisions of this Section are cumulative and shall not in any way diminish or replace other civil or administrative remedies available to a Customer or a class of customers.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE Continued

2.11.2 Limitations on Credit Allowances

Notwithstanding the foregoing, no credit allowances will be made for:

- A. interruptions due to the negligence of, or non-compliance with the provisions of this Service Guide, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- B. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- C. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- D. interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- E. interruptions of service due to circumstances or causes beyond the control of the Company.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.11 AUTOMATIC NUMBER IDENTIFICATION

2.11.1 Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service to any entity (ANI recipient), only under the following terms and conditions:

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber for the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.11 AUTOMATIC NUMBER IDENTIFICATION Continued

2.11.1 Regulations Continued

- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- E. Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.
- F. Violations of any of the foregoing terms and conditions by an ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.11.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.



Section 2 – GENERAL RULES AND REGULATIONS Continued

2.12 911 EMERGENCY SERVICES

End users or subscribers may access 911 service, through the Company's underlying carrier, at no charge. In the event a residential customer is disconnected for nonpayment, the Company will ensure that access to 911 services is continued.

2.13 DIRECTORIES

The Company will make one printed directory available to each Customer at no charge. Such directories will be supplied by the incumbent local exchange carrier or other third party. Additional directories will be provided at charges specified in the rate schedule of this Service Guide.

2.14 DISCONTINUANCE OF SERVICE

Basic Service will not be disconnected for failure to pay any charges other than residential and single line business, Flat Rate and/or Measured Rate Service as defined in D. 96-10-066, Appendix B, page 5.

2.15. DEMARCATIION POINTS

The Company does not undertake by this Service Guide to provide, maintain, repair or operate any wiring, equipment, facilities or service on the subscriber's side of the point of demarcation, as specified in the demarcation schedules of incumbent carriers.



Section 3 – CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or different location; or (d) restoral of service after suspension or termination. Connection Charges are listed with each service to which they apply.

The Connection Charge is comprised of two charges:

- A. Service Order;
- B. Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

- A. A Service Order charge applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.
- B. A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. Only one charge applies per customer order.



Section 3 – CONNECTION CHARGES Continued

3.1 CONNECTION CHARGE Continued

3.1.2 Exceptions to the Charge

- A. No charge applies for a change to service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- C. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.4.

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnection after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Service Guide.



Section 3 – CONNECTION CHARGES Continued

3.3 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work has been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- | | |
|---------|--|
| Move: | The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises. |
| Add: | The addition of a vertical service to existing equipment and/or service at one location. |
| Change: | Change – including rearrangement or reclassification – of existing service at the same location. |



Section 3 – CONNECTION CHARGES Continued

3.4 RECORD ORDER CHARGE

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- A. addition of directory listings
- B. change in listed name
- C. change of address
- D. change of billing party
- E. change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.1 Terms and Conditions

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.



Section 3 – CONNECTION CHARGES Continued

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT Continued

3.5.1 Terms and Conditions Continued

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- 2 to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W, and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

3.5.2 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.



Section 3 – CONNECTION CHARGES Continued

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT Continued

3.5.3 Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

A. Inside Wire Installation Charge

Charge to be billed will be based on the actual time and materials charges incurred when the customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

B. Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a customer requests wire and jack maintenance. Charge to be billed based on the actual time and materials charges incurred when a customer requests maintenance of wiring.

3.6 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.



Section 4 – INTEREXCHANGE USAGE AND MILEAGE CHARGES

4.1 General

The interexchange services offered in this Service Guide are all optional. Customers may elect the long distance company of their choice and may terminate the Company's service at any time by choosing another long-distance carrier. Each of the Company's long-distance rate plans are offered independent of each other and differ from each other by monthly calling volume and billing increments. All Customers may make initial plan selections or change plans by calling the Company's Customer Service Department at 800.217.3096. Specific product descriptions and rates are contained below. In addition to the Company's Service Guide service rates, Customers must pay certain Taxes and Surcharges, which are listed in the Taxes and Surcharges section.

4.1.1 Description

A. IntraLATA Toll

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Service Guide. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Service Guide.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station-to-station calls.



Section 4 – INTEREXCHANGE USAGE AND MILEAGE CHARGES, Continued

4.1 General, Continued

4.1.1. Description, Continued

B. Interexchange Services

Company provides a switched interexchange telecommunications service which allows a customer to establish a communications path between two stations by using uniform dialing plans. Calls are billed in six (6) second increments. A thirty (30) second initial billing minimum is applicable on each call.

Switched Access Service is a switched access service, offering users both outbound 1 plus and inbound, toll free long distance telecommunications services. The service offers direct dial capabilities of other underlying carrier(s)' network services. Rates are based on the subscribers' cumulative monthly long distance billing.

Dedicated Access Service is a dedicated access service, offering users both outbound 1 plus and inbound, toll free long distance telecommunications services over dedicated local access connections to the underlying carrier's point of presence. This service is designed for subscribers with high traffic volumes, whose traffic volumes justify the additional costs of dedicated access facilities.

Travel Card is a calling card service enabling Switched Access Service subscribers to place calls from any touch tone phone in the U.S. Travel Card calls are billed at the Company's rate and appear on the subscriber's monthly long distance bill.

Directory Assistance is provided by SCC's underlying carrier to subscribers of record. The Customer may access the underlying carrier's Directory Assistance by dialing the area code plus 555-1212. The Customer will be billed for such service by Company.

Operator Assisted Calling Services - Company provides operator assisted calling as an ancillary service exclusively to its subscribers. Operator assisted calling services are provided to subscribers by the underlying carrier, at the underlying carrier's rates, terms and conditions, pursuant to underlying carrier intrastate tariffs on file with the Commission or guides. The Company *does not* offer alternative operator services to the transient public.



Section 4 – INTEREXCHANGE USAGE AND MILEAGE CHARGES, Continued

4.1 General, Continued

4.1.1. Description, Continued

B. Interexchange Services, Continued

Service is offered as two classes: station-to-station calling and person-to-person calling.

1. Station-to-Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
2. Person-to-Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person-to-person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.



Section 4 – INTEREXCHANGE USAGE AND MILEAGE CHARGES, Continued

4.2 TIMING OF CALLS

4.2.1 General

Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.

4.2.2 Station-to-Station

For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

4.2.3 Person-to-Person

For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

4.2.3 End of Call Timing

Call timing ends when the calling station “hangs up,” thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released with by automatic time equipment in the telephone network or by the Company operator.

4.2.5 Multiple Time Periods

Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

4.2.6 Local Time

All times refer to local time.



Section 4 – INTEREXCHANGE USAGE AND MILEAGE CHARGES, Continued

4.3 TIME PERIODS DEFINED

Time periods are defined within the applicable rate sections.

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

Calls for which rates are mileage sensitive are rates on the airline distance between the originating rate center and the terminating rate center.

4.4.1 Originating Rate Center

A customer's primary local exchange number included an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

4.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

4.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Section 4 – INTEREXCHANGE USAGE AND MILEAGE CHARGES, Continued

4.4 REGULATIONS AND COMPUTATION OF MILEAGE Continued

4.4.3 Calculation of Mileage Continued

Airline mileage, where mileage is the basis for rating calls, is obtained by using the “V” and “H” coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor Tariff. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the “V” and “H” coordinates for each location. The “V” coordinate is the first four digits in the “VH” column. The “H” coordinate is the next four digits.
- b. Obtain the difference between the “V” coordinates of each of the locations. Obtain the difference between the “H” coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the “V” difference and the “H” difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.



Section 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES Continued

4.5 CALL CHARGES

Rates are based on the duration of the call as measured according to the Section 4.2 above, time of day rate period of the call as described in Section 4.3 and the airline mileage between points of the call as described in Section 4.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service charge applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

4.5.1 Usage Charges:

A. Business Two-Point Message Toll Service

See Rate schedule in Section 12 of this Service Guide.

B. Residence Two-Point Message Toll Service

See Rate schedule in Section 12 of this Service Guide.

4.5.2 Per Call Service Charges

The service charges listed in the Rate Schedule specified in Section 12 of this Service Guide apply to calls for which live or automated operator assistance is provided for call completion and/or billing.



Section 5 – SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple features packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Description of Features

A. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and from a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.1 CUSTOM CALLING SERVICE Continued

5.1.2 Description of Features Continued

B. Call Forwarding Continued

Call Forwarding – Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding – Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding – Variable allows the customer to choose to reroute the incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

C. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

D. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.1 CUSTOM CALLING SERVICE Continued

5.1.2 Description of Features Continued

E. Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group. Circular and uniform hunting can also be selected.

Hunt group charges apply to sequential, circular and uniform hunting and queuing with announcement per queue slot.

F. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

G. Blocking Service or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.1 CUSTOM CALLING SERVICE Continued

5.1.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 12.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more customer calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 12 of this Service Guide.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.2 CLASS SERVICES

5.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 Description of Features

A. Caller ID/Block Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and/or screen incoming calls. Caller ID records the name, number, date and time of each incoming call – including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide necessary CPE.

B. Automatic Callback

The Automatic Callback feature allows a customer to automatically Callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then Callbacks the call from the customer.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.2 CLASS SERVICES Continued

5.2.2 Description of Features Continued

B. Automatic Callback Continued

The Automatic Callback feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Callback feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Called back:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

C. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.2 CLASS SERVICES Continued

5.2.2 Description of Features Continued

D. Call Trace

Call Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

E. Selective Call Acceptance, Forwarding, Rejection

Selective Calling affords the customer the ability to specify which of several phones on a line is to receive a message.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.2 CLASS SERVICES Continued

5.2.3 Rates and Charges Continued

A. Monthly Rates

Rates for this service are located in Section 6, Residential Network Switched Services, and Section 7, Business Network Switched Services.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 12 of this Service Guide.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.3 CENTREX SERVICE

5.3.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.3.2 Description of Features

A. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and from a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

C. Call Transfer – All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

Section 5 – SUPPLEMENTAL SERVICES Continued

5.3 CENTREX SERVICE Continued

5.3.2 Description of Features

D. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

E. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

F. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The pattern is based on whether the call is from within the station group, external to the station group, forwarded from the attendant position, or from a station with the Call Waiting feature.

G. Distinctive Ringing/Call Waiting Tone (Centrex Only)

This feature applies a distinctive ringing or call waiting tone that enables a user to determine the source of an incoming call. The pattern is based on whether the call is from within the station group, external to the station group, forwarded or extended from the attendant position, or from a station within the Call Waiting feature.

H. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.3 CENTREX SERVICE Continued

5.3.2 Description of Features Continued

I. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in MLGH, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

J. Speed Calling (Centrex Only)

This feature allows a user to dial selected numbers using one and two digits. Up to either telephone numbers may be selected.

K. Terminal Group and Station Restriction (Centrex Only)

This feature defines a station's network access capability, either individually within a Centrex group, or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e. intragroup only, toll restriction, etc.

L. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

Section 5 – SUPPLEMENTAL SERVICES Continued

5.3 CENTREX SERVICE Continued

5.3.2 Description of Features Continued

M. Uniform Call Distribution (Uniform Hunting) (Centrex Only)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

N. Account Codes

This feature adds an account number (code) to an Automatic Measured Accounting (AMA) and/or Measured Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by the Company.

O. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

P. Uniform Call Distribution (Uniform Hunting)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.3 CENTREX SERVICE Continued

5.3.2 Description of Features Continued

Q. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding – Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding – Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding – Variable allows the customer to choose to reroute the incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

C. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.3 CENTREX SERVICE Continued

5.3.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 12, Residential Network Switched Services, and Section 12, Business Network Switched Services.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 12 of this Service Guide and Appendix A.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring and recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

5.4.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.2 Regulations Continued

- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial.

5.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

5.5.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

5.2.2 Rate Application

- A. A Verification Charge will apply when:
 - 1) The operator verifies that the line is busy with a call in progress,
or
 - 2) The operator verifies that the line is available for incoming calls.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.5 BUSY LINE VERIFICATION AND INTERRUPT SERVICE Continued

5.5.2 Rate Application Continued

- B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

See Rate Schedule in Section 12 of this Service Guide.

- C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

5.6 TRAP CIRCUIT SERVICE

5.6.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.5 TRAP CIRCUIT SERVICE Continued

5.6.2 Regulations

- A. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- B. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be in emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- C. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- D. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

5.6.3 Rates

Upon request for this service, the monthly charge to the customer will be increased by any charges incurred by the Company for the provision of this service.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.7 DIRECTORY ASSISTANCE SERVICE

5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Calls from pay telephones.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlines under "Handicapped Person" in Section 8 of this Service Guide, up to a maximum of 50 requests per month.

5.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

See Rate Schedule in Section 12 of this Service Guide.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling case. Local calls may be placed on a station-to-station basis or to a specified party (see Person-to-Person) or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

See Rate Schedule in Section 12 of this Service Guide and Appendix A.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.9 STAND ALONE VOICE MAIL

5.9.1 Description

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with the line-based service is offered pursuant to the terms specified in the applicable section of this Service Guide pertaining to the associated line-based service.

5.9.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 12 of this Service Guide.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.10 BLOCKING SERVICE

5.10.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- A. 900, 700 Blocking – allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- B. 900, 971, 974, & 700 Blocking – allows the subscriber to block all calls beginning with 900, 971, 974 and 700 prefixes from being placed.
- C. Third Number Billed and Collect Call Restriction – provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- D. Toll Restriction (1+ and 0+ Blocking) – provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.
- E. Toll Restriction Plus – provides subscribers with Toll restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- F. Direct Inward Dialing Blocking (Third Party and Collect Call) – provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.10 BLOCKING SERVICE Continued

5.10.2 Regulations

- A. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- B. Blocking Service is available where equipment and facilities permit.

5.10.3 Rates and Charges

See Rates Schedule in Section 12 of this Service Guide.

Connection charges apply as specified in Section 3 of this Service Guide.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.11 CUSTOMIZED NUMBER SERVICE

5.11.1 General

- A. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- B. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- C. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- D. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the Service Guided rate, with the written consent of the Company and the former customer.
- E. The Company reserves and retains the right:
 - 1) To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 - 2) Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Service Guide;
 - 3) To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
 - 4) The limitation of liability provisions of this Service Guide in Section 2.1.2 are applicable to Customized Number Service.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.11 CUSTOMIZED NUMBER SERVICE

5.11.2 Conditions

- A. Charges for Customized Number Service apply when a customer:
 - 1) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of request.
 - 2) Requests a number change from the customer's present number to a Customized Number.
- B. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

See Rate Schedule in Section 12 of this Service Guide.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

5.12.1 General

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.12.2 Rates and Charges

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month (no reduction)	Regular Monthly Rate
- Each Additional Month (up to the one-year limit)	½ Regular Monthly Rate



Section 5 – SUPPLEMENTAL SERVICES Continued

5.13 REMOTE CALL FORWARDING SERVICE

Service Area: Where facilities are available, the service area is defined by the NPA-NXX Codes and Exchanges listed below.

Local Calling Area: Exchanges and zones included in the local calling area for the NXX designations are specified below. NXXs associated with each particular exchange or zone may be found in the directory listings directory published by the incumbent local exchange carrier in the Customer's exchange area.

5.13.1 General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and Electronic Central Office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the subscriber's central office line in the same exchange as the RCF number or in a different exchange or to an inward WATS (800 Service) access line.

5.13.2 Regulations

- A. Remote Call Forwarding service is offered in Electronic offices where facilities permit.
- B. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- C. Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- D. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.
- E. Transmission may not be satisfactory on all calls.
- F. Remote Call Forwarding is not represented as suitable for the transmission of data.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.13 REMOTE CALL FORWARDING SERVICE Continued

5.13.2 Regulations Continued

- G. [Reserved]
- H. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Company.
- I. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection Charge.
- J. Charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.
- K. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations for business individual lines apply, except that no charge applies for non-published service in connection with RCF.

5.13.3 Rates

In addition to the rates specified in Section 12 of this Service Guide, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charge applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for business service in the RCF central office applies. In exchanges where only flat rate service is furnished, the charge for each local call transferred is a Rate Band 1 (A) charge. No allowance for local calls is included in the RCF monthly rate.

Section 5 – SUPPLEMENTAL SERVICES Continued

5.14 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI)

Integrated Services Digital Network (ISDN) is a set of transmission protocols that provides end-to-end digital connectivity and integration of voice, data and video, on a single Subscriber loop to support a wide variety of services via the public switched network. The Primary Rate Interface (PRI) consists of a 23B+D configurations with 23 64Kbps Bearer (B) digital channels and one 64 Kbps Data (D) digital channel. The B channels are designed for voice, data, image, and sound transmissions. B channels can support synchronous, asynchronous or isochronous services at rates up to 64Kbps. B channels can be aggregated for higher bandwidth applications. The D channel PRI provides the out of band signaling, call control and messaging.

PRI is provided through standard four wire DS-1 (1.5 Mbps) point to point, private line facilities that enables Subscriber control of the 24 individual channels. PRI supports 1+, 0+. 7 digit and 10 digit IntraLATA and InterLATA services, as well as 01+ and 011+ international calling. PRI allows Subscribers to direct InterLATA voice, data and video over the Public Switched Telephone Network to the pre-subscribed IXC carrier of their choice, as well as 10XXX casual dialing. PRI also allows access to Public Switched Network services, such as Two-Way, Incoming Only, Outgoing Only and DID

Multiple PRI interfaces can be combined to function as one group. Utilizing a Backup D Channel arrangement, Subscribers are able to link up 20 DS-1s together, providing a maximum of 479 64Kbps B Channels controlled by a single D (signaling) channel.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.15 OPERATOR CALL COMPLETION

5.15.1 General

- A. This service provides customers who have received a requested IntraLATA telephone number from directory assistance service, the option of having an intraLATA call dialed and completed to that requested telephone number, where suitable facilities exist.
- B. Operator Call Completion is available with all telephone numbers in the Company's directory assistance service data base except the following numbers:
 - 1. InterLATA numbers
 - 2. 700, 800, and 900 numbers
 - 3. 976 and 540 (IDS)
 - 4. 920 and 970 (Circuit 9 service) numbers
 - 5. 550 (GBS) numbers
 - 6. Nonpublished service numbers
- C. For customers requesting more than one directory assistance number, the Operator Call Completion option is available only to the last telephone number requested.
- D. This service is available to residence and business customers on a direct billed, collect, billed to third number or calling card basis.

5.15.2 Application of Rates and Charges

- A. The charge for Operator Call Completion is in addition to the applicable direct dialed or operator assisted directory assistance service rates, local usage charges, IntraLATA Toll Calling rates, and calling card, collect and bill to third number incremental charges.
- B. The charge for Operator Call Completion applies for each call dialed and completed for the customer except when the calling party is identified as being handicapped and unable to dial the call because of the handicap.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE

xDSL Trunk Service provided a Customer with a digital connection operating at varying data rates and effective distance. Each line connection provides 1.5 Mbps downstream and 16 Kbps upstream at 18,000 feet.

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service

Asymmetrical Digital Subscriber Line (ADSL) Service is an access data technology service offered in speed levels of 256 Kbps Down/64 Kbps Up, 384 Kbps Down/384 Kbps Up, 768 Kbps Down/768 Kbps Up, 1.5 Mbps Down/768 Kbps Up and for multi-user applications, 1.5 Mbps Down/768 Kbps Up. The “up” speeds represent “transmission speeds in kilobytes from the customer designated location (CDL) to the Company’s ADSL connection point, which the “down” speeds represent “transmission speeds in kilobytes and megabits,” from the Company’s ADSL connection point to the CDL. The connection point is the aggregation point designated by the Company for connecting multiple Company ADSL serving wire centers via the backbone network services to the CDL.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service

5.16.2 Service Provisions

ADSL Service is provisioned over existing Company copper facilities and transported to the Company's backbone network. ADSL Service provides a connection from the customer designated location (CDL) to the ADSL connection point.

Access from the Company's ADSL connection point will be provided via Frame Relay Service, where facilities permit. A customer may utilize their existing Frame Relay Service or may submit any order to establish new facilities. The associated rates and charges for Frame Relay Service will apply in addition to the rates and charges associated with the ADSL Service rate elements. The Company will qualify the ADSL Service between the CDL and the serving wire center. The purpose of qualification is to determine the availability and suitability of existing Company copper facilities to provide the service. The Company will not provision this service on facilities which are not suitable for ADSL.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.2 Service Provsions Continued

The Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data. ADSL will be provided subject to the availability and limitations of Company wire centers and outside plant facilities and is only available where technical capabilities permit such facility distance and type of physical plant.

5.16.1.3 Responsibility of the Company

The Company will provision and maintain ADSL service for the customer up to and including the Network Interface Device (NID).

5.16.1.4 Rights of the Company

The Company will not provision ADSL service if the Company reasonably determines that (a) it is not technically feasible over existing facilities or (b) it will cause interference problems with existing services. During the Company's network maintenance and software updates period, it may be necessary to place the ADSL wire center out of service. The Company reserves the right to temporary interrupt ADSL Service at other times in emergency situations.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.5 Customer Provided Equipment

The customer is responsible for providing compatible customer provided equipment (CPE) that is used for connection to ADSL Service. The customer is responsible for providing the Company with the necessary information (e.g., Data Link Connection Identifiers(s) (DLCI), Permanent Virtual Circuit (PVC) and/or Internet Protocol) to provision ADSL Service. The customer ordering ADSL Service on behalf of its subscribers must obtain a letter of agency. The customer will be responsible for obtaining permission from its subscriber(s) for the Company's agents or employees to enter the customer's designated location(s) at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of the service, removing the service components of the Company.

5.16.1.6 Rate Regulations

A. Rate Elements

A nonrecurring charge and a monthly rate apply for the installation of ADSL Service. The nonrecurring charge is also applicable when changing bandwidth.

ADSL Service is available in five service level packages, and is based on the "downstream and upstream" speeds chosen by the customer. The service levels are Bronze, Silver, Gold, Platinum and Platinum Plus. The Platinum Plus is available for multi-user applications. A customer may have multiple packages.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

A. Rate Elements Continued

	<u>Downstream</u>	<u>Upstream</u>
ADSL	640 Kbps	384 Kbps
ADSL Gold	768 Kbps	768 Kbps
ADSL Platinum	1.5 Mbps	768 Kbps
ADSL Platinum Plus	1.5 Mbps	768 Kbps

Data speeds set forth above are peak periods. Actual speeds may be affected by loop distance and other factors, therefore, data speeds are not guaranteed.

B. Rate Application

ADSL Service is based on the following volume levels: 1 to 499, 500 to 1500 and Over 1500. The regulations applicable to ADSL Service provided under a TVP arrangement are specified under 16.6(F)(3). Various ADSL Service Package levels (i.e. Bronze, Gold, etc.) will be combined to determine the volume level for rate application. Customers with more than one ADSL Service with different term periods will not be aggregated for determining the volume level rate.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

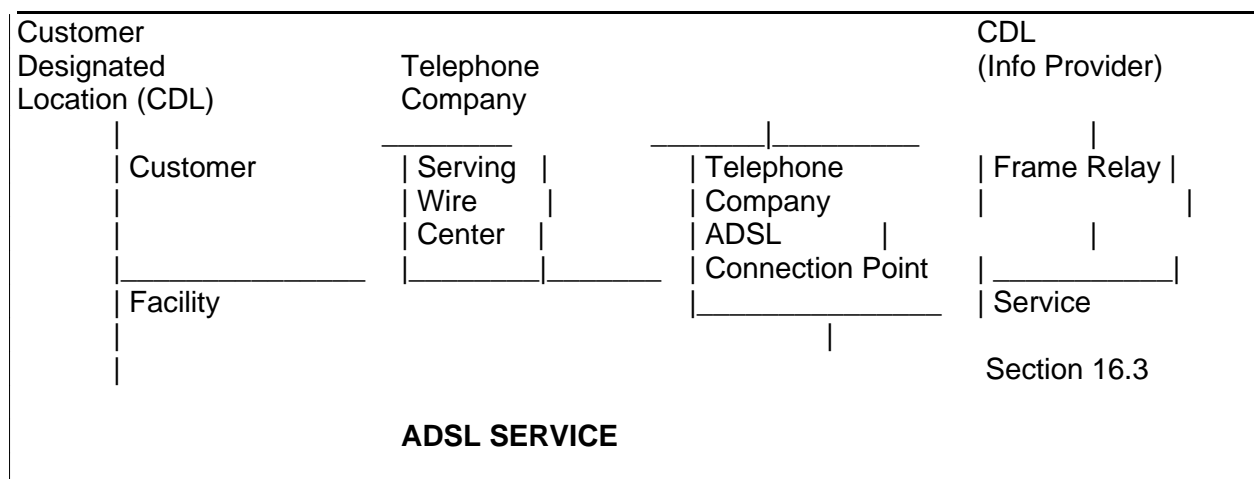
5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

B. Rate Application Continued

Access to ADSL Service will be provided via Frame Relay Service. The associated regulations, rates and charges in Section 16.3 for Frame Relay Service will apply in addition to the rates and charges associated with the ADSL Service rate elements.

The following diagram depicts a typical ADSL configuration:





Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

C. Term and Volume Plan (TVP)

1) Description

The terms and conditions specified herein are applicable to ADSL Service and are in addition to other regulation as specified in this Service Guide.

The ADSL Term and Volume Plan (TVP) will allow customers discounted access rates based upon the volume and term commitment. Rates will be based upon the TVP selected by the customer.

Term plans of one (1) and three (3) years are available to all customers at applicable rates set forth in the Service Guide regardless of when the subscription is made for an ADSL Service TVP arrangement. The customer must designate on the order the type of payment plan selected.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

C. Term and Volume Plan (TVP) Continued

2) Rate Application

Upon expiration of a TVP period, the customer may choose a new TVP period, convert to month-to-month or terminate service. The month-to-month rates will be those that are in effect at the time of conversion. If the customer fails to make a choice by the end of the TVP period, the ADSL Service will continue billing at the existing term and volume commitment level rates and a new TVP period will begin based on the previously effective term and volume commitment. All terms and conditions, including Termination Liabilities, will apply to the new TVP period.

Conversion to a month-to-month or different TVP period will require the customer to submit a change order. Conversion of existing TVP service to a different TVP period will be allowed without application of any nonrecurring charges.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

C. Term and Volume Plan (TVP) Continued

3) Changes in Length of TVP Period

The customer may elect to convert to a new TVP period subject to the following conditions:

- a) Credit will not be given toward the new payment period for payments made under the original TVP agreement.
- b) Nonrecurring charges will not be reapplied for existing services.
- c) If the new TVP period is shorter in length than the time remaining under the existing TVP, the charge to the new TVP period constitutes a discontinuance of the existing TVP service and termination liability charges apply.

4) Rate Changes

The customer may terminate the TVP without penalty or liability should the rates increase during the term of the existing TVP, with the exception of rate changes that may occur as a result of FCC presubscription for rate increases.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

C. Term and Volume Plan (TVP) Continued

5) Annual Review

Each customer's TVP will be reviewed annually. The customer will be notified as to the status of the TVP if the in-service quality of ADSL Service falls below the current volume level. The volume level requirements will be met if the total number of in-service ADSL Services falls within the ranges specified on 16.6.(N)(2). Where the customer has less than the required quantity for a specified discount, charges will be applied based on the in-service volume.

If the total number of ADSL Services in service qualifies the customer for a different TVP rate, the customer will have the option of increasing the commitment quantity for the remainder of the plan.

6) TVP Conditions

After enrolling in the plan, the customer may delete or add ADSL Services rated at the specified term period/threshold level rate at any time during the plan. For example, if the customer subscribes to a 3 year TVP at 500-1500 ADSL Service threshold level, ADSL Services may be added at any time at the 3 year 500-1500 threshold rate level.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

C. Term and Volume Plan (TVP) Continued

(7) Shortfall Charges for Failing to Meet Commitment

At the annual review, if the total volume in service does not meet the volume commitment, a payment equal to the difference between the TVP rate and the month-to-month rate that would have been charged for service not under the TVP plan plus 10% will be assessed. The payment will be calculated using the prorated ADSL Service aggregation quantity at the time of review. The customer may choose to increase the volume commitment within 30 days after enrollment to the TVP and continue the TVP arrangement or choose to be billed on a going forward basis under either a different TVP or under the month-to-month rates. If, after 30 days, the TVP volume levels are not met, the TVP will be automatically changed to the standard month-to-month rates.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.1 Asymmetrical Digital Subscriber Line (ADSL) Service Continued

5.16.1.6 Rate Regulations Continued

(8) Termination Liability

When a TVP service is discontinued prior to the end of the commitment period, termination liability charges will apply, as set forth below, based on the remainder of the TVP period in effect at time of disconnect.

One Year TVP – Prorated payment based on the ADSL Service Level Package mix times the number of remaining months of the first year's recurring charges.

Three Year TVP – Prorated payment based on the ADSL Service Level Package mix times the number of remaining months of the first, second and third years' recurring charges.



Section 5 – SUPPLEMENTAL SERVICES Continued

5.16 DIGITAL SUBSCRIBER LINE (xDSL) SERVICE Continued

5.16.2 High Bit Rate Digital Subscriber Line (HDSL) Service

High Bit Rate Digital Subscriber Line (HDSL) Service is a symmetrical access data technology service offered at a speed level of 768 Kbps, both upstream and downstream, over a single pair. Additionally, two (2) pair lines can be multiplexed together to achieve rates of 1.544 Mbps, equivalent to a T-1 Trunk.

5.16.3 Single Line Digital Subscriber Line (SDSL) Service

Single Line Digital Subscriber Line (SDSL) Service is an access data technology similar to HDSL that used only one (1) pair line. SDSL can achieve the same throughput as HDSL with half the lines, but at shorter distances – 10,000 feet compared to 12,000 feet for HDSL.

5.16.4 Very High Rate Digital Subscriber Line (VDSL) Service

Very High Rate Digital Subscriber Line (VDSL) Service is an access data technology used for the very shortest distances and can achieve speed levels of 13 Mbps under 4,000 feet and up to 52 Mbps at 1,000 feet. Each line connection provides access to the Wide Area Network (WAN) or Internet connection over a high-speed unbundled pair of copper lines.

5.16.5 Rate Adaptive Digital Subscriber Line (RADSL) Service

Rate Adaptive Digital Subscriber Line (RADSL) Service is a data transmission technology that supports both asymmetric and symmetric applications on a single pair and allows adaptive data rates.

5.16.6 ISDN Digital Subscriber Line (IDSL) Service

ISDN Digital Subscriber Line (IDSL) Service is an access data technology that uses ISDN technology to deliver symmetric transmission speeds of 128 Kbps on copper loops as long as 18,000 feet. IDSL works may be used with most ISDN customer equipment.



Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES

6.1 GENERAL

Residential Network Switched Services provide a residential customer with a connection to the Company's switching network which enables a customer to:

- A. place and receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If a customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA tolls calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.



Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES Continued

6.2 SERVICE DESCRIPTIONS

The following Residential Network Switched Services Options are offered:

Residential Measured Rate Service

All Residential Network Switched Services may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following Custom Calling Service features are offered to Residential Network Switched Services Subscribers:

- Three Way Conference, Consultation, Transfer
- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Variable
- Call Waiting (Terminating, and Originating)
- Cancel Call Waiting
- Distinctive Ringing
- Speed Calling (One/Two Digit)

The following Supplemental Service features are offered to Residential Network Switched Services Subscribers:

- Remote Call Forwarding



Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES Continued

6.2 SERVICE DESCRIPTIONS Continued

The following features are available with Residential Line Service at an additional charge:

HUNT GROUP CHARGES

Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing With Announcement
Per Queue Set

HUNT LINE CHARGES

Sequential Hunting
Circular Hunting
Uniform Hunting

The following CLASS features are offered to Residential Network Switched Services Subscribers:

Caller ID
Block Caller ID
Automatic Callback
Automatic Recall
Call Trace
Selective Call Acceptance, Forwarding, Rejection

Charges for Residential Network Switched Services include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to Measured Rated Service, in addition to other rate elements described above.

The following Advanced Features are available for an additional charge:

1) Voice messaging; and 2) 6-Way Conference per line.



Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES Continued

6.2 SERVICE DESCRIPTIONS Continued

6.2.1 Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are as specified in Section 10.

A. Description

Each Measured Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Measure Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Measured Rate Service has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionally:	Two-way, In-Only, or Out-Only, as specified by the customer.



Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES Continued

6.2 SERVICE DESCRIPTIONS Continued

6.2.1 Measured Rate Service Continued

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule in Section 12 of this Service Guide, service order charges apply as described in Section 3 of this Service Guide. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Center for the link used to serve the customer. If the customer is served through a Number Portability Agreement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability agreement.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and the usage charged for completed calls originated from the customer's line based on the total number of calls during the billing period.

See Rate Schedule in Section 12 of this Service Guide and Appendix A.



Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES Continued

6.2 SERVICE DESCRIPTIONS Continued

6.2.1 Measured Rate Service Continued

C. Local Measured Service Time Periods Continued

See Time Periods and Rate Schedule in Section 12 of this Service Guide.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES

7.1 GENERAL

Business Network Switched Services provide a business customer with a connection to the Company's switching network which enables the customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service or intra-LATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Information Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

Business Network Switched Services is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Services channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 2 apply to all services on a one-time basis unless waived pursuant to this Service Guide.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS

The following Business Access Service Options are offered:

- Basic Business Line Service
- Public Access Lines Service
- PBX Trunks
- Centrex Service

Basic Business Line Service, PBX Trunks, and Centrex service are offered with measured rate local service.

All Business Network Switched Services may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following features as described in Section 5 are available with Business Line Service for an additional charge:

- Three Way Conference, Consultation
- Call Forwarding (Variable, Busy Line, Don't Answer)
- Call Hold
- Call Park
- Call Pick-up
- Call Transfer
- Call Waiting (Terminating and Originating)
- Cancel Call Waiting
- Speed Calling One Digit
- Speed Calling Two Digit
- Distinctive Ringing

The following supplemental service features are offered to business network switched services subscribers for an additional charge:

- Remote Call Forwarding



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

The following features are available with Business Line Service:

HUNT GROUP CHARGES

Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing With Announcement
Per Queue Set

HUNT LINE CHARGES

Sequential Hunting
Circular Hunting
Uniform Hunting

The following CLASS features are offered to Business Network Switched Services Subscribers:

Caller ID
Block Caller ID
Automatic Callback
Automatic Redial
Call Trace
Selective Acceptance, Forwarding, Rejection



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.1 Basic Business Line Service

A. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

The following Advanced Features are available at an additional charge:
1) Voice Messaging; and 2) 6-Way Conference per line.

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)
Directionally:	Two-way, In-Only, or Out-Only, at the option of the customer.

B. Measured Rate Basic Business Line Service

1) Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 11.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.1 Basic Business Line Service Continued

B. Measured Rate Basic Business Line Service

2) Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Service Guide. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Center. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Agreement, the monthly charge to the customer will be increased by the applicable charge from the incumbent Local Exchange Carrier to the Company of the Number Portability Agreement.

3) Usage Charges

See Rate Schedule in Section 12



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.2 Public Access Line Service

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the use of a link (and, or) number portability arrangements provided by the incumbent Local Exchange Center. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the line used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Agreement.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.3 PBX Trunk Service

A. General

PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of the service
Signaling Type:	Loop, Ground, E&M, I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.3 PBX Trunk Service Continued

B. Measured Rate PBX Trunks

1) Description

Measured Rate DS0 PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Service Guide. Charge for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Local calling areas are as specified in Section 10. Service to customers may require the use of a line (and, or) number portability arrangements from the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.3 PBX Trunk Service Continued

B. Measured Rate PBX Trunks Continued

2) Recurring and Nonrecurring Charges Continued

Terminal Numbers:

1-20 lines in terminal group

100 lines in terminal group

Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.3 PBX Trunk Service Continued

C. DS1 PBX Trunk Service

1) Description

DS1 PBX Trunk Service provides a customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to the Company switch. Each DS1 PBX Trunk has the following characteristics:

Terminal Interface: Channel Bank or DSX-1 panel

Signaling Type: Loop, Ground, E&M, I, II, III

Start Dial Indicator: Immediate Wink, Delay Dial, Dial Tone

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming or Out-Going Only, as specified by the customer.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.3 PBX Trunk Service Continued

C. DS1 PBX Trunk Service Continued

2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12 of this Service Guide, service order charges apply as described in Section 3 of this Service Guide. Charge for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the Company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Where appropriate facilities do not exist, special construction charges apply.

3) Measured Usage Charges

Measured usage charges for DS1 Trunks are the same as those indicated for a basic business line as described in Section 7.2.1.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.3 PBX Trunk Service Continued

D. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)

1) Description

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections.

The ISDN-PRI feature supports a 64 kb/s D-channel path between customer digital PBX equipment and the protocol handler in a PSU of the 5ESS (R) switch. The path is made up of a dedicated time slot between channel 24 on a digital facility interface (DFI) and the assigned protocol handler. This feature also provides the administration software for up to 23 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.4 Centrex Service

A. Description

Centrex Service is a multi-station system offered to the business customer with 4 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises. Centrex Service enables station lines on the customer's premises. Centrex Service enables the customer to originate and receive calls within its system at no additional charge. Local measured usage charges apply to all other local calls. Local calling areas are as specified in Section 11.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60, and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface:	2-Wire or 4-Wire as required for the provision of the service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.4 Centrex Service Continued

B. Features

The Centrex customer is provided with standard features as part of the Centrex line and can purchase optional features at an additional charge.

The following Centrex features are available to the customer of Centrex Service and are included in the Centrex line charge:

STANDARD FEATURES

Three-Way Conference, Consultations, Transfer
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Permanent Hold
Call Hold
Call Park
Call Pick-up
Call Waiting Terminating
Call Waiting Originating
Speed Calling One Digit
Speed Calling Two Digit



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.4 Centrex Service Continued

B. Features Continued

The following Centrex features are available to the customer of Centrex Service at an additional charge:

OPTIONAL FEATURES

Hunt Group Charge

Sequential Hunting

Circular Hunting

Uniform Hunting

Queuing With Announcement
per Que

Hunting Line Charge

Sequential Hunting

Circular Hunting

Uniform Hunting

Advance Features Line Charge

Voice Messaging

6 Way Conference Per

Arrangement

CLASS Features Line Charge

Caller ID

Block Caller ID

Auto Callback

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection

CLASS Features Usage Charge

Caller ID

Block Caller ID

Auto Callback

Auto Recall

Call Trace Per Activation

Selective Call Acceptance

Selective Call Forwarding

Selective Call Rejection



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.4 Centrex Service Continued

C. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Service Guide. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the incumbent Local Exchange Center. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to service the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.



Section 7 – BUSINESS NETWORK SWITCHED SERVICES Continued

7.2 SERVICE DESCRIPTIONS Continued

7.2.5 Term Liability/Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time (“term”). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges will apply. If the customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.



Section 8 – SPECIAL SERVICES AND PROGRAMS

8.1. SPECIAL PROGRAMS

8.1.1. Telecommunications Relay Service

- A. The Company concurs in the rates, rules and regulations governing:
 - 1. intrastate telecommunications provisions for the hearing- and voice-impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 Tariff;
 - 2. intrastate telecommunications provisions for the deaf and severely hearing-impaired for dual party relay service as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 2 Service Guide.
- B. The Company extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 and ILL. C.C. No. 2 Tariffs. The Company hereby expressly reserves the right to cancel and made void this statement of concurrence at any time.

8.1.2. ITAC Supplemental Charge

Pursuant to the Order dated May 3, 2006, of the Illinois Commerce Commission in Docket 06/0266, Company will impose a supplemental charge of eight cents per month per line for all subscriber lines other than Centrex-type and PBX lines, a charge of 1.6 cents for each Centrex-type line, and a charge of 40 cents per PBX trunk, effective with bills rendered on or after June 1, 2006 or at the beginning of the first cycle after June 1, 2006.

Section 8 – SPECIAL SERVICES AND PROGRAMS Continued

8.1. SPECIAL PROGRAMS, Continued

8.1.3. Illinois Telephone Connection Program

- A. The Illinois Telephone Connection Program (ITCP) is a federally-funded program established to provide assistance to low-income households. Eligible Customers may receive a fifty (50) percent reduction of service connection charges up to \$30.00.
- B. The ITCP applicant is required to meet the following eligibility criteria:
 - 1. The applicant must not be a dependent (for Federal Income Tax purposes) under the age of 60; and
 - 2. The applicant must meet the requirement of a state-established income test.
- C. The Illinois Department of Public Aid will certify the requirements listed in 2.22.3 (B)(1) and (2) above for the following assistance programs administered by the State of Illinois:
 - 1. Aid to Families with Dependent Children (AFDC)
 - 2. Aid to the Aged, Blind and Disabled
 - 3. General Assistance (GA, City of Chicago only)
 - 4. Refugee/Repatriate Programs (RRA)
 - 5. Medical Assistance (excluding medical extension cases and spend-down cases)
- D. Presentation of a current medical card issued by one of the proxy programs as stated in 2.22.3. or the Company's verification with the Department of Public Aid will constitute proof of income eligibility.
- E. The ITCP assistance shall be granted to one (1) access line per eligible low-income household.



Section 8 – SPECIAL SERVICES AND PROGRAMS Continued

8.1. SPECIAL PROGRAMS, Continued

8.1.3. Illinois Telephone Connection Program, Continued

- F. The fifty (50) percent discount only applies to service connection charges up to \$30.00.
- G. A participant in the ITCP shall have the option to defer payment of the remaining installation charges over a minimum period of six (6) months. Monthly payments to retire the outstanding balance shall be required, and no interest or carrying charges shall apply.
- H. In addition to the fifty (50) percent reduction in service connection charges, a credit of \$10.00 will be applied to each new eligible subscriber.

8.1.4. Telephone Assistance Programs

The Illinois Telephone Assistance Program (ITAP) is a program designed to supplement the assistance provided by the Illinois Telephone Connection Program as described in Section 8.1.3 above.

A General

1. To qualify for low-income assistance, the applicant must participate in any of the following assistance programs. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (a) and (b), below for purposes of eligibility.
 - (a) Medicaid
 - (b) Food Stamps
 - (c) Supplemental Security Income (SSI)
 - (d) Federal Housing Assistance
 - (e) Low Income Home Energy Assistance (LIHEAP)
2. The low-income programs are funded through voluntary contributions from Illinois customers.



Section 8 – SPECIAL SERVICES AND PROGRAMS Continued

8.1. SPECIAL PROGRAMS, Continued

8.1.4. Telephone Assistance Programs, Continued

A General, Continued

3. The Telephone Company's verification through the Department of Human Services or, in lieu of electronic verification, applicant's signature on the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.
4. The low-income assistance shall be available to only one access line per low-income household.

B. Supplemental Link-Up Assistance

A one-time credit of up to \$10.00, not to exceed 50% of the connection charge, will be applied to each new eligible customer.

C. Supplemental Lifeline Assistance

Eligible customers may receive a discount of \$1.20 on their monthly telephone service.



Section 8 – SPECIAL SERVICES AND PROGRAMS Continued

8.1. SPECIAL PROGRAMS, Continued

8.1.4. Telephone Assistance Programs, Continued

D. Universal Telephone Assistance Program (UTSAP) Voluntary Funding

1. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the company on the customer's telephone bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.

(a) Residential customers may elect to contribute:

- I. \$0.50
- II. \$1.00
- III. \$2.00
- IV. \$5.00

(b). Business customers may elect to contribute:

- I. \$1.00
- II. \$5.00
- III. \$10.00
- IV. \$25.00

2. Customers may elect to discontinue or change the amount of monthly contributions on their bill at any time upon providing at least 30 days notice to Company.
3. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.



Section 8 – SPECIAL SERVICES AND PROGRAMS Continued

8.1. SPECIAL PROGRAMS, Continued

8.1.5. Digital Divide Elimination Program

The Digital Divide Elimination Fund Program (“Fund”) is created as a special fund for the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

- A. Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the Customer’s monthly bill. This contribution shall not reduce the Customer’s total amount due for telecommunications services or other charges appearing on the bill.
- B. This contribution will be a line item on the bill and identified as the Digital Divide Fund.
- C. Customers may elect to contribute \$0.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 per month, per line.
- D. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone, mail or electronic mail to the Company.
- E. Failure by the Customer in any month to remit the entire billed amount may reduce the contribution accordingly.



Section 9 – SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Service Guides, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of a, b, and c.

9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1) equipment and materials provided or used;
 - 2) engineering, labor, and supervision;
 - 3) transportation; and
 - 4) rights of way and/or any required easements
- B. Costs of maintenance.
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.



Section 9 – SPECIAL ARRANGEMENTS Continued

9.1 SPECIAL CONSTRUCTION Continued

9.1.2 Basis for Cost Computation Continued

- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- E. License preparation, processing, and related fees.
- F. Service Guide preparation, processing, and related fees.
- G. Any other identifiable costs related to the facilities provided; or
- H. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the customer.

- A. The period on which the termination liability is based is the estimated service life of the facilities provided.



Section 9 – SPECIAL ARRANGEMENTS Continued

9.1 SPECIAL CONSTRUCTION Continued

9.1.3 Termination Liability Continued

- B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
 - 1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a. equipment and materials provided or used;
 - b. engineering, labor, and supervision;
 - c. transportation; and
 - d. rights of way and/or any required easements;
 - 2) license preparation, processing, and related fees;
 - 3) Service Guide preparation, processing, and related fees;
 - 4) cost of removal and restoration, where appropriate; and
 - 5) any other identifiable costs related to the specially constructed or rearranged facilities.
- C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3 B. preceding, by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3 B. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.



Section 9 – SPECIAL ARRANGEMENTS Continued

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred or charged to the Company will apply. If installation is started during regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Notwithstanding special construction arrangements in Section 9, above, arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Service Guide. Rates quoted in response to such competitive requests may be different than those specified for such services in this Service Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. ICB Arrangements will be submitted to the Illinois Public Utilities Commission via an Advice Letter on a case by case basis.

9.4 TEMPORARY PROMOTIONAL PROGRAMS

The Company may establish temporary promotional programs wherein it may waive or reduce non-recurring or recurring charges, to introduce present or potential Customers to a service not previously received by the Customers. All temporary promotional programs will be submitted to the Commission via an Advice Letter on a case by case basis.



Section 10 – DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- A. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- B. The term “listing” refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- C. Listings provided without charge are as follows:
 - 1) One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 - 2) One listing for each PBX or interconnecting system.
- D. The name listed in the directory has no bearing on who is responsible for payment or the account associated with the number being listed.



Section 10 – DIRECTORY Continued

10.1 ALPHABETICAL DIRECTORY Continued

10.1.2 Composition of Listings

- A. Listings are limited to information essential to the identification of the listed party.
- B. Addresses
 - 1) Each listing normally included the number and street name location where the telephone service is furnished. The name of a building may be shown in case of buildings commonly known by name.
 - 2) Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- C. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 10.1.1.a above.

10.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

Section 10 – DIRECTORY Continued

10.1 ALPHABETICAL DIRECTORY Continued

10.1.3 Types of Listings Continued

A. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

B. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

C. Reference Listing

A Customer with a listing in a different geographic heading may have an indented listing in reference form (“See”) in lieu of a duplicate listing.

D. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.



Section 10 – DIRECTORY Continued

10.1 ALPHABETICAL DIRECTORY Continued

10.1.3 Types of Listings Continued

E. Alternate Telephone Number Listings

Any listed party who has made arrangements for receiving calls at a different telephone number during an absence or at night may have the alternate numbers listed in the directory. Such listings may be furnished as an indented listing or as a sub-caption.

F. Semi-Private Listing

At the request of the Customer, the telephone number is omitted from the Company's alphabetical directory and designated as a "non listed" telephone number and the telephone number is included in the Directory Assistance records available to the general public. In addition, the telephone number is displayed for 911 and E911 emergency service and provided when a law enforcement agency requests it in writing.



Section 10 – DIRECTORY Continued

10.1 ALPHABETICAL DIRECTORY Continued

10.1.4. Non-Published Service

A. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

B. Regulations

- 1) Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
- 2) The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.



Section 10 – DIRECTORY Continued

10.1 ALPHABETICAL DIRECTORY Continued

10.1.4. Non-Published Service Continued

B. Regulations Continued

- 3) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
- 4) The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.



Section 10 – DIRECTORY Continued

10.2 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

10.3 LIABILITY OF THE COMPANY FOR ERRORS

10.3.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Service Guide, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.3.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:



Section 10 – DIRECTORY Continued

10.3 LIABILITY OF THE COMPANY FOR ERRORS Continued

10.3.2 Allowance for Errors Continued

A. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

B. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly Service Guide rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

C. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths ($2/30$) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basic monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.



Section 11 – SERVICE AREAS

11.1. LOCAL EXCHANGES

Exchange access services are provided in limited geographic areas. Exchange access services are available only in local calling areas.

11.2. LOCAL CALLING AREAS

In lieu of a Rate Class, each exchange has an alphanumeric code, in which the letter represents the Access Area (AA) that determines the monthly line/trunk charge, and the number represents the usage charges.

The Company also administers service to the Kaskasia and McClure exchanges. However, the rates for these exchanges concur with those for the St. Marys and Cape Girardeau exchanges, respectively, of AT&T, Inc.'s Missouri ariff.

EXCHANGE	AA	EXCHANGE	AA	EXCHANGE	AA	EXCHANGE	AA
Algonquin	C1	Alton	C2	Antioch	C1	Arlington Hts.	C1
Athens	C2	Aurora	C1	Aviston	C2	Barrington	C1
Bartlett	C1	Batavia	C1	Beardstown*^	X1	Beckemeyer	C2
Beecher	C1	Belleville	C2	Bensenville	C1	Berwyn	B1
Bethalto	C2	Big Rock	C1	Blue Island	C1	Bluford	C2
Bolingbrook	C1	Braidwood	C1	Breese	C2	Brighton	C2
Brookfield	C1	Buffalo	C2	Burton*	X4	Cairo*^	X1
Calumet City	C1	Canton	C2	Cantrall	C2	Carlyle	C2
Cary	C1	Catlin	C2	Centralia	C2	Champaign	C2
Chicago	A1/B 1	Chicago Heights	C1	Cicero	B1	Coal City	C1
Collinsville	C2	Columbus*	X5	Crescent City	C1	Crete	C1
Crystal Lake	C1	Danville	C2	Decatur	C2	Deerfield	C1
Delavan	C2	Downers Grove	C1	Dundee	B1/C1	Dwight	C1

1 refers to Market Service Area 1 (MSA 1), the Chicago Metropolitan Area,

2 refers to all downstate locations.

* indicates that the exchange has divergent pricing for local calls and reflects an exception exchange that does not comply with this structure;

^ does not offer measured or message service.

Section 11 – SERVICE AREAS Continued

11.2. LOCAL CALLING AREAS, Continued

EXCHANGE	AA	EXCHANGE	AA	EXCHANGE	AA	EXCHANGE	AA
East Moline	C2	East St. Louis	C2	Edgemon	C2	Edgington	C2
Edwardsville	C2	Elburn	C1	Elgin	C1	Elk Grove	C1
Elmhurst	C1	Elwood	C1	Evanston	B1	Fairmount	C2
Farmington	C2	Fiatt	C2	Fithian	C2	Forest	B1
Forrest*^	X1	Fowler*	X3	Fox Lake	C1	Franklin Park	B1/C1
Freeburg	C2	Galena	C2	Gardner	C1	Geneva	C1
Georgetown	C2	Germantown	C2	Gibson City	C2	Gilman	C1
Glen Carbon	C2	Glen Ellyn	C1	Glencoe	B1	Glenview	B1
SCC City	C2	Grant Park	C1	Grayslake	B1	Greenville	C1
Half Day	C1	Hampshire	C1	Hanna City	C1	Harding	C1
Harmony	C2	Harristown	C2	Harvard	C1	Harvey	C1
Herscher	C1	Highland Park	B1	Hinsdale	B1/C1	Homewood	C1
Huntley	C1	Illinois City	C2	Indianola	C2	Ipava	C2
Itasca	B1	Iuka	C2	Joliet	C1	Kaneville	C1
Kankakee	C1	Kell-Dix	C2	Kinmundy	C2	LaGrange	C1
Lake Forest	C1	Lake Villa	C1	Lake Zurich	C1	Lansing	C1
LaSalle	C1	Lebanon	C2	Lemont	C1	Lewistown	C2
Liberty*	X5	Libertyville	C1	Lisbon	C1	Lockport	C1
Lombard	C1	Manhattan	C1	Manteno	C1	Marengo	C1
Marine	C2	Maywood	B1/C1	Mazon	C1	McHenry	C1
Minooka	C1	Mokena	C1	Moline	C2	Momence	C1
Morris	C1	Mound City*^	X1	Mounds*^	X1	Mount Vernon	C2
Mundelein	C1	Naperville	B1/C1	Nashville	C2	Newark	C1

1 refers to Market Service Area 1 (MSA 1), the Chicago Metropolitan Area,

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^ does not offer measured or message service.

Section 11 – SERVICE AREAS Continued

11.2. LOCAL CALLING AREAS, Continued

EXCHANGE	AA	EXCHANGE	AA	EXCHANGE	AA	EXCHANGE	AA
New Athens	C2	New Lenox	C1	Northbrook	C1	Oakford	C2
Oak Forest	C1	Oak Lawn	B1/C 1	Oak Park	B1	Oakwood	C2
O'Fallon	C2	Oglesby	C1	Olive Branch*^	X1	Onarga	C1
Orland	C1	Oswego	C1	Ottawa	C1	Palatine	B1/C 1
Palos Park	C1	Payson*	X5	Peoria	C2	Peotone	C1
Petersburg	C2	Pistakee Hlds.	C1	Plainfield	C1	Plano	C1
Plato Center	C1	Plattville	C1	Quincy*	X4	Ridge Farm	C2
Riverdale	C1	River Grove	B1	Riverside	C1	Riverton	C2
Rochester	C2	Rockford	C2	Rock Island	C2	Roselle	B1/C 1
Round Lake	C1	St. Anne	C1	St. Charles	C1	St. Joseph	C2
Salem	C2	San Jose	C2	Seneca	C1	Skokie	B1
South Beloit*^	X3	Spring Bay	C2	Springfield	C2	Sterling*^	X3
Sugar Grove	C1	Summit	C1	Tallula	C2	Tamms*^	X1
Thebes*^	X1	Thornton	C1	Tinley Park	C1	Trenton	C2
Trivoli	C2	Troy	C2	Union	C1	Utica	C1
Vandalia	C2	Verona	C1	Warrenville	C1	Watseka	C1
Wauconda	C1	Waukegan	C1	West Chicago	C1	West Dana*^	X2
Western Springs	C1	Westville	C2	Wheaton	C1	Wheeling	C1
Willow Springs	C1	Wilmette	C1	Wilmington	C1	Winnetka	C1
Wood River	C2	Woodstock	C1	Yorkville	C1	Zion	C1

1 refers to Market Service Area 1 (MSA 1), the Chicago Metropolitan Area,

2 refers to all downstate locations.

* indicates that the exchange has divergent pricing for local calls and reflects an exception exchange that does not comply with this structure;

^ does not offer measured or message service.



Section 12 – RATES & CHARGES

12.1 CURRENT RATES

SERVICE ORDER CHARGE

	<u>Business</u>	<u>Residence</u>
First	\$50.00	\$50.00
Additional	\$50.00	\$50.00

PREMISES VISIT CHARGE

	<u>Business</u>	<u>Residence</u>
First (per 15 minute increment)	\$50.00	\$50.00
Add'l. (per 15 minute increment)	\$50.00	\$50.00

RESTORAL CHARGE

	<u>Business</u>	<u>Residence</u>
First	\$20.00	\$20.00
Additional	\$20.00	\$20.00

MOVES, ADDS, AND CHANGES

Residence Charge per order:	<u>Move</u>	<u>Add</u>	<u>Change</u>
First	\$20.00	\$20.00	\$20.00
Additional	\$20.00	\$20.00	\$20.00

Business Charge per order:	<u>Move</u>	<u>Add</u>	<u>Change</u>
First	\$20.00	\$20.00	\$20.00
Additional	\$20.00	\$20.00	\$20.00

RECORD ORDER CHARGE

	<u>Business</u>	<u>Residence</u>
First	\$50.00	\$50.00
Additional	\$50.00	\$50.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

CHARGES ASSOCIATED WITH PREMISES VISIT

Trouble Isolation Charge

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Residence: (per 15 min. increment)	\$20.00	\$20.00
Per Premises Visit, Business: (per 15 min. increment)	\$20.00	\$20.00

Inside Wire Maintenance and Installation

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Residence: (per 15 min. increment)	\$20.00	\$20.00
Per Premises Visit, Business: (per 15 min. increment)	\$20.00 \$	20.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

INTEREXCHANGE SWITCHED ACCESS OUTBOUND SERVICE

	DAYTIME		EVENING		NIGHT	
	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.
Intrastate	\$0.25	\$0.05	\$0.25	\$0.05	\$0.25	\$0.05

SWITCHED ACCESS OUTBOUND SERVICE

	DAYTIME		EVENING		NIGHT	
	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.
Intrastate	\$0.25	\$0.05	\$0.25	\$0.05	\$0.25	\$0.05

DEDICATED ACCESS OUTBOUND SERVICE

	DAYTIME		EVENING		NIGHT	
	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.
Intrastate	\$0.25	\$0.05	\$0.25	\$0.05	\$0.25	\$0.05

DEDICATED ACCESS INBOUND SERVICE

	DAYTIME		EVENING		NIGHT	
	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.
Intrastate	\$0.25	\$0.05	\$0.25	\$0.05	\$0.25	\$0.05



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

TRAVEL CARD SERVICE

Access charge per call	\$0.50
Rate per minute	\$0.50

DIRECTORY ASSISTANCE

Rate per access	\$1.50
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PAY TELEPHONE SURCHARGE

Rate per access	\$0.65
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OPERATOR ASSISTED CALLING

The following service surcharges apply to intraLATA toll and interexchange calls for which live or automated operator assistance is provided for call completion and/or billing. Applicable per minute rates apply in addition to the surcharges below.

Customer Dialed Call	\$0.30
Person-to-Person	\$1.95
3 rd Number Billed	\$0.80
All other Operator Assistance	\$0.65



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS_LOCAL RATES (ALL CALL AREAS)

		<u>DAY</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
		<u>Initial</u>	<u>Add'l</u>	<u>Initial</u>	<u>Add'l</u>	<u>Initial</u>	<u>Add'l</u>
		<u>Period</u>		<u>Period</u>		<u>Period</u>	<u>Period</u>
0-8 Miles		\$0.24		\$0.08		\$0.15	\$0.08
9-13 Miles		\$0.30		\$0.09		\$0.19	\$0.09
14-44 Miles		\$0.32		\$0.20		\$0.20	\$0.14
45+ Miles		\$0.32		\$0.25		\$0.20	\$0.16
DAY		8AM-5PM MONDAY-FRIDAY*					
EVENING		5PM-11PM MONDAY-FRIDAY*					
		5PM-11PM SUNDAY*					
		All day Christmas, New Years, Thanksgiving, Independence, and Labor Days					
NIGHT & WEEKEND		8AM SATURDAY-5PM SUNDAY*					
		11PM-8AM EVERY DAY*					

*The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period.



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

SUPPLEMENTAL SERVICES

CUSTOM CALLING SERVICE

Connection Charges (Nonrecurring Charges)	\$10.00
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CLASS SERVICES

Connection Charges (Nonrecurring Charges)	\$10.00
Centrex Service Connection Charge	\$10.00

BUSY LINE VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request	\$1.00
Interrupt Charge, each request	\$1.25

TRAP CIRCUIT SERVICE

Per Request:	\$30.00
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DIRECTORY ASSISTANCE SERVICE

The directory assistance charge applies after the call allowance of two calls per line.

Local, per request	\$1.50
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LOCAL OPERATOR SERVICE

Customer Dialed Calling Card	\$0.35
Operator Station-to-Station	\$0.40
Person-to-Person	\$3.00
3 rd Number Billed	\$1.25
Collect Calls	\$1.50
All other Operator Service	\$1.50



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

STAND ALONE VOICE MAIL SERVICE

Recurring and Nonrecurring Charges

Per Individual Mail Address:

	<u>Residence</u>	<u>Business</u>
Nonrecurring Charge	\$30.00	\$30.00
Recurring Charges:	\$5.00	\$12.00
-Month to Month		

BLOCKING SERVICE

	<u>Nonrecurring Charges</u>
900 and 700 Blocking	
-Residential	\$25.00
-Business (up to 200 lines)	\$50.00
900, 971, 974, and 700 Blocking	
-Residential	\$25.00
-Business (up to 200 lines)	\$50.00

	<u>Monthly Charges</u>
Third Number Billed and Collect Call Restriction	
-Residential	\$20.00
-Business (up to 200 pines)	\$20.00
Toll Restriction	
-Residential	\$20.00
-Business (up to 200 pines)	\$20.00
Toll Restriction Plus	
-Residential	\$20.00
-Business (up to 200 pines)	\$20.00
Direct Inward Dialing Blocking (Third Party and Collect Call)	
-Initial Activation	\$25.00
-Subsequent Activation (per line)	\$20.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

CUSTOMIZED NUMBER SERVICE

Set-up Charges	
Residential Customer	\$25.00
Business Customer	\$50.00

REMOTE CALL FORWARDING SERVICE

Nonrecurring Charges	
- Service Connection	\$50.00
- Change of telephone number to which calls are forwarded, per occasion	\$25.00
- Change of Directory Listing, per occasion	\$25.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

INTEGRATES SERVICES DIGITAL NETWORK (ISDN) PRIMARY RATE INTERFACE (PRI) SERVICE

The following rates and charges are in addition to the appropriate individual Business Message, Business Flat Rate, Residential Message Rate, and Residential Flat Rate rates and charges.

	<u>Monthly Recurring Charge</u>	<u>Installation Charge</u>
<u>Basic Charges</u>		
Per ISDN Basic Exchange		
Service Line	\$25.00	\$25.00
Circuit Switched Voice	\$25.00	\$25.00
Circuit Switched Data Only	\$15.00	\$15.00
High Speed Packet Switched	\$25.00	\$25.00
Low Speed Packet Switched	\$15.00	\$50.00
	\$12.00	



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

RESIDENTIAL NETWORK SWITCHED SERVICES

Flat Rate Service (Residential Only)

Basic Local Service Charge Per Month

Individual

Basic Svc Access Line**	\$7.50
Local Usage	\$5.00
Total	\$12.50

2-Party

Basic Svc Access Line	\$7.50
Local Usage	\$5.00
Total	\$12.50

4-Party

Basic Svc Access Line	\$7.50
Local Usage	\$5.00
Total	\$12.50

Trunk

Basic Svc Access Line	\$7.50
Local Usage	\$5.00
Total	\$12.50



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

RESIDENTIAL NETWORK SWITCHED SERVICES Continued

Message Rate Service

BASIC LOCAL SERVICE CHARGE PER MONTH

All Regions

Basic Lifeline	\$2.50
Basic Message	
Auxiliary	\$5.00
Trunk	
Per call charge (after first)	\$0.25



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

RESIDENTIAL NETWORK SWITCHED SERVICES Continued

Custom Calling Features:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Add'l.</u>
<u>Standard Features – Per Line:</u>			
Three-Way Conference, Consultation, Transfer	\$6.00	\$50.00	\$50.00
Call Forwarding Variable	\$6.00	\$50.00	\$50.00
Call Forwarding Busy Line	\$6.00	\$50.00	\$50.00
Call Forwarding Don't Answer	\$6.00	\$50.00	\$50.00
Call Hold	\$6.00	\$50.00	\$50.00
Call Waiting Terminating	\$6.00	\$50.00	\$50.00
Call Waiting Originating	\$6.00	\$50.00	\$50.00
Speed Calling One Digit	\$6.00	\$50.00	\$50.00
Speed Calling Two Digit	\$6.00	\$50.00	\$50.00
Distinctive Ringing	\$6.00	\$50.00	\$50.00
<u>Tiered Features:</u>			
Any 3 Standard Features	\$6.00	\$50.00	\$50.00
Any 4 Standard Features	\$6.00	\$50.00	\$50.00
Any 5 Standard Features	\$6.00	\$50.00	\$50.00
Any 6 Standard Features	\$6.00	\$50.00	\$50.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

RESIDENTIAL NETWORK SWITCHED SERVICES Continued

Custom Calling Features: Continued

Hunt Group Charge:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Sequential Hunting	\$10.00	\$10.00	\$10.00
Circular Hunting	\$10.00	\$10.00	\$10.00
Uniform Hunting	\$10.00	\$10.00	\$10.00
Queuing with Announcement (per Queue Slot)	\$10.00	\$10.00	\$10.00

Hunting Line Charge:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Sequential Hunting	\$10.00	\$10.00	\$10.00
Circular Hunting	\$10.00	\$10.00	\$10.00
Uniform Hunting	\$10.00	\$10.00	\$10.00

Advanced Features Line Charge:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Voice Messaging	\$10.00	\$10.00	\$10.00
6-Way Conferencing (Per Line)	\$10.00	\$10.00	\$10.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

RESIDENTIAL NETWORK SWITCHED SERVICES Continued

Custom Calling Features: Continued

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
<u>CLASS Features Line Charge:</u>			
Caller ID	\$6.00	\$25.00	\$25.00
Block Caller ID	\$6.00	\$25.00	\$25.00
Auto Callback	\$6.00	\$25.00	\$25.00
Auto Recall	\$6.00	\$25.00	\$25.00
Call Trace	\$6.00	\$25.00	\$25.00
Selective Call Acceptance	\$6.00	\$25.00	\$25.00
Selective Call Forwarding	\$6.00	\$25.00	\$25.00
Selective Call Rejection	\$6.00	\$25.00	\$25.00
<u>CLASS Features Usage Charge:</u>		<u>Per Use</u>	
Caller ID		\$1.50	
Block Caller ID		\$1.50	
Auto Callback		\$1.50	
Auto Recall		\$1.50	
Call Trace		\$1.50	
Selective Call Acceptance		\$1.50	
Selective Call Forwarding		\$1.50	
Selective Call Rejection		\$1.50	



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES

Measured Rate Basic Business Line Service

Remote Call Forwarding

- Terminating	\$25.00
- Terminating Paths	\$25.00
- Originating	\$25.00
- Originating Paths	\$25.00

BUSINESS NETWORK SWITCHED SERVICES

Custom Calling Features:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
<u>Standard Features – Per Line:</u>			
Three-Way Conference, Consultation, Transfer	\$7.50	\$50.00	\$50.00
Call Forwarding Variable	\$7.50	\$50.00	\$50.00
Call Forwarding Busy Line	\$7.50	\$50.00	\$50.00
Call Forwarding Don't Answer	\$7.50	\$50.00	\$50.00
Call Hold	\$7.50	\$50.00	\$50.00
Call Park	\$7.50	\$50.00	\$50.00
Call Pick-up	\$7.50	\$50.00	\$50.00
Call Transfer	\$7.50	\$50.00	\$50.00
Call Waiting Terminating	\$7.50	\$50.00	\$50.00
Call Waiting Originating	\$7.50	\$50.00	\$50.00
Speed Calling One Digit	\$7.50	\$50.00	\$50.00
Speed Calling Two Digit	\$7.50	\$50.00	\$50.00
Distinctive Ringing	\$7.50	\$50.00	\$50.00
<u>Tiered Features:</u>			
Any 3 Standard Features	\$15.00	\$50.00	\$50.00
Any 4 Standard Features	\$15.00	\$50.00	\$50.00
Any 5 Standard Features	\$15.00	\$50.00	\$50.00
Any 6 Standard Features	\$15.00	\$50.00	\$50.00
Any 7 Standard Features	\$15.00	\$50.00	\$50.00
Any 8 Standard Features	\$15.00	\$50.00	\$50.00
Any 9 Standard Features	\$15.00	\$50.00	\$50.00
Any 10 Standard Features	\$15.00	\$50.00	\$50.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

Custom Calling Features: Continued

Hunt Group Charge:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Sequential Hunting	\$10.00	\$10.00	\$10.00
Circular Hunting	\$10.00	\$10.00	\$10.00
Uniform Hunting	\$10.00	\$10.00	\$10.00
Queuing with Announcement (per Queue Slot)	\$10.00	\$10.00	\$10.00

Hunting Line Charge:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Sequential Hunting	\$10.00	\$10.00	\$10.00
Circular Hunting	\$10.00	\$10.00	\$10.00
Uniform Hunting	\$10.00	\$10.00	\$10.00

Advanced Features Line Charge:

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Voice Messaging	\$10.00	\$10.00	\$10.00
6-Way Conferencing (Per Line)	10.00	\$10.00	\$10.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

Custom Calling Features: Continued

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
<u>CLASS Features Line Charge:</u>			
Caller ID	\$7.50	\$50.00	\$50.00
Block Caller ID	\$7.50	\$50.00	\$50.00
Auto Callback \$7.50		\$50.00	\$50.00
Auto Recall	\$7.50	\$50.00	\$50.00
Call Trace	\$7.50	\$50.00	\$50.00
Selective Call Acceptance	\$7.50	\$50.00	\$50.00
Selective Call Forwarding	\$7.50	\$50.00	\$50.00
Selective Call Rejection	\$7.50	\$50.00	\$50.00
<u>CLASS Features Usage Charge:</u>		<u>Per Use</u>	
Caller ID		\$0.75	
Block Caller ID		\$0.75	
Auto Callback		\$0.75	
Auto Recall		\$0.75	
Call Trace		\$0.75	
Selective Call Acceptance		\$0.75	
Selective Call Forwarding		\$0.75	
Selective Call Rejection		\$0.75	



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

Public Access Line Service

The COCOT Enforcement Funder Fee of \$0.25 per month will be assessed on all access line purchased under this service.

Connection Charge:	\$50.00
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Monthly Recurring Charges:	
Line	\$50.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

PBX Trunk Service

A. Measured Rate PBX Trunks

	<u>Recurring Monthly</u>	<u>First</u>	<u>Nonrecurring Additional</u>
Each Trunk	\$25.00	\$30.00	\$50.00
Terminal Numbers:			
1-20 lines in terminal group	\$25.00	\$30.00	\$50.00
100 lines in terminal group	\$25.00	\$30.00	\$50.00
<u>Trunks (Measured Rate)</u>			
DID Service	\$25.00	\$30.00	\$50.00
DOD Service	\$25.00	\$30.00	\$50.00
DID/DOD Combination Service	\$25.00	\$30.00	\$50.00
Each DID Trunk Group	\$25.00	\$30.00	\$50.00
<u>Charges on All Trunks</u>			
EUCL – Multiline Business	\$25.00	\$30.00	\$50.00
EUCL – Residential/One Line Business	\$5.00	\$30.00	\$50.00
Remote Call Forwarding			
terminating	\$25.00	\$30.00	\$50.00
terminating paths	\$25.00	\$30.00	\$50.00
originating	\$25.00	\$30.00	\$50.00
originating paths	\$25.00	\$30.00	\$50.00
Sequential Hunting	\$25.00	\$30.00	\$50.00
Circular Hunting	\$20.00	\$20.00	\$20.00
Uniform Hunting	\$2.00	\$2.00	\$20.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

PBX Trunk Service Continued

DS1 PBX Trunk Service

Where appropriate facilities do not exist, Special Construction charges will also apply.

Nonrecurring Connection Charge: \$500.00

Monthly Recurring Charges:

- Facility	\$250.00
- Per Active Channel (DID)	\$15.00
- Per Active Channel (DOD)	\$35.00

Measured Usage Charges:

Measured Usage Charges for DS1 Trunks are the same as those indicated for a basic business line.



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

PBX Trunk Service Continued

D. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)

Where appropriate facilities do not exist, Special Construction charges will also apply.

	<u>First</u>	<u>Nonrecurring Additional</u>
Per Point of Termination (incl. 1 st ½ mile to CO)	\$1000.00	\$750.00
Each Add'l ½ Mile	\$50.00	\$50.00
- Fixed Mileage	\$50.00	\$50.00
- Per Mile Charge	\$50.00	\$50.00
Primary Rate Interface, first	\$500.00	\$500.00
- Per Usage Rate B Channel	\$50.00	\$50.00
- Per Flat Rate B Channel	\$50.00	\$50.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

PBX Trunk Service Continued

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Continued

	<u>Recurring Charges</u> <u>Monthly</u>
Per Point of Termination (incl. 1 st ½ mile to CO)	\$700.00
Each Add'l. ½ Mile	\$50.00
- Fixed Mileage	\$50.00
- Per Mile Charge	\$50.00
Primary Rate Interface, first	\$750.00
- Per Usage Rate B Channel	\$50.00
- Per Flat Rate B Channel	\$50.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

Centrex Service

Nonrecurring Connection Charge: \$100.00
(per station line)

Monthly Recurring Charges:

Term: (per station line)

Monthly \$25.00

24 months (Discount) 2.5%

36 months (Discount) 5%

60 months (Discount) 10%

84 months (Discount) 15%

Over 100 lines

INDIVIDUAL CASE BASIS



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

BUSINESS NETWORK SWITCHED SERVICES Continued

Centrex Service Continued

Optional Centrex Features

Nonrecurring Connection Charge: \$500.00
(per station line)

Monthly Recurring Charges:

Term: (per station line)

Monthly \$300.00

24 months (Discount) 2.5%

36 months (Discount) 7.5%

60 months (Discount) 10%

84 months (Discount) 28%

Voice Mail, per line per month: \$10.00

Over 100 lines

INDIVIDUAL CASE BASIS



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

ALTERNATE TELEPHONE LISTING

	<u>Monthly</u>
<u>Non-Published Listing</u>	
Business	\$4.00
Residence	\$3.00
<u>Semi-Private Listing</u>	
Business	\$4.00
Residence	\$3.00
<u>Additional Listing</u>	
Business	\$3.00
Residence	\$2.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

DATA SERVICES

Frame Relay Service (FRS)

The following rates and charges apply to intraLATA FRS in those LATA's where technical capability is available.

A. FRS Access Links (Local Loops)

The rates and charges for access services AND (DS0) 56 Kbps, xDSL Service (DS1) 1.549 Mbps, (DS2) 6.312 Mbps and (DS3) 44.736 Mbps, are found in the published Tariffs of the relevant ILEC to furnish such access service, as the same are on file with the Commission.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
B. <u>FRS Access Port Termination – Per Port</u> (Port charge includes the first DLCI)		

56 Kbsp	\$500.00	\$75.00
128 Kbsp	\$400.00	\$150.00
384 Kbsp	\$400.00	\$400.00
1,536 Kbsp	\$400.00	\$600.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

DATA SERVICES Continued

Frame Relay Service (FRS) Continued

DCLI - Per Port (rate for each DLCI)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
1	\$25.00	\$25.00
2-6	\$25.00	\$15.00
7-11	\$25.00	\$7.50

	<u>Installation Charge</u>	<u>Monthly Rate</u>
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Optional Feature

Traffic Detail	\$50.00	\$10.00
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Change Charge

This charge applies when the customer makes a change to the port termination speed and there is no change to the access link. Changing the speed of the access link will incur an installation charge for the new access link and an installation charge for the new port termination.

	Installation Charge
Change Charge – per port	\$25.00



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

DATA SERVICES Continued

ISDN

		<u>Installation Charge</u>	<u>Monthly Rate</u>
A.	ISDN-BRI Basic Service Each ISDN	\$100.00	\$25.00
B.	ISDN-BRI Optional Packet Data Device Each Device	\$15.00	\$7.50



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

DATA SERVICES Continued

ADSL Services

A. Customer Premises Equipment and Installation

					<u>Non-recurring Charge</u>
Month to Month Customers, Only					\$496.00
	(1-Year and 3-Year Terms)	Customer Premise Equipment	Equipment Installation	ADSL Service Installation	Month-to-Month Service
ADSL Transport	\$25.00	\$150	\$150	\$150	\$50
Internet Access	\$15.00	\$150	\$150	\$150	\$25



Section 12 – RATES & CHARGES Continued

12.1 CURRENT RATES Continued

DATA SERVICES Continued

ADSL Services

B. Platinum Package

	(1-Year and 3-Year Terms)	Customer Premise Equipment	Equipment Installation	ADSL Service Installation	Month-to-Month Service
ADSL Transport	\$150	\$200	\$150	\$150	\$150
Multi User (up to 256 accounts) Internet Access	\$200	\$150	\$150	\$150	\$250



DETERMINATION OF LINE CHARGE AND ASSESSMENT PURSUANT TO 83 Ill. Adm. Code 755.500

Pursuant to the Order dated April 29, 2021, of the Illinois Commerce Commission in Docket 21-0156, Company shall impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoIP residential subscriber lines, a charge of .4 cents per VoIP business subscriber lines, a charge of .4 cents per line for all Centrex lines, and a charge of 10 cents per PBX trunk. VoIP business charge shall be .4 cents per line per month. Charges for services provisioned by T-1 lines and other advanced services shall mirror Company's application of 9-1-1 charges. The assessment on prepaid wireless transactions is established at .07% of prepaid retail transactions to be implemented by the Illinois Department of Revenue. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2021, or at the beginning of the first cycle after July 1, 2021.