

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.13 Birch Business Packages 4.5.8 - 4.5.12 non recurring charges, where applicable.

	<u>Business</u>	
Class of service change	\$60.00	(I)
Complex service charge	\$60.00	(I)
Custom work order	(1)	
Establish dual service – Basic Line	\$60.00	(I)
Establish dual service – Metro Line	\$55.00	
Establish dual service – Basic Trunk	\$35.00	
Establish dual service – Metro Trunk	\$70.00	
Expedited service charge	\$60.00	(I)
Feature add/change	\$15.65	
Hunting add/change	\$10.00	
Invoice change	\$60.00	(I)
Move, per line or trunk (3)	\$70.00	(I)
Installation of new line or trunk (2)(3)	\$70.00	(I)
Transfer of service	\$10.00	
Service change, all other, per line	\$10.00	
Telephone number change	\$25.00	
Telephone number search 1 <sup>st</sup> 20 free	\$15.00	
DID Trunk Service Charge	\$70.00	
1 <sup>st</sup> Block of 10 DID Numbers	\$130.00	
Additional Block of 10 DID Numbers	\$ 10.00	
1 <sup>st</sup> Block of 100 DID Numbers	\$130.00	
Additional Block of 100 DID Numbers	\$130.00	
Service Change Charge	\$ 25.00	
DID Trunk DTMF Service Charge	\$150.00	

(M) Installation charge footnote previously located on 6th Revised Sheet No. 62.06

(1) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and /or maintain local service required of the Company by the Customer. Customer must agree to the charges provided by the Company prior to the work beginning.

(2) Installation charge on account will be waived when existing service is converted from Customer's current local exchange carrier to Birch.

(3) The installation charge will apply for new Birch lines ordered that are not converted from an existing local exchange carrier. The charge will be added at the time of service.

Birch Telecom of Missouri, Inc.  
 dba Birch Communications

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.22 Home Essentials and Home Essentials Metro bundles (1)(5)

- Line
- Caller ID
- Call Waiting
- Call Waiting ID with Options (2)
- Call Forwarding Variable
- Call Forward Busy/No Answer
- Anonymous Call Rejection
- Three-Way Calling
- Remote Access to Call Forwarding Variable
- 250 Minutes Long Distance Block of Time (3)

A. Monthly Rates (4)

	<u>Basic Line</u>	<u>Metro Line (4)</u>
12-month Term Commitment	\$46.00	\$54.00
24-month Term Commitment	\$44.00	\$51.00
Month-to-month, for expired term	\$50.00	\$58.00

B. Early Termination Fee

If Customer disconnects Services, or Services are disconnected for nonpayment or other Customer breach prior to the end of the current term for any reason, except for any failure by Birch, Customer will be billed on its next monthly invoice a termination fee of \$200.00 per line, including lines added after the initial location/account establishment. Additionally, Customer shall be billed for any credits previously provided or charges previously waived in connection with any promotion in conjunction with the Home Essentials and Home Essentials Metro bundles.

C. Non-recurring Charges

Additional line	\$36.00	
Class of service change	\$60.00	(I)
Conversion of line to Birch service	\$ 0.00	
Establish dual service – Basic Line	\$60.00	(I)
Establish dual service – Metro Line	\$30.00	
Expedited service charge	\$60.00	(I)
Features add, drop or change	\$10.00	
Invoice change	\$60.00	(I)
Move, per line or trunk	\$70.00	(I)
Service change, all other, per line	\$10.00	
Telephone number change	\$25.00	
Telephone number search, 1 <sup>st</sup> 20 set free	\$15.00	
Transfer of service	\$10.00	

See Sheet No. 63.21 for footnotes.

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4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.27 Charges (continued)

B. Non-Recurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.1.1 of this tariff. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

1. Nonrecurring charges for installation of Business lines are:

		(D)
		(D)
		(I)
		(C)
Line Installation incl. jack/ wiring	\$165.00 1 <sup>st</sup> hour	
Line Installation incl. jack/wiring	\$60 ea. add'l 1 1/2 hour	

2. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

Charge	Price	
Feature Add or Change	\$10.00 per Order	
Basic Service Change	\$10.00 per Order	
Establishing or Re-arranging Hunting	\$10.00 per Order	
Directory Listing Change	\$10.00 per Order	
Invoice Change	\$60.00 per Order	(I)
Transfer of Service	\$60.00 per Order	(I)
TN Change	\$25.00 per Order	
Line Signaling Change	\$25.00 per Order	
Vanity Number Search	\$25.00 per Order	
Establishing Dual Service	\$60.00 per Order	(I)
Expedite Service Charge (LWC/UNE)	\$60.00 per Order	(I)
Expedite Service Charge (Facilities)	\$200.00 per Day per Line	
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit	

1. Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

## 4. SERVICES (continued)

4.5 General Exchange Services (continued)

## 4.5.27 Charges (continued)

## 3. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician	Residential	Business	(I)
Premise Work Charge	\$139.00	\$139.00	
Initial Hour (time & materials)	\$165.00	\$165.00	
Trouble Determination (per request)	\$110.00	\$110.00	(C)
Each Additional 30 minute increment	\$ 60.00	\$ 60.00	
Each Additional Jack & Wiring (existing customer)	\$ 65.00	\$ 65.00	

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.29 NAVIGATOR SERVICES (continued)

B. Optional Metropolitan Calling Area Service (3)

1. Monthly Rates Per Line

	<u>Residence</u>	<u>Business</u>
(a) Springfield MCA-2		
I. Flat Rate Option	\$11.45	\$21.75
II. Measured I-Party Option	6.30	11.95
(b) St. Louis MCA-3		
I. Flat Rate Option	12.35	24.80
II. Measured I-Party Option	6.80	13.65
(c) St. Louis MCA-4		
I. Flat Rate Option	21.55	46.75
II. Measured I-Party Option	11.85	25.70
(d) St. Louis MCA-5		
I. Flat Rate Option	32.50	70.70
II. Measured I-Party Option	17.90	38.90

(D)  
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(D)

\*See Original Sheet No. 63.46 for Footnotes.

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.34 Payphone Service Provider (PSP) Services (continued)

4.5.34.1 Rules and Regulations (continued)

V. Service Features

Zone Sensitive Rate for PSP

Subscribers to this service are required to take one of the following options where facilities are available to provide such service. (D)

1. Two-Way Service:

- a. Provides central office blocking of 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Ala carte rate will apply . (T)
- b. Provides central office blocking of 7 digit local, 1+DDD, 1+ 900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid call from being billed to the line. Ala carte rate will apply. (T)
- c. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Aala carte rate will apply. (T)

4.5.34.2 Payphone services are equipped with : (D)  
(D)

Free 900/976 Block

250 Local, Lata, and Long Distance Minutes for customers who select Birch as their long distance service provider. Overages will apply – see section 4.5.34.4

4.5.34.3 Payphone Services Additional Features

Features	Rates
Non-Published Listing	\$8.25
Non-Listed Number	\$5.56
Extended Area Calling Service	\$22.24
Call Screening	\$4.44
Answer Supervision	\$8.13
Call Blocking	\$5.97
Fraud Protection	\$0.16

4. SERVICES (continued)

4.5 General Exchange Services (continued)

4.5.34 Payphone Service Provider (PSP) Services (continued)

4.5.34.1 Rules and Regulations (continued)

4.5.34.4 Rates

The monthly recurring charge for this service is \$52.30

- Miscellaneous Service Charges will apply – see Section 4.1.11.5 of this tariff.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.5.34.2 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Early Termination Fees are calculated using the following formula: \$200 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- Local, IntraLata, Long Distance is available with this product and is rated at \$0.07/minute after the initial 250 included usage
  - Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While the plans include long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate and eliminate half of the allowable usage.
  - Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

4.2.21.E PayPhone Paper Invoice Fee

All payphone customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$9.95 per invoice. This charge represents the costs for printing, postage, mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service.

4.5.34.4 American Fiber Network (AFN) and Close Call America (CCA) Payphone Service Provider (PSP) Services

The following products of AFN or CCA have been grandfathered and will be billed as “Payphone.”

Coin Line Flat Rate	Payphone Access Service
Coinless Payphone Access - Outward Only	Smart PAL
Coinless Payphone Access - Outbound Only	Smart Payphone
Interra Payphone Access Service	Smart Public
Interra Payphone Line Rate	PAL Message Rate
Payphone Access Line	

## 4. SERVICES (continued)

## 4.5 General Exchange Services (continued)

## 4.5.35 Ernest Communications

## A. BirchNet Basic Plus

The following products will be grandfathered, change their name and begin billing as BirchNet Basic Plus beginning with their first Birch invoice.

AllenEdmds-BI-2b-21.53	EZ Corp-Flat-34.05	Natl Vision-Flat-24.00
AlliedBldgProd-Flat-31.75	EZPI-Z1-MO-40.95-OR	Odyssey-Flat-30.50
AmerRepublic-BI-2c-26.90	EZPI-Z2-SMO-40.95	Pavestone-BI-2b-29.67
APG-BI-2a-27.21	EZPI-Z3-MO-40.95-OR	PndaExpress-BI-2a-25.74
ARTS-EZPI-Z1-SMO-31.00	Ferrell Gas-BI-2b-34.29	QTP-EZPI-Z1-SMO-36.95
AxcFin-EZPI-OnNet-29.00	FifthThirdBank-EZPI-42.00	RAC-Flat-29.54
Baker Footwear-Flat-28.67	FleetPride-Charter-SMO	RAC-RCF-29.54
Bennett-BI-2b-29.36	FleetPride-Flat-30.20	Red Rbn-BI-2b-SMO-30.73
		RHF-18MO-EZPI-Z1-MO-
		34.95
Boyd Coffee-BI-2b-27.99	Flint-BI-2b-26.23	Rsale Charter-SMO-62.00
Bus-Spc	Fuddruckers-On Net-30.95	Securus-EZ-Z2-SMO-30.30
Carquest-Flat-30.91	FurnRow-BI-2b-24.71	Sm Bus-Z0-SMO-40.95
CarToys-Flat-35.99	Gordmans-Flat-28.41	Sm Bus-Z1-Pae-SMO-29.95
CellularCity-EZPI-SMO-36.95	Graham-BI-2d-31.63	SP-EZPI-Z1-MO-36.95
Century Park Assoc-28.09	GrtClips-EZPI-Z1-MO-34.95	Std Parking-BI-2b-26.07
Chicos (2012)-Flat-30.32	HalfPrcBks-Flat-27.96	SteinMart-Flat-25.45
Chicos-EZPI-27.87	HCR-Flat-23.74	Steris-BI-2d-26.16
ChmChar-Z1-SMO-w/3%Dsct-34.87	HealthyAdvice-EZPI-SMO-34.95	SthrnGraphics-BI-2b-26.84
ChmChar-Z2-Pae-SMO-w/3%Dsct-34.87	Hooters-EZPI-Z1-MO-39.00	TaraCares-EZPI-MO-42.45
ChmChar-Z2-SMO-w/3%Dsct-39.72	Hooters-EZPI-Z4-MO-39.00	Toyota-EZ-MO-35.95
ChmChar-Z4-Pae-SMO-w/3%Dsct-39.72	IBT-BI-2b-35.99	TrueReligion-Flat-27.24
Cintas-Flat-31.80	iCore-BI-2b-20.32	TX Rdhse-BI-2b-25.99
ConsumerSource-23.56	ITT-BI-2d-23.78	Under Armour-On Net-34.49
CSLPlasma-25.17	JasperE&T-29.12	





4. SERVICES (continued)

4.9 Miscellaneous Services (continued)

4.9.11 Paper Invoice Fee

All customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$1.95 per invoice and \$9.95 per invoice for large or elite customers. This charge represents the costs for printing, postage mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service. (N)

4. SERVICES (continued)

4.14 Promotions/ICB (Individual Case Basis)

(N)

From time to time, the Company may elect to offer special promotions. ICB or trials to its customers. These promotions will generally consist of a reduced price, a waiver of installation charges, or a free service with a purchase of another service.

(N)

Any promotional waiver or discounted rate will apply only one time per customer for each service in any given wire center prefix during the course of the promotional period, subject to prior notification and approval by the Commission.

The Company will provide written notice to the Commission no less than seven (7) days prior to the beginning of each promotion period identifying the promotion and the exchanges within which the promotion will be offered. If facilities permit, all residence and/or business customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residence or business services.