

LOCAL EXCHANGE SERVICES

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LOCAL EXCHANGE SERVICES

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.2 Billing and Collection of Charges, (Cont'd.)

- C. When service does not begin on the first day of the month, or end on the last day of the month, the monthly charge, and any allotment of minutes included with applicable services, for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days. (T)
(T)
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date 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 tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refused to honor.
- F. Unless otherwise waived by the Missouri Public Service Commission, the applicable provisions of 4 CSR 240-33 shall apply to all deposits, billings and any service disconnections made by the Company.
- G. If service is disconnected by the Company in accordance with section 2.5.5 following and later restored, restoration of service will be subject to all applicable installation charges.

2.5.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the Nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated Nonrecurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

LOCAL EXCHANGE SERVICES

SECTION 2 - REGULATIONS, (CONT'D.)

2.18 Additional Rules Relating to Resale of Service

All local voice services provided by the Company are intended for retail end user purposes only. The Company does not support any Customer's resale of local services to another end user that has not contracted with the Company. Unless otherwise agreed upon in writing by the Company, Customers must abide by the following requirements when purchasing any local services:

- 2.18.1 Customer must use Company owned telephone numbers or numbers that are officially ported to the Company in connection with the services.
- 2.18.2 The Company does not support the inclusion of individual names and/or locations for each telephone number used in connection with the services for Emergency 911 purposes. Customer must utilize PS/ALI* (Private Switch/Automatic Line Identifier) software to support each individual location for each ANI (Automatic Number Identification) transmitted by the Company to the applicable Emergency 911 PSAP (Public Safety Answering Position). The Company does not provide PS/ALI software.
- 2.18.3 The Company does not support CARE record information for each of Customer's end users and Customer must choose a single primary interexchange carrier for Customer and all of its end users. The Customer and all of its end users must utilize the same interexchange carrier.
- 2.18.4 The Company does not support the populating of the individual end user's caller name for Caller ID purposes. Only one Caller Name will be supported for each Billing Telephone Number provided to the Customer for the services purchased.
- 2.18.5 The Company does not support individual directory listings for each of the Customer's end users. Customers may only purchase directory listings that are representative of their own business name.
- 2.18.6 The Company will bill only Customer for both Customer's and its end users use of the services. Usage may be detailed by Billing Telephone Number (BTN), but the Company will not bill Customer's end users for the services nor does the Company provide billing media to assist Customer in billing its end users.

*PS/ALI software cannot be used with Converged Voice Services and FlexVoiceSM Services.

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LOCAL EXCHANGE SERVICES

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.21 Converged Voice Service, (Cont'd.)

4.21.4 Current Rates and Charges, (Cont'd.)

B. Converged Voice + VPN, (Cont'd.)

All rates are applied per service location:

3. Transport

Bandwidth (Mbps)	Nonrecurring Charge	Monthly Recurring Charge			
		12 Months	24 Months	36 Months	60 Months
T1	\$0	\$85	\$77	\$72	\$68
DS3	\$0	\$325	\$293	\$276	\$260
OC3	\$0	\$915	\$824	\$778	\$732
OC12	\$0	\$1,755	\$1,580	\$1,492	\$1,404
OC48	\$0	\$6,000	\$5,400	\$5,100	\$4,800
Ethernet 10 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 100 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 1 Gbps	\$0	\$700*	\$630*	\$595*	\$560*

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Ethernet 1 Gbps	\$0	\$500	\$450	\$425	\$400
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*These rates are grandfathered and are only available to existing Customers of record as of August 13, 2013.

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LOCAL EXCHANGE SERVICES

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.21 Converged Voice Service, (Cont'd.)

4.21.4 Current Rates and Charges, (Cont'd.)

C. Converged Voice + VPN + Secure Internet Access, (Cont'd.)

All rates are applied per service location:

4. Transport

Bandwidth (Mbps)	Nonrecurring Charge	Monthly Recurring Charge			
		12 Months	24 Months	36 Months	60 Months
T1	\$0	\$85	\$77	\$72	\$68
DS3	\$0	\$325	\$293	\$276	\$260
OC3	\$0	\$915	\$824	\$778	\$732
OC12	\$0	\$1,755	\$1,580	\$1,492	\$1,404
OC48	\$0	\$6,000	\$5,400	\$5,100	\$4,800
Ethernet 10 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 100 Mbps	\$0	\$325	\$293	\$276	\$260
Ethernet 1 Gbps	\$0	\$700*	\$630*	\$595*	\$560*

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Ethernet 1 Gbps	\$0	\$500	\$450	\$425	\$400
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(N)

(N)

*These rates are grandfathered and are only available to existing Customers of record as of August 13, 2013.

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LOCAL EXCHANGE SERVICES

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.25 FlexVoiceSM Service

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4.25.1 General

FlexVoice Service offers a selection of simultaneous call paths configured as digital channels (trunk or PRI) and/or analog business lines across a single access connection (see restrictions in paragraph B below). FlexVoice Service offers the Customer digital connectivity and/or business lines for both incoming and outgoing access. Service is provisioned using T1s or Ethernet and is offered in DS0 level increments (call paths). A Company-provided Integrated Access Device (IAD) is installed at the Customer's premises. The IAD converts IP voice from the Wide Area Network (WAN) into TDM voice (PRI, Digital Trunks, or Business Lines). The Customer is solely responsible for the acquisition, repair and maintenance of any back-up power system that the Customer deems necessary to support its telecommunications systems. In the event of a power failure, the absence or failure of a battery back-up system will result in the loss of use of the FlexVoice Service, including 911 service. The Company has no liability or responsibility for such loss of service.

4.25.2 Call Path Restrictions

Digital channels and PRI channels cannot be provisioned on the same device. Each IAD can support the following maximums:

- 24 Analog Business Lines
- 48 Digital Trunk Channels
- 46 PRI Channels
- 50 Total call paths when provisioning a combination of analog lines and digital channels

4.25.3 Long Distance Calling Allowance

The Customer receives a long distance allowance, which may be used for direct dialed and/or toll free services, based on the call paths purchased.

Call Paths	Monthly Long Distance Allowance Minutes of Use
1-30	6,500
31-50	13,000

Additional Toll Services are provided pursuant to the Company's published tariffs and rate schedules. The Customer who does not select the Company as their long distance provider is not eligible to receive the monthly allowance of long distance minutes of usage.

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LOCAL EXCHANGE SERVICES

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.25 FlexVoiceSM Service, (Cont'd.)

(N)

4.25.4 Line Features

- A. For the Customer who selects line based channels, the Deluxe Feature Package defined in Section 5.22 is available at no additional charge. The Customer is also eligible to purchase the Custom Feature Package as defined in Section 5.22.
- B. The Customer is eligible for one Basic Voice Mailbox per FlexVoice line at no additional charge.

4.25.5 Telephone Numbers

The Customer receives the first 100 telephone numbers (Individual Telephone Number (ITN) and Virtual Telephone Number (VTN)) per service location at no charge. Additional ITNs are charged as described in Section 5.19. Additional VTNs are charged as described in Section 5.23

4.25.6 Rates and Charges

A. Application of Rates

FlexVoice Service is a flat rated service. A Monthly Recurring Charge applies for the service and calls made within the local calling area are included at no additional charge. To the extent facilities are available, services offered under this tariff are provided by the Company on an On-Net basis. Unless otherwise noted, prices for services offered under this tariff reflect the On-Net price for such services. Where service is provided on an Off-Net basis, additional charges may apply.

B. Rates

All rates are applied per FlexVoice Service arrangement at each service location:

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LOCAL EXCHANGE SERVICES

SECTION 4 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.25 FlexVoiceSM Service, (Cont'd.)

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4.25.6 Rates and Charges, (Cont'd.)

B. Rates, (Cont'd.)

Call Paths	Flex Call Minutes	Nonrecurring Charges	Monthly Recurring Charge			
			12 Months	24 Months	36 Months	60 Months
1 - 10	6500	\$500.00	\$400.00	\$360.00	\$320.00	\$280.00
11 - 15	6500	\$500.00	\$425.00	\$382.00	\$340.00	\$297.00
16 - 20	6500	\$500.00	\$450.00	\$405.00	\$360.00	\$315.00
21 - 25	6500	\$500.00	\$475.00	\$427.00	\$380.00	\$332.00
26 - 30	6500	\$500.00	\$570.00	\$513.00	\$456.00	\$399.00
31 - 35	13000	\$500.00	\$665.00	\$598.00	\$532.00	\$465.00
36 - 40	13000	\$500.00	\$760.00	\$684.00	\$608.00	\$532.00
41 - 45	13000	\$500.00	\$855.00	\$769.00	\$684.00	\$598.00
46 - 50	13000	\$500.00	\$950.00	\$855.00	\$760.00	\$665.00

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Busy Verification, Interrupt, and Customer Originated Trace Services*

5.3.1 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.

Customer Originated Trace allows a Customer to originate a trace to track harassing callers that they otherwise cannot identify via Caller ID. The feature “marks” the calling records in the Company’s switch so that if and when they are requested by law enforcement the Company can easily identify the call within the call records. The Company will not release caller identification records directly to the Customer. This information will only be released to law enforcement at their request.

5.3.2 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.

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.

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

5.3.3 Rates and Charges

	<u>Per Call</u>
Verification Charge, each request	\$1.20
Interrupt Charge, each request	\$1.85
Customer Originated Trace, each traced call	\$2.00

*Not available to Converged Voice Service and FlexVoiceSM Service Customers.

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.7 Blocking Service

5.7.1 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 business Customers. One, all, or any combination may be selected.

- A. Call Blocking (900, 971, 974, 976 & 700 NPA) - allows the Customer to block all calls beginning with the NPA of 900, 971, 974, 976 and 700 (i.e. 900-XXX-XXXX) from being placed. Call Blocking is automatically enabled on all Converged Voice Service and FlexVoiceSM Service lines when provisioned using off-net facilities. (T)
- B. Toll Restriction (1+ and 0+ Blocking) - provides the Customer with a method of denying access to some or all of the toll network and operator services. Toll Restriction will not block the following types of calls: 911 (Emergency) and 1 + 800 (Toll Free) calls. (T)

The following options are available with Toll Restriction. One, all, or any combination may be selected:

- 1. "0+" restricts access to 0+ calls though the operator (IntraLATA, InterLATA and International).
- 2. "1+" restricts access to 1+ calls through the operator (IntraLATA, InterLATA and International).
- 3. "IntraLATA 0+/1+" restricts access to IntraLATA 0+/1+ calls only.
- 4. "InterLATA 0+/1+" restricts access to InterLATA 0+/1+ calls only.
- 5. "01" restricts access to operator assisted international calls only.\
- 6. "011" restricts access to international direct dialed calls only.
- 7. "411" restricts calls to 411 directory assistance.
- 8. "555" restricts calls to NXX-555-1212 directory assistance.
- C. Bill Restriction - provides the Customer with a method of denying all third number billed and/or collect calls to a specific telephone number provided the transmitting operator checks the validation data base.

One or both of the following options are available:

- 1. Third Number Billed
- 2. Collect Call

For Converged Voice Services and FlexVoice Service, both blocking options are automatically set to deny. (T)

LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.11 Automatic Intercept Service (AIS)

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5.11.1 General

Automatic Intercept Service (AIS) allows the caller to be referred, and where technically feasible, automatically connected to a subscriber's new telephone number after receiving the intercept message. This service is available to Customers that move within the Company's serving area.

5.11.2 Regulations

- A. These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable tariffs.
- B. AIS is available where facilities are available and conditions permit.
- C. The minimum service period for AIS is three (3) months for residence and business Customers. The service may be extended for an additional period by notifying the Company at least five business days prior to expiration of the initial service period.
- D. With AIS, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the AIS subscriber incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- E. Except with regard to the provision of AIS, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with the number is invalid.
- F. Charges will be credited for completion of calls to wrong number, incomplete connections or calls with unsatisfactory transmission.
- G. Rates and Charges

	Monthly Recurring Charge
Initial 3 Month Service Period	\$0.00
Extended Service Period	ICB

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.14 Hunting, (Cont'd.)

5.14.2 Rates and Charges

A. All LATAs

<u>Service</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Series Completion Hunting - Circular	\$0.00	\$0.00
Series Completion Hunting - Regular	\$0.00	\$0.00

5.14.3 Multi-Line Hunting

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There are three types of Multi-Line Hunting (MLHG) available: Regular, Circular, and Uniform Call Distribution (UCD).

- A. Regular: Hunting starts with the dialed DN and ends with last member of the hunt group.
- B. Circular: Hunting starts with the dialed DN and ends with the terminal prior to the called DN.
- C. Uniform Call Distribution: When the main MLHG is called, the calls are distributed to the most idle member of the hunt group. If a terminal DN is dialed, circular hunting is used.

<u>Service</u>	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Multi-Line Hunting - Circular	\$0.00	\$0.00
Multi-Line Hunting - Regular	\$0.00	\$0.00
Multi-Line Hunting - Uniform Call Distribution	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.16 Disaster Routing Service

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5.16.1 Description of Service

Disaster Routing Service reroutes incoming calls to a predetermined alternate telephone number. Disaster Routing is available for Trunk, VersiPak[®] PRI and Voice T-1 service.

5.16.2 Disaster Routing Service reroutes incoming calls to a different location when the primary location experiences an out-of-service condition such as a result of a power outage or a wire cut that isolates the primary location from the Company.

The Customer may establish one call path or multiple call paths, with a maximum of 99 call paths per telephone number. The number of call paths determines how many simultaneous calls will be rerouted. The number of call paths selected may not exceed the number of trunks and/or channels associated with the trunk group and should be sized correctly based on the trunks and/or channels of the terminating location. Features may not work in conjunction with this service, such as Calling Name and Number Delivery.

The Customer is responsible for all measured or message usage or toll charges incurred in the rerouting of calls.

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Disaster Routing, including but not limited to the installation, provision, performance or non-performance of Disaster Routing, shall not exceed an amount equal to the proportionate charge for Disaster Routing for the period during which the service was affected.

5.16.3 Rates and Charges

	<u>Per Trunk Group Rerouted</u>	
	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
1 Call Path, 12 month Term	\$50.00	\$250.00
1 Call Path, 24 Month Term	\$45.00	\$200.00
1 Call Path, 36 Month Term	\$40.00	\$150.00
Multiple Call Paths; 12 Month Term	\$65.00	\$250.00
Multiple Call Paths; 24 Month Term	\$55.00	\$200.00
Multiple Call Paths; 36 Month Term	\$50.00	\$150.00

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Digital Trunk and PRI Features, (Cont'd.)

5.20.4 [Reserved for Future Use]

5.20.5 E911 CPN Management* - This feature allows a Customer to send its calling number to the E911 dispatcher or PSAP during an emergency call.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB
With Voice T1, where technically feasible	ICB	ICB

5.20.6 CARE CPN Management - Using this feature, the Company will transmit the Customer's billing telephone number to the Customer's long distance provider. Requests to transmit individual number or CPN information will be handled on an individual case basis.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB
With Voice T1, where technically feasible	ICB	ICB

*Included in standard configuration of Converged Voice Service and FlexVoiceSM Service.

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Digital Trunk and PRI Features, (Cont'd.)

5.20.7 Additional Trunk Groups - This feature allows the Customer to separate a facility into two or more trunk groups. (T)

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service as part of an integrated product		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00
With PRI Service as part of an integrated product		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00
With Voice T1, where technically feasible		
Up to 3 trunk groups	\$0.00	\$0.00
More than 3 trunk groups, per trunk group	\$50.00	\$50.00

5.20.8 Call by Call* - This feature allows the Customer to set inbound and outbound call thresholds on two-way PRIs so as to prevent call blockage in either direction

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	\$0.00	\$0.00
With Voice T1, where technically feasible	\$0.00	\$0.00

5.20.9 Two-B Channel Transfer (TBCT)* - This feature, applicable to two-way PRI service, allows the Customer to receive a call on one B channel and transfer it to an external number using a second B channel. Upon transfer, both B channels are released.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service as part of an integrated product	ICB	ICB
With Voice T1, where technically feasible	ICB	ICB

*Not available with Converged Voice Service and FlexVoiceSM Service.

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Digital Trunk and PRI Features, (Cont'd.)

5.20.10 Call Transfer on Trunks* - This feature is available with two-way trunk service. It allows the Customer to receive a call on one trunk and transfer it to an external number using a second trunk. Upon transfer, both trunks release. This service may not be used for more than 20% of the Customer's traffic.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated service	ICB	ICB
With PRI Service	Not Available	Not Available
With Voice T1, where technically feasible	ICB	ICB

5.20.11 Blocking Service - See Section 5.7 for details

5.20.12 Dialed Number Identification Service (DNIS) - ISDN PRI feature that delivers dialed number, including 8xx numbers, to Customer's PBX or other equipment.

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service	Not Available	Not Available
With PRI Service Per Trunk	\$5.00	\$0.00

5.20.13 Additional Route Index

	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00
With Voice T1, where technically feasible		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$50.00

*Not available with Converged Voice Service and FlexVoiceSM Service.

LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Digital Trunk and PRI Features Features, (Cont'd.)

5.20.14 Redirecting Number on PRI

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	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Digital Trunk Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
With PRI Service, as part of an integrated product		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00
With Voice T1, where technically feasible		
Up to 3 route indexes per trunk group	\$0.00	\$0.00
More than 3 route indexes per trunk group, per route index	\$50.00	\$0.00

5.20.15 Redirected Dialed Number Identification Service (RDNIS) - Allows the call record of a Customer who has redirected (i.e., forwarded) an incoming call to an alternate location to carry not only the originating calling number information, but also the calling number identification of the telephone number from which the call was forwarded.

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Requires ISDN compatible equipment provided by the Customer.

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charges</u>
With Voice T1, where technically feasible, per T1	\$50.00	\$0.00

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.22 Business Line and Terminal Features, (Cont'd.)

5.22.2 Description of Features, (Cont'd.)

N. Selective Call Rejection

Selective Call Rejection enables a Customer to reject call attempts from Customer specified numbers by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the Customer from these numbers will be prevented from terminating to the Customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A Customer may also reject future calls from the directory number of the most recent call received by dialing a code after completing the call.

O. 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.

P. Three-way Calling

The Three-way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. 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.

*Not available to Converged Voice Services and FlexVoiceSM Service Customers.

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LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.22 Business Line and Terminal Features, (Cont'd.)

5.22.3 Rates and Charges, (Cont'd.)

A. Recurring and Nonrecurring Charges, (Cont'd.)

- 3. Premium Feature Package – Available at \$7.50/line Monthly Recurring Charge to Customers purchasing lines or terminals. Customer may select any combination of the following features.

Feature

All Features included in the Select Feature Package above
 Remote Access to Call Forwarding
 Distinctive Ringing
 Continuous Redial
 Selective Call Forwarding
 Selective Call Rejection
 Priority Call
 Last Call Return

- 4. Deluxe Feature Package – Available at no additional charge to Customers purchasing business lines as part of a Converged Voice Service or FlexVoiceSM Service as described in Section 4. All features will be available to the Customer. The Customer will have the option to activate or deactivate any of the features per business line.

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Feature

Three-way Calling
 Call Forwarding (Busy)
 Call Forwarding (Don't Answer)
 Call Forwarding (Variable)
 Call Waiting (not available when Hunting is selected)
 Call Transfer (for Lines)
 Calling Name & Number Delivery
 Call Hold
 Anonymous Call Rejection*
 Last Call Return

*The Deluxe Feature Package Anonymous Call Rejection is grandfathered and only available to existing Customers at existing locations without modification as of December 1, 2012.

LOCAL EXCHANGE SERVICES

SECTION 5 - SUPPLEMENTAL SERVICES, (CONT'D.)

5.22 Business Line and Terminal Features, (Cont'd.)

5.22.3 Rates and Charges, (Cont'd.)

A. Recurring and Nonrecurring Charges, (Cont'd.)

5. Custom Feature Package

Available at \$7.50/line Monthly Recurring Charge to Customers purchasing business lines as part of a Converged Voice Service or FlexVoiceSM Service as described in Section 4. The Deluxe Feature Package described above is automatically included. In addition, the Customer may select any combination of the following features.

(T)
(T)

Feature

- Remote Access to Call Forwarding
- Distinctive Ringing
- Continuous Redial
- Selective Call Forwarding
- Selective Call Rejection
- Priority Call
- Anonymous Call Rejection

6. Remote Call Forwarding - All LATAs

<u>Feature</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
Remote Call Forwarding – Initial Path	\$12.00	\$0.00
Remote Call Forwarding – Addl Path	\$12.00	\$0.00

B. Connection Charges

Connection charges may apply when a Customer requests connection 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 premise.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new feature(s) to prospective Customers within 90 days of the establishment of the new feature.