
LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.5 VersiPak® Line and Trunks

4.5.1 Service Description

VersiPak® Lines and Trunks are the voice portion of an integrated, multi-service, packet-based access service that delivers voice and data services over a single DS-1 (1.544Mbps) transport facility. On-Net VersiPak® requires a minimum six (6) voice grade equivalent channels and 128K (2 DS-0 equivalent channels) for Internet Access. Internet Access Complete Information Rate (CIR) is offered in increments of 128K. Off-Net VersiPak® requires a minimum of six (6) voice grade equivalent channels, 128K for internet access and a total of 12 channels are required. The Customer may select a combination of voice grade equivalent channels (analog lines trunk, business terminals or digital trunks) and Internet bandwidth. Configuration limitations may occur due to the technical requirements of the voice cards and customer interfaces. Signaling on both the digital and analog trunks will be wink-start. Music or Message on Hold impacts the available bandwidth or channel capacity of the service.

4.5.2 Rates and Charges

A. VersiPak® Business Lines and Trunks- Flat Rate

	per Line or Trunk			
	12	24	36	60
	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
Monthly Recurring Charge	\$37.00	\$26.80	\$24.00	\$21.60
Nonrecurring Charge-Initial	\$0.00	\$0.00	\$0.00	\$0.00

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.6 VersiPak® IPRI Service

4.6.1 Service Description

VersiPak® IPRI is an integrated, packet-based access service that delivers PRI and Internet services over a single DS-1 (1.536 Mbps) transport facility. The Customer may purchase up to 22 PRI trunks (one D channel and 21 B channels) with any remaining bandwidth as Internet Bandwidth CIR. The Internet Peak Information Rate (PIR) would be equal to the total of the PRI channels and the Internet CIR. The PRI trunk will consist of a single D channel and the remaining trunks will be provisioned as B channels. This is accomplished through Voice Activity Detection (VAD) and Silence Suppression, which allow bandwidth that is normally stranded during the silent portions of voice calls to be reallocated for Internet transmissions.

VersiPak® IPRI requires a minimum of six (6) PRI trunks for voice (one D channel and five B channels) and 128K (two DS-0 equivalent channels) for Internet access. Internet access is offered in increments of 128K.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.6 VersiPak® IPRI Service, (Cont'd.)

4.6.2 Rates and Charges

A. IPRI Standard B Channel

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$45.00	\$32.00	\$24.00	\$21.60
Nonrecurring Charge - Initial				

B. IPRI Standard D Channel

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$75.00	\$60.00	\$60.00	\$60.00
Nonrecurring Charge -				

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 VersiPak® Mach2 Service

4.7.1 General

VersiPak® Mach2 Service consists of 3.0 Mbps of Integrated voice and Internet bandwidth. The Customer may purchase up to 36 voice grade equivalent channels with any of the remaining bandwidth provisioned as Internet bandwidth Committed Information Rate (CIR). The voice grade equivalent channels may be analog (lines or trunks), digital (trunks or PRI) or a combination of both analog and digital. The Outburst SB is an Integrated Access Device (IAD) that integrates voice and data services into a single shared uplink that can dynamically allocate bandwidth between voice and data. The SB has a built-in Fast Ethernet interface and three universally configurable slots. One of the slots is used for the uplink to the PPN. The other two slots can be configured for analog or digital voice. The analog voice module supports up to 12 Standard Vice service (POTS) interfaces. One or two of these modules may be used in a SB. The digital voice module supports one DS1 with up to 24 DS0 channels. The voice configuration must fit within the card port capacity of the FXS, FXO and/or DS1v cards.

- Internet channels must be ordered in increments of 256 Kbps.
- Peak Information Rate (PIR) is equal to the total voice and Internet bandwidth.

<u>VersiPak® Mach2</u>	<u>Minimum</u>	<u>Maximum</u>	<u>CIR</u>	<u>PIR</u>
Voice	8 Channels	36 Channels	N/A	N/A
Internet*	512 Kbps (8 Channels)	2304 Kbps	Customer Specific	3 Mbps
Voice & Internet	36 Channels	48 Channels	N/A	N/A

- total Internet throughput is less than the actual CIR due to the bandwidth used for packet headers.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.7 VersiPak® Mach2 Service, (Cont'd.)

4.7.2 Rates and Charges (All Markets)

A. Business Lines, Terminals and Trunks

		per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>	
Monthly Recurring Charge	\$35.00	\$25.40	\$22.80	\$20.60	
Nonrecurring Charge - Initial	\$0.00	\$0.00	\$0.00	\$0.00	

B. IPRI per B Channels

		per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>	
Monthly Recurring Charge	\$35.00	\$25.40	\$22.80	\$20.60	
Nonrecurring Charge - Initial	\$0.00	\$0.00	\$0.00	\$0.00	

C. Mach2 IPRI Facility D Channel

		per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>	
Monthly Recurring Charge	\$75.00	\$60.00	\$60.00	\$60.00	
Nonrecurring Charge - Initial	\$0.00	\$0.00	\$0.00	\$0.00	

Supplemental Voice Features, Toll and Internet bandwidth are sold separately at an additional charge. If required, an off net facility charge will apply.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.8 VersiPak® Mach3 Service

4.8.1 Service Description

VersiPak® Mach3 Service consists of 4.5 Mbps of Integrated voice and Internet bandwidth. The Customer may purchase up to 36 (dependant on Integrated Access Device (IAD) card configuration) equivalent voice channels with any of the remaining bandwidth sold as the Internet bandwidth Committed Information Rate (CIR). The voice channels may be analog (lines or trunks), digital (trunks or PRI) or a combination of both and must fit the IAD card configuration. The OutBurst SB is an IAD that integrates voice and data services into a single shared uplink that dynamically allocates bandwidth between voice and data. The SB has a built-in Fast Ethernet interface and three universally configurable slots. One of the slots is used for the uplink to the PPN. The other two slots can be configured for analog or digital voice. The analog voice module supports up to 12 Standard Voice Service (POTS) interfaces. One or two of these modules may be used in a SB. The digital voice module supports one DS1 with up to 24 DS0 channels. The voice configuration must fit within the card port capacity of the FXS, FXO and/or DS1v cards.

Internet channels must be ordered in increments of 512 Kbps.

Peak Information Rate (PIR) is equal to the total voice and Internet bandwidth.

<u>Integrated 3xDS1</u>	<u>Minimum</u>	<u>Maximum</u>	<u>CIR</u>	<u>PIR</u>
Voice	8 Channels	36 Channels	N/A	N/A
Internet*	2048 Kbps	3584 Kbps	Customer Specific	4.5 Mbps
Voice & Internet	56 Channels	72 Channels	N/A	N/A

*Total Internet throughput is less than the actual CIR due to the bandwidth used for packet headers.

LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.8 VersiPak® Mach3 Service, (Cont'd.)

4.8.2 Rates and Charges (All Markets)

Supplemental Voice Features, Toll and Internet bandwidth are sold separately in addition to the rates and charges specified below. If required, an off net facility charge also applies.

A. Business Lines, Terminals and Trunks

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$35.00	\$25.40	\$22.80	\$20.60
Nonrecurring Charge - Initial	\$0.00	\$0.00	\$0.00	\$0.00

B. IPRI per B Channels

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$35.00	\$25.40	\$22.80	\$20.60
Nonrecurring Charge – Initial	\$0.00	\$0.00	\$0.00	\$0.00

C. Mach3 IPRI Facility D Channel

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$75.00	\$60.00	\$60.00	\$60.00
Nonrecurring Charge - Initial	\$0.00	\$0.00	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.9 VersiPak® Flex T-6 Service

4.9.1 Description

VersiPak® Flex T-6 Service provides six (6) business lines or terminals and 384K Internet Access on DS1 access. Service includes flat-rated local service, local Main Directory Listing, six (6) voice mail boxes, 40 email addresses, 700 MB Web Hosting, and 3,000 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

Service includes the following business features:

- 30-Number Speed Calling
- Call Forwarding Variable
- Call Transfer
- Three-Way Calling
- Hunting.

The following features can be purchased separately (see Section X):

- Call Waiting
- Call Forward Busy
- Remote Call Forwarding
- Distinctive Ring
- Combined Caller ID.

Default signal type may be loop or ground. Service is provided on two-wire only and requires AC power.

LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.9 VersiPak® Flex T-6 Service, (Cont'd.)

4.9.2 Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

	Per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$550.00	\$445.00	\$355.00	\$290.00
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.10 VersiPak® Flex T-12 Service

4.10.1 Description

VersiPak® Flex T-12 Service provides 12 business lines or terminals and 512K Internet Access on DS1access. It offers flat rated local service, 12 voice mail boxes, 40 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

Service includes the following business features:

- 30-Number Speed Calling
- Call Forwarding Variable
- Call Transfer
- Three-Way Calling
- Hunting.

The following features can be purchased separately (see Section 5.20):

- Caller ID Blocking
- Call Waiting
- Call Forward Busy
- Remote Call Forwarding
- Distinctive Ring
- Continuous Redial
- Last Call Return
- Priority Call
- Selective Call Forwarding
- Selective Call Rejection
- Remote Access to Call Forwarding
- Combined Caller ID.

Default signal type may be loop or ground. Service is provided on two-wire only and requires AC power.

LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.10 VersiPak® Flex T-12 Service, (Cont'd.)

4.10.2 Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$625.00	\$525.00	\$430.00	\$365.00
Nonrecurring Charge – Initial	\$200.00	\$200.00	\$200.00	\$200.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.11 VersiPak® Flex T-24 Service

4.11.1 Description

VersiPak® Flex T-24 Service provides 24 business lines or terminals and on 1024K Internet Access on DSL access. It offers flat rated local service, 24 voice mail boxes, 40 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

Service includes the following business features:

- 30-Number Speed Calling
- Call Forwarding Variable
- Call Transfer
- Three-Way Calling
- Hunting

The following features can be purchased separately (see Section 5.20):

- Caller ID Blocking
- Call Waiting
- Call Forward Busy
- Remote Call Forwarding
- Distinctive Ring
- Continuous Redial
- Last Call Return
- Priority Call
- Selective Call Forwarding
- Selective Call Rejection
- Remote Access to Call Forwarding
- Combined Caller ID

Default signal type may be loop or ground. Service is provided on two-wire only and requires DC power.

LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.11 VersiPak® Flex T-24 Service, (Cont'd.)

4.11.2 Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

	per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$1,150.00	\$900.00	\$750.00	\$700.00
Nonrecurring Charge - Initial	\$400.00	\$400.00	\$400.00	\$400.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.12 VersiPak® Power T-12 Service

4.12.1 Description

VersiPak® Power T-12 Service provides 12 analog, digital or PRI trunks with the remainder to be used for Internet Access, not to exceed a DS1 maximum. Service includes flat-rated local service, 40 email addresses, 700 MB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer utilizing Analog Trunks, Service includes up to 100 Individual Telephone Numbers. Analog Trunks default signal type may be loop or ground, Line Code/Framing B8Za-ESF. Service may be provisioned as inward only and requires DC power.

For the Customer utilizing Digital Trunks, Service includes: Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indices at no additional charge. Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way and requires DC power.

For the Customer utilizing PRIs, VersiPak® Power T-12 Service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The PRI Customer may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge. PRI Service is provisioned only as standard switch protocol option 5E, N1-2, N1-1, Line Coding B8Za – ESF, Pulsing ISDN. Customer yields to glare and requires DC Power.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.12 VersiPak® Power T-12 Service, (Cont'd.)

4.12.2 Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

	Per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$1,025.00	\$680.00	\$550.00	\$455.00
Nonrecurring Charge - Initial	\$200.00	\$200.00	\$200.00	\$200.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.13 VersiPak® Power T-24 Service

4.13.1 Description

VersiPak® Power T-24 Service provides 24 digital trunks or PRIs with the remainder to be used for Internet Access, not to exceed a 2xDS1 maximum. It offers flat rated local service, 100 email addresses, 1 GB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer utilizing Digital Trunks, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Digital Trunk Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indices at no additional charge. Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service can be provisioned as Inward, Outward or Two-Way and requires DC power.

For the Customer utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The PRI Customer may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge. PRI service is provisioned only as standard, switch protocol option 5E, N1-2, N1-1, Line Coding B8ZA-ESF, Pulsing ISDN. Customer yields to glare and service requires DC power.

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4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.13 VersiPak® Power T-24 Service, (Cont'd.)

4.13.2 Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

	Per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$1,350.00	\$1,100.00	\$950.00	\$900.00
Nonrecurring Charge - Initial	\$400.00	\$400.00	\$400.00	\$400.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.14 VersiPak® Power T-48 Service

4.14.1 Description

VersiPak® Power T-48 Service provides 48 digital trunks or PRIs with the remainder to be used for Internet Access, not to exceed a 3xDS1 maximum. Service includes flat-rated local service, 200 email addresses, 3 GB Web Hosting, a local Main Directory Listing and 5,500 minutes of long distance usage. Additional minutes are billed according to the applicable Company toll tariff (intrastate) or published schedule (interstate).

For the Customer utilizing Digital Trunks, service includes: Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. Digital Trunk Customer may request Call Transfer on Trunks, Multiple Trunk Groups and additional route indices at no additional charge. Digital Trunks Line Code/Framing B8Za-ESF (no AMI). Service may be provisioned as Inward, Outward or Two-Way and requires DC power.

For the Customer utilizing PRIs, service includes Calling Name Transmission, Calling Number Transmission and up to 100 Individual Telephone Numbers. The PRI Customer may request Call by Call, Calling Party Number Management (E911 and CARE), Calling Name Delivery, Calling Number Delivery and Two B-Channel Transfer at no additional charge. PRI service is provisioned only as standard, switch protocol option 5E, N1-2, N1-1, Line Coding B8ZA-ESF, Pulsing ISDN. Customer yields to glare and service requires DC power.

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LOCAL EXCHANGE SERVICES

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

4.14 VersiPak® Power T-48 Service, (Cont'd.)

4.14.2 Rates and Charges

If required, an off-net facility charge will apply in addition to the rates and charges specified below.

	Per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$1,600.00	\$1,350.00	\$1,200.00	\$1,150.00
Nonrecurring Charge - Initial	\$400.00	\$400.00	\$400.00	\$400.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.15 Voice T1 Service

4.15.1 Description

Voice T1 Service connects suitably-equipped Customer Premises Equipment (CPE) to the Company's switching equipment using a digital transport facility. Each link is configured with 24 DS0s or channels that can be provisioned with either ISDN or non-ISDN digital signaling, depending on the CPE requirements and application needs.

The Voice T1 Service Customer who selects the Company as their long distance provider for both interLATA and intraLATA calling, or for interLATA only, receives a monthly allowance of 5,000 long distance minutes of usage per Voice T1. Additional minutes are billed according to the applicable Company published toll schedule. The Customer who does not select the Company as their long distance provider is not eligible to receive the monthly allowance of 5,000 long distance minutes of usage.

Supplemental features and telephone numbers are available at an additional charge (see Section 5).

Service is available as equipment and facilities permit.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.15 Voice T1 Service, (Cont'd.)

4.15.2 Rates and Charges

	Per Line or Trunk			
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>	<u>60 Months</u>
Monthly Recurring Charge	\$570.00	\$523.00	\$475.00	\$451.00
Nonrecurring Charge	\$1,000.00	\$750.00	\$500.00	\$500.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.16 Complete Lines/Trunks Service

4.16.1 Description

Complete Lines/Trunks Service a local exchange product available to local end user Customers served from a Company switch and who are also purchasing one of the following products: Complete Dynamic Service, Channel 12 Service or Voice T1 Service. Complete Lines/Trunks Service will be provisioned at either DS0 or DS1 access facility basis, depending on the minimum and maximum line/trunk counts identified below. The Complete Lines/Trunks Customer is eligible to purchase the Complete Line/Trunk Enhanced Feature Pack as defined below. Additional optional features are available pursuant to Section 5. Toll services are provided pursuant to the Company's Toll Tariff.

The Complete Lines/Trunks Service Customers purchasing the service with a DS1 access facility may select in any combination the following product types. Customer must select a minimum of 8 lines, trunks or channels.

- Business Exchange Lines
- PBX DID Trunks
- PBX DOD Trunks
- PBX Combination Trunks
- PBX Combination Trunks w/DID
- PRI B Channel -DID Trunks
- PRI B Channel -DOD Trunks
- PRI B Channel -Combination Trunks
- PRI B Channel -Combination Trunks w/DID
- PRI D Channel (per DS1 access facility)

The Customer purchasing the service at a DS0 level may select one of the following product types. Customers selecting over 7 lines or trunks will be provisioned at the DS1 facility basis.

- Business Exchange Lines
- PBX DOD Trunks
- PBX Combination Trunks

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.16.1 Complete Lines/Trunks Service, (Cont'd.)

4.16.2 Complete Lines/Trunks Feature Pack

Complete Lines/Trunks Feature Pack includes the following line-based features:

- Last Call Return
- Anonymous Call Rejection
- Automatic Recall
- Call Forward
- Call Hold
- Call Transfer
- Call Waiting
- Caller ID Number Only
- Combined Caller ID
- Distinctive Ringing
- DNIS (Dialed Number Identification Service)**
- Calling Number and Name Transmission
- Remote Activation Call Forwarding
- 8/10 Number Speed Calling
- 30 Number Speed Calling
- Three Way Calling

** Only available on the DS1 product.

Customer may purchase Complete Lines and Trunks Feature Pack at a monthly rate of \$10.00 per line/trunk. Line-based features may only be provisioned on business exchange lines.

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.16.1 Complete Lines/Trunks Service, (Cont'd.)

4.16.3 Terms

Complete Lines/Trunks is available under Month to Month, 12 month, 24 month or 36 month Term Agreements. Each commitment level will be charged Monthly Recurring and Nonrecurring rates as specified below.

A. Nonrecurring Charges

	<u>Monthly</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
DS1 or PRI Facility	\$1000.00	\$1000.00	\$750.00	\$500.00
DS0-Lines/Trunks, Per Line	\$20.00	\$20.00	\$20.00	\$20.00

B. Monthly Recurring Charges

Complete Lines/Trunks (with DS1 access facility) per line or trunk

	<u>Monthly</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
Business Exchange Lines, Trunks or PRI B Channels	\$12.25	\$12.25	\$11.03	\$10.41
D Channel (per DS1 access facility)	\$110.00	\$110.00	\$ 99.00	\$93.50
Enhanced Feature Pack (per line/channel)	\$ 10.00	\$ 10.00	\$10.00	\$10.00

Complete Lines/Trunks (with DS0 facility) per line or trunk

	<u>Monthly</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
Business Exchange Lines or trunks	\$32.50	\$32.50	\$29.25	\$27.63
Enhanced Feature Pack (per line/channel)	\$10.00	\$10.00	\$10.00	\$10.00

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LOCAL EXCHANGE SERVICES

4.0 –DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

4.16 Complete Lines/Trunks, (Cont'd.)

4.16.4 Expiration of Term Agreement

Upon expiration of the initial term, the term agreement will automatically renew on a month-to-month basis at the same monthly rates.

1.16.5 Termination Fees

Consistent with the Customer's agreement, a termination liability charge will be applicable for service rate elements provided under the Complete Lines/Trunks term payment Plan when service is cancelled prior to the end of the chosen Term Plan. The termination fee is equal to the number of months remaining under the term agreement multiplied by the monthly rate for the Services multiplied by one hundred (100) percent. The Customer is obligated to pay such charges within thirty (30) days of termination. In the event service is provided via a third party, the Customer is responsible for all cost incurred for such early termination with our service provider.

LOCAL EXCHANGE SERVICES

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

4.17 IntraLATA Toll Service

IntraLATA toll service is provided in accordance with the regulations and schedules of charges specified in Toll Tariff of Xspedius Management Co. Switched Services, LLC d/b/a Xspedius Communications - MO PSC No. 5.

4.18 Basic Exchange Line Service

Basic Line Service provides a Customer with a single, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company-provided Basic Lines. Each Basic Line is provided with Touch Tone as a standard feature, which can be deleted at the Customer's option.

4.18.1 Basic Exchange Line Service Rates

	<u>Nonrecurring</u>	<u>Monthly</u>
Basic Local Exchange Service Multi - Per Trunk		
Zone 1	\$47.00	\$39.25
Zone 2	\$47.00	\$40.75
Zone 3	\$47.00	\$43.25
Flat Line:		
Zone 1	\$47.00	\$30.25
Zone 2	\$47.00	\$31.50
Zone 3	\$47.00	\$33.25

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LOCAL EXCHANGE SERVICES

5.0 –SUPPLEMENTAL SERVICES

5.1 Business Features

5.1.1 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.

5.1.2 Description of Features

A. 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 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 switch hook 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.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.2 Description of Features, (Cont'd.)

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.

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 incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.2 Description of Features, (Cont'd.)

C. 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

If the user has subscribed to additional telephone numbers (maximum of two), incoming calls may be distinguished via a unique ring.

E. 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.

F. Call Transfer

Call Transfer allows a Customer to receive an incoming call, then transfer the calling party to any other number.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.2 Description of Features, (Cont'd.)

G. Caller ID

1. Caller ID with Number Delivery

The Caller ID feature allows a Customer to see a caller's 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 number, date and time of each incoming call - including calls that are not 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 the necessary CPE.

2. Combined 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 number, date and time of each incoming call - including calls that are not 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 the necessary CPE.

3. Caller ID Blocking

This feature allows the calling party to block display of its name and number on the called party's station equipment.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.2 Description of Features, (Cont'd.)

H. Continuous Redial

The continuous redial feature allows a Customer to automatically redial 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 redials the call for the Customer.

The Continuous Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. Continuous Redial 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 redialed and the Customer is notified of the connected call via a distinctive ring.

I. Selective Call Forwarding

Selective Call Forwarding allows a Customer to specify a special list of a maximum of fifteen (15) telephone numbers. Incoming calls placed to the Customers from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

J. Selective Call Rejection

Selective Call Rejection enables a Customer to reject call attempts from up to fifteen (15) 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.

K. Call Hold

Allows call to be placed on hold.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.2 Description of Features, (Cont'd.)

L. Automatic Recall

Enables calling party to automatically call back last number dialed.

M. Anonymous Call Rejection

Allows Customer to reject calls if the calling number is marked as private.

N. Remote Access to Call Forward

Remote Call Forwarding allows a Customer the ability to purchase additional Directory Numbers and to have calls to those telephone numbers forwarded on a permanent basis to a designated telephone number.

1. Conditions

- a. The telephone number to which calls are forwarded is user-defined.
- b. Changes to this number are made via a service order.
- c. Customers can request additional paths for Remote Call Forwarding service.
- d. A flat-rated monthly recurring charge applies for each main Remote Call Forwarding Directory Number and for each additional path ordered.

O. Priority Call

Allows Customer to program up to six (6) numbers to be identified by a special ring/call waiting tone.

P. Last Call Return

Allows Customer (called party) to call back the number of the last incoming call.

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.3 Rates and Charges

A. Recurring and Nonrecurring Charges

Feature	<u>Recurring</u>	<u>Nonrecurring</u>
Anonymous Call Rejection	\$ 1.00	\$0.00
Last Call Return	\$ 1.00 + \$0.75/use	\$0.00
Automatic Recall, per use	\$ 1.00 + \$0.75/use	\$0.00
Selective Call Rejection	\$3.00	\$0.00
Call Hold, per use	\$1.00	\$0.00
Call Forward	\$1.00	\$0.00
Call Transfer (for lines)	\$2.00	\$0.00
Call Waiting	\$2.00	\$0.00
Combined Caller ID	\$5.00	\$0.00
Caller ID with Number	\$2.50	\$0.00
Distinctive Ringing – First Number	\$1.00	\$0.00
Distinctive Ringing – Second Number	\$1.00	\$0.00
Remote Access to Call Forward	\$5.00	\$0.00
Remote Call Forward – Initial Path	\$12.00	\$0.00
Remote Call Forward – Add'l Path	\$12.00	\$0.00
8/10 Number Speed Calling	\$1.00	\$0.00
30 Number Speed Calling	\$2.00	\$0.00
3 Way Calling	\$2.00	\$0.00
Caller ID Blocking	\$0.00	\$0.00
Continuous Redial	\$3.50	\$0.00
Selective Call Forward	\$3.50	\$0.00
Priority Call	\$3.50	\$0.00

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.1 Business Features, (Cont'd.)

5.1.3 Rates and Charges, (Cont'd.)

B. Connection Charges

Connection charges apply when a Customer requests connection to one or more custom 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 will not apply if the features are ordered at the same time as other work for the same Customer account at the same premises.

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.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.2 Service and Promotional Trials

5.2.1 General

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

5.2.2 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.
- 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.

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.3 Busy Verification and Interrupt Service

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.

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

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.4 Directory Assistance Service

5.4.1 General

A Customer may obtain assistance, for a charge, in determining a telephone number within the local calling area by dialing Directory Assistance Service. A Customer may obtain directory listing information for any location within the United States by dialing 411 or 1 + (area code) + 555-1212 (National Directory Assistance). A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. A maximum of two number requests is allowed per call.

5.4.2 Regulations

- A. A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:
 - 1. Calls from coin telephones, including COCOTS.
 - 2. Requests for telephone numbers of non-published service.
 - 3. 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.
 - 4. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified, up to a maximum of 50 requests per month.
 - 5. Calls from Hospitals.
- B. The first three (3) calls each month, per service location, for requests to Directory Assistance will not be charged. Thereafter the rate per call is as listed below. There are no billing exemptions or allowances for National Directory Assistance requests.
- C. Where the Customer places a call to Directory Assistance via an operator or has Directory Assistance charges billed to a calling card or a telephone number other than the originating number, charges will apply as specified in Section 5.4.4 below.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.4 Directory Assistance Service, (Cont'd.)

5.4.3 Directory Assistance Call Completion

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number, and are in addition to the charge for Directory Assistance. Only local calls can be completed automatically by using Directory Assistance Call Completion. If the Customer elects to have an intraLATA toll call completed by the Local Directory Assistance operator, the Company's standard intraLATA toll per minute charges will apply.

5.4.4 Directory Assistance Rates and Charges (Per Call)

	<u>Per Call</u>
Directory Assistance, per Query (411)	\$0.25
Operator Dialed (411)	\$0.58
National Directory Assistance, per Query (555-1212)	\$1.99
Call Completion	
Charge Per Call Completed	\$1.35

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.5 Local Operator Service

5.5.1 General

Local calls may be completed or billed with the live or mechanical assistance of the Company's operator center. Calls may be billed collect to the called party, to an authorized third party number, to the originating line, or to a valid authorized calling card. 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 and intraLATA operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call, as indicated below.

5.5.2 Rates and Charges

	<u>Per Call</u>
Customer Dialed Calling Card	\$0.60
Person-to-Person	\$1.50
Third Number Billed	\$0.75
Collect Call	\$0.75
All Other Operator Assistance	\$0.75

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.6 VoiceMail Service

5.6.1 General

Voice Mail Service (VMS) provides the Customer with the capability to receive, send, store and retrieve voice messages over the telephone network. VMS is offered where Simplified Message Desk Interface II (SMDI II) and VMS facilities are available.

The basic component of VMS is the mailbox which provides for receipt and storage of messages. VMS is accessed via a touchtone telephone or similar Dual Tone Multifrequency (DTMF) device and requires the input of a passcode.

VMS is comprised of tiered levels of applications in packages with one or more optional features available. 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 subscriber.

5.6.2 Business (including Centrex) VMS Offerings

Basic Mailbox - provides the Customer with Call Answering and Messaging and Busy Greeting abilities. A Basic Mailbox may receive thirty (30) messages in a billing period for the flat fee, messages over the allowance will be charged an additional per-message charge. Features include Delivery Options and 5 Group Lists. The VMS mailbox holds 15 messages, with a 14 day retention period, a Greeting length of 1 minute and the ability to receive messages of 2 minutes duration. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included.

Enhanced Mailbox - provides the Customer with Call Answering and Messaging, Busy Greeting, Reminder and Future Delivery abilities. Features include Delivery Options, 15 Group Lists and Extended Absence Greeting. An Enhanced mailbox may receive 50 messages in a billing period for the flat fee, messages over the allowance will be charged a per message charge. The VMS mailbox holds 30 messages, with a 31 day retention period, a Greeting length of 1.5 minutes and the ability to receive messages of 4 minutes duration. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.6 VoiceMail Service, (Cont'd.)

5.6.2 Business (including Centrex) VMS Offerings, (Cont'd.)

Deluxe Mailbox - provides the Customer with Call Answering and Messaging, Busy Greeting, expanded Reminder, and Future Delivery abilities. Features include Delivery Options, 15 Group Lists, Extended Absence Greeting and Revert to Operator. A business stand-alone Deluxe Mailbox may receive 75 messages in a billing period for the flat fee, messages over the allowance will be charged an additional per message charge. The VMS mailbox allows up to 60 messages, with a 45-day retention period and a Greeting length of 1.5 minutes. Message may be up to 5 minutes duration per message. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included.

Deluxe Multi-Mailbox - provides the Customer with Call Answering and Messaging, Busy Greeting, expanded Reminder, and Future Delivery options. Up to four sub-mailboxes may be provided. A business stand-alone Deluxe Multi-Mailbox may receive 75 messages in a billing period for the flat fee, messages over the allowance will be charged an additional per message charge. Features include Delivery Options, 15 Group Lists, Extended Absence Greeting and Revert to Operator. The VMS mailbox holds up to 60 messages, with a 45-day retention period, a Greeting length of 1.5 minutes and the ability to receive messages of up to 5 minutes duration. Call Forward Busy (CFB), Call Forward Don't Answer (CFDA) and Message Waiting Indicator (MWI) are included.

5.6.3 Voice Mail Recurring and Nonrecurring Charges

Service order charges apply per main billing account as described in Section 5 of this tariff. Service is offered on a month to month basis.

Per Individual Mailbox (up to 100 Mail Addresses):

	<u>Monthly</u>	<u>Nonrecurring</u>
Basic Mailbox	\$11.00	\$0.00
Enhanced Mailbox	\$19.00	\$0.00
Deluxe Mailbox	\$24.00	\$0.00
Deluxe Multi-Mailbox	\$30.00	\$0.00

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LOCAL EXCHANGE SERVICES

5.0 – 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. 900, 971, 974, 976 & 700 NPA Blocking - 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.
- 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.

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 0+ 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. Billing Restriction Blocking – 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

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.7 Blocking Service, (Cont'd.)

5.7.2 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.
- C. Blocking Service or a telephonic block can only be removed pursuant to a written request by the Customer of record, or by the Customer of record providing the correct password over the telephone, or by a request made in person by such Customer. The Customer of record can provide a personal pass to use to remove

5.7.3 Blocking Service Rates and Charges

- A. Pricing for Blocking Service for a business Customer with more than 200 lines will be based on the costs incurred by Company to provide the service on an ICB Basis.
- B. Additional charges apply as specified in Section 4.1 of this tariff.
- C. Recurring and Nonrecurring Charges

	<u>Monthly</u>	<u>Nonrecurring</u>
Call Blocking:	\$0.00	\$0.00
Toll Restriction:	\$0.00	\$0.00
Billing Restriction:	\$0.00	\$0.00

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings

5.8.1 General

The Company does not own or control directory publishing in the service area, but does offer Customers listings in local directories through external agreements. No liability of any nature whatsoever shall attach to the Company or to any other common carrier that furnishes any portion of the Company's service for damages arising from errors, mistakes, omissions or delays of the Company or its agents or employees in handling directory listings or listings in any directory assistance database.

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records.

Only information necessary to identify the Customer is included in these listings. Abbreviations may be used. A listing may be rejected if it is judged to be advertising or judged to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the Customer is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.2 Composition of Listings

A. Name

1. Business Service

The following names may be included in business service listings:

- a. The name of Customer or joint user.
- b. The name of each business enterprise which the Customer or joint user conducts.
- c. The name by which the business of a Customer or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- d. The name of any person, firm or organization which the Customer or joint user is authorized to represent, or the name of an authorized representative of the Customer or joint user.
- e. Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing is not for advertising purposes.
- f. The name of a publication issued periodically by the Customer or joint user.
- g. The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
- h. The name of a member of Customer's domestic establishment when business service is furnished in the Customer's residence.
- i. The name of a corporation which is the parent or a subsidiary of the Customer.
- j. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.
- k. The name of the Customer to a sharing arrangement.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.2 Composition of Listings, (Cont'd.)

B. Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation.

A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residence type listing except for residential service as permitted under the terms of this tariff. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another Customer in the same or different directory.

The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.2 Composition of Listings, (Cont'd.)

C. Address

Each residence or non-profit listing, may, but does not have to include the street address where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

D. Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.3 Types of Listings

A. Main Listing

1. Main Standard Listing - A Main Standard Listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in Directory Assistance records. The designation in the listing will be provided according to the rules as set forth in this Section.
2. Additional Main Listing - Customers may arrange for an additional main listing. An additional main listing is a Main Standard Listing providing for a non-hunting extra-line or for the first line of each multi-line hunt.
3. CD-ROM White Pages listing - Customers may purchase a CD-ROM version of the white pages listing.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.3 Types of Listings, (Cont'd.)

B. Premium Listings

1. Additional Listings

Customers may arrange for additional listings, similar to the Main Standard Listing, at the additional listing rate. Listings may include abbreviated names, names which are commonly spelled several ways, rearrangements of names and nicknames by which the Customer is commonly known. All names will be included in their proper alphabetical order. If the above additional listing does not readily identify the Customer, it shall be necessary to include a line of information stating "same as" or "see" and a reference to the name contained in the main listing at the Extra Listing Line Rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

2. Extra Listing Lines

Lines of information acceptable to the Company may be arranged at the rate shown in the schedule to appear in addition to a main listing for the purpose of facilitating use of the service.

3. Alternate Call Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing. Such listing may be furnished as an indented listing or as a sub-caption.

The telephone number in such a listing may be that of another service furnished to the same Customer or to one of the Customer's PBX trunks not included in the incoming service group, or the service furnished to a different Customer.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.3 Types of Listings, (Cont'd.)

B. Premium Listings, (Cont'd.)

4. Alternate User Listings

An Alternate User Listing may be furnished when it is necessary to refer the directory user to an alternate listing when there are joint users of the same telephone number.

5. Cross Reference Listings

A Cross Reference Listing may be furnished in the same alphabetical group with the related listing when it is necessary to refer the directory user to another directory listing.

6. Suite Listing

A Suite Listing allows the Customer to add its office or suite number to a Main or Additional Main directory listing. A Suite Listing may not be purchased as a standalone listing.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.8 Listings, (Cont'd.)

5.8.4 Rates for Business Listings

There is a monthly recurring and a one time nonrecurring charge for premium business listings. This charge takes effect as soon as the listing is shown on the Directory Assistance Records.

There is a one-time nonrecurring charge for each request to move or change a listing. If the request is received after the directory publisher's deadline for such changes, an additional late charge will apply.

<u>Type of Listing</u>	<u>Monthly</u>	<u>Nonrecurring</u>
Main Standard Listing – Local	\$0.00	\$0.00
Main Standard Listing – Foreign	\$6.00	\$10.00
Additional Main Listings	\$6.00	\$10.00
CD-ROM White Pages Listing	\$0.00	\$10.00
Additional Listing	\$6.00	\$10.00
Extra Listing Lines	\$6.00	\$10.00
Alternate Call Listings	\$6.00	\$10.00
Alternate User Listing	\$6.00	\$10.00
Cross Reference Listings	\$6.00	\$10.00
Suite Listing	\$6.00	\$10.00
Move / Change Charge	N/A	\$10.00
Late Charge	N/A	\$25.00

No charge applies to a caption or sub caption except as provided.

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.9 Non-Published Service

5.9.1 General

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

5.9.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials direct or verbally gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company requests an unlisted number, it is done without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to someone. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.9 Non-Published Service, (Cont'd.)

5.9.3 Rates, (Cont'd.)

There is a monthly charge for each non-published service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

There is a one-time nonrecurring charge for each request to move or change a listing. If the request is received after the directory publisher's deadline for such changes, an additional late charge will apply.

	<u>Monthly</u>	<u>Nonrecurring</u>
Non-Published Service	\$6.00	\$10.00
Move / Change Charge	N/A	\$10.00
Late Charge	N/A	\$25.00

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.10 Non-Listed Service

5.10.1 General

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

5.10.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it is done without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to someone. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

The Customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

5.10.3 Rates

There is a monthly charge for each non-listed service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	<u>Monthly</u>	<u>Nonrecurring</u>
Non-Listed Service	\$6.00	\$10.00
Move / Change Charge	N/A	\$10.00
Late Charge	N/A	\$25.00

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.11 Intercept Call Completion (ICC) Service

5.11.1 General

Where technically feasible, Intercept Call Completion (ICC) allows the caller to be automatically connected to a subscriber's new telephone number after receiving the intercept message. This service is available to Customer 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. ICC is available where facilities are available and conditions permit.
- C. The minimum service period for ICC 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 ICC, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the ICC subscriber incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- E. Except with regard to the provision of ICC, 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.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.12 Information Service Provider NXX Access

The Company provides access to Information Service Provider (ISP) NXXs provisioned by Southwestern Bell Telephone Company. The Company will bill the End User for ISP calls at rates designated by the ISP. See Section 5.7 for optional blocking service which will prohibit the completion and billing of unwanted ISP calls to a Customer service line.

5.13 Recorded Announcement Service

Recorded Announcement Service consists of facilities whereby telephone users may, by calling a particular central office designation and number, obtain recorded messages. Recorded Announcement Service, including the content of the recorded messages, is furnished at the provider's option. Messages may be withdrawn at any time.

Charges Applicable to Calling Parties

5.13.1 Rates and Charges

Each completed Local Recorded Announcement Call	\$0.80
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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.14 Hunting

5.14.1 Series Completion Hunting (Regular and Circular)

This feature allows individual Directory Numbers (DN) to "series complete" to another DN when the original DN is busy. The Customer provides a list of the lines which will have this feature and the order in which they will hunt. Only 10 stations will be allowed in a series completion. The last DN can point to the 1st DN in the list to provide circular hunting.

A. Regular Series Completion

Any of the numbers in the series can be called. If the called number is busy, the switch will hunt to the next in line. The hunting will always stop at the last number in the group.

B. Circular Series Completion

Any number in the series can be called. If the called number is busy, the switch will hunt to the next in line. The hunting will stop when the number preceding the called number is reached.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.14 Hunting, (Cont'd.)

5.14.2 Rates and Charges

	<u>Monthly</u>	<u>Nonrecurring</u>
Series Completion Hunting - Circular	\$0.00	\$0.00
Series Completion Hunting - Regular	\$0.00	\$0.00
Move/Change – See Sec. 4.1	\$0.00	\$0.00
Expedite Move/Change - See Sec. 4.2	\$0.00	\$100.00

5.14.3 Multi-Line Hunting

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>Monthly</u>	<u>Nonrecurring</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
Move/Change – See Sec. 4.1	\$0.00	\$50.00
Expedite Move/Change - See Sec. 4.2	\$0.00	\$100.00

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.15 Emergency Reroute Service

5.15.1 Description of Service

Emergency Reroute Service allows a Customer to request the temporary forwarding of a telephone number to an alternate location number designated by the Customer. Emergency Reroute Service is for situations where the Customer requires incoming calls to be rerouted immediately, and on a temporary basis. Emergency Reroute Service is available on a limited basis for Line, Trunk and Voice T-1 services.

The Customer may forward up to three numbers per request. Requests to forward additional numbers will be addressed on an individual case basis. An emergency reroute will remain in place for no more than 30 days from the date initiate.

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

The Company is entitled to rely upon instructions given by telephone from a person representing himself or herself to be an authorized representative of the Customer without further verification so long as the Company has no reason to believe that such person lacks proper authority.

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

5.15.2 Rates and Charge

	<u>Nonrecurring</u>
Per Reroute Occurrence	\$250.00

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.16 Disaster Routing Service

5.16.1 Description of Service

Disaster Routing Service reroutes incoming calls to a predetermined alternate telephone number. Disaster Routing is available for Trunk 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.

5.16.2 Rates and Charges

	<u>Per Trunk Group Rerouted</u>	
	<u>Monthly</u>	<u>Nonrecurring</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

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.17 Foreign Exchange Services

5.17.1 Description of Service

Foreign Exchange Service allows a Customer to receive local exchange service from a rate center different from the Customer's physical location. Except as specified below, Foreign Exchange Service is furnished in conjunction with local exchange service such as PRIs or Trunks, pursuant to the applicable local tariff.

Foreign Exchange Service may only be provisioned where Company offers local exchange switched services and as facility and switch conditions permit.

The dial plan (local calling) is associated with this "foreign" rate center. The Company does not guarantee call completion to any Foreign Exchange telephone number from exchanges other than the exchange with which the telephone number is associated, even though End Users in the other exchanges may have local calling plans that include calls to End Users physically located in the exchange with which the Foreign Exchange telephone number is associated.

A. Business Expansion Service (BES)

Business Expansion Service (BES) is an inbound intraLATA only service.

In the event Customer orders BES, the Company reserves the right in its discretion, upon 30 days' notice to Customer, to discontinue, provision or increase the price of any BES subject to this Agreement in the event that regulatory conditions and/or interconnection agreements affecting the Company's provision of BES change after the date of this Agreement. In the event that Customer does not accept the Company's rate increase, Customer may discontinue the affected BES without penalty upon 30 days' notice to the Company. Customer may be required to change its virtual telephone number(s) if Company adds additional equipment, such as a central office, in its serving area and transfers NXX codes into the new equipment. The Company is unable to guarantee the completion of calls to the BES telephone number from exchanges other than the exchange with which the telephone number is associated, even though end users in the other exchanges may have local calling plans that include calls to end users physically located in the exchange with which the BES telephone number is associated.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.17 Foreign Exchange Services, (Cont'd.)

5.17.1 Description of Service, (Cont'd.)

B. Expanded Exchange Service (EES)

Expanded Exchange Service (EES) is a two way intraLATA only service.

The Company will include the EES telephone number, name and address in the appropriate 911 database; however, any calls to 911 using this EES facility may be routed to an incorrect 911 agency.

C. Intercity Switched Service (ISS)

Intercity Switched Service (ISS) is a two way service.

ISS will not allow access to the appropriate 911 emergency system for the ordered ISS city (cities). Customer must sign the Limitation of Service 911 Access Waiver. The long haul (intercity) transport is provided under separate contract with the Company.

D. One Reach

One Reach Products are provisioned over IP based switching and transport. LocalReach is a two way service whereas VirtualReach is an inbound only service.

One Reach products include up to 5 foreign exchange rate centers within the LATA for no additional charge. If available, Subscriber may add rate centers for \$25.00 per rate center per month. If usage exceeds a DS1 equivalent (300k MOU per month) subscriber must purchase additional One Reach products. Company reserves the right to restrict the number of One Reach products purchased, Customer requested routing specifications and the size/composition of trunk groups and their related rate centers. Specialized configurations may be requested and priced on an Individual Case Basis.

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.17 Foreign Exchange Services, (Cont'd.)

5.17.2 Recurring and Nonrecurring Charges

	<u>BES</u>	<u>EES</u>	<u>ISS</u>	<u>One Reach</u>
Local Access Service	See Section 4	See Section 4	See Section 4	See Section 4 for Voice T1-PRIs and managed Gateway IP Trunks only
Foreign Exchange Premium Charge	\$40.00 MRC per rate center	\$20.85 MRC per Trunk \$20.85 MRC per Line \$20.85 MRC per Channel \$500.00 MRC per PRI	\$100 MRC per rate center (BES may be purchased in conjunction with ISS)	Local Reach: \$300.00 MRC per DS1 equivalent Virtual Reach: \$250.00 MRC per DS1 equivalent
Interoffice Transport Charge	N/A	N/A	Provided pursuant to Private Line Tariff tariffs or an ICB	Local Reach: \$75.00 MRC per DS1 equivalent Virtual Reach: \$ 50.00 MRC per DS1 equivalent
Individual Telephone Numbers	See Section 4	See Section 4	See Section 4	\$0.20 MRC \$0.35 NRC

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.18 Optional Extended Calling Plans

The following Optional Extended Calling Plans provide the Customer with a larger local calling area for an additional monthly charge. Plans may not be available in all rate centers.

5.18.1 Extended Metro Service

This plan allows Customers to place and receive calls from telephone numbers in specified exchanges for an additional monthly charge. Extended Metro Service requires that the Customer be assigned a telephone number from a designated NPA/NXX (J-Coded Numbers). Incoming calls to Customer's J-Coded NPA-NXX that originate in the Customer's expanded calling area will be recognized in the Company's network as a "local" call to the Customer. However, the ability to receive calls from certain exchanges may be contingent upon the calling party's subscription to a call plan offered by its own service provider.

	<u>Monthly</u>	<u>Nonrecurring</u>
Per Line	\$20.00	\$0.00
Per Trunk	\$20.00	\$0.00
Per Channel	\$20.00	\$0.00
Per PRI	\$460.00	\$0.00

**The monthly charge is in addition to any charges associated with the facility.*

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.19 Individual Telephone Numbers

5.19.1 Description of Service

Customers may purchase individual telephone numbers for use with Inward and Two-Way Trunks. The first telephone number per trunk group is provided at no charge.

The Company will consider requests for large quantities of numbers on an individual case basis.

5.19.2 Rates and Charges

	<u>Monthly</u>	<u>Nonrecurring</u>
Per Number	\$0.15	\$0.35

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Supplemental Features

The following features may be used with the Company's stand-alone and integrated products with Digital Trunk and PRI. Features are available as equipment and facilities permit.

5.20.1 Calling Number Delivery

This feature allows the Customer to receive the calling party's number on its station equipment. The Customer is responsible for providing the CPE required for this feature.

With Digital Trunk Service	Not Available
With PRI Service	\$0.00

5.20.2 Calling Name Delivery

Requires suitably equipped ISDN switching and terminal equipment and allows the network to pass Calling Name information (along with the calling line identification) between multiple groups within a PRI Serving Arrangement.

With Digital Trunk Service	Not Available
With PRI Service	\$ 0.00
With Complete Dynamic Service, Complete Lines & Trunks Service and Channel 12 Service	\$50.00

5.20.3 Calling Number Transmission

This feature allows the Customer to send the calling number to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.7.

Blocked Calling Number information will be delivered to certain qualifying Customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such Customers must certify to the Company their compliance with the waiver order's eligibility requirements.

With Digital Trunk Service	\$0.00
With PRI Service	\$0.00

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Supplemental Features, (Cont'd.)

5.20.4 Calling Name Transmission

This feature allows the Customer to send the calling name to the called party's station equipment. The Customer can restrict transmission through the use of the Caller ID Blocking Service as described in Section 5.17.

Blocked Calling Number information will be delivered to certain qualifying Customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such Customers must certify to the Company their compliance with the waiver order's eligibility requirements.

With Digital Trunk Service	\$0.00
With PRI Service	\$0.00

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.

With Digital Trunk Service	Not Available
With PRI Service	\$0.00

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.

With Digital Trunk Service	Not Available
With PRI Service	\$0.00

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5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Supplemental Features, (Cont'd.)

5.20.7 Additional Trunk Groups

This feature allows the Customer to separate a facility into two or more trunk groups.

With Digital Trunk Service

Up to 3 trunk groups \$0.00

More than 3 trunk groups ICB

With PRI Service

Up to 3 trunk groups \$0.00

More than 3 trunk groups ICB

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

With Digital Trunk Service Not Available

With PRI Service \$0.00

5.20.9 Two-B Channel Transfer

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.

With Digital Trunk Service Not Available

With PRI Service \$0.00

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LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.20 Supplemental 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.

With Digital Trunk Service
With PRI Service

ICB
Not Available

5.20.11 Blocking Service

See Section 5.7 for details

5.20.12 DNIS (Dialed Number Identification Service)

ISDN PRI feature that delivers dialed number, including 8xx numbers, to Customer's PBX or other equipment.

With Digital Trunk Service
With PRI Service

Not Available
\$5.00

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.21 N11 Dialing Service

N11 Dialing Service is a three-digit local dialing arrangement (excluding 411 and 911) available in specified service areas for the delivery of information and referral services via voice grade facilities as required by state and federal regulators.

The local calling area for the rate center of the N11 service subscriber will be the same as the Company's local calling area for that rate center. N11 Dialing Service will be provided as equipment and facilities permit. N11 service is limited to use by agencies approved by applicable federal and/or state regulators.

N11 Dialing Service is delivered via regular exchange access lines, e.g., individual business lines, trunks, etc. Service is furnished subject to the availability of the N11 number.

Access to N11 Dialing Service is not available to the following services:

- 1+ Toll Services
- 101XXXX
- Credit Card
- Third-Party Billed
- Collect Calls
- Inmate Service

Operator assisted calls to the N11 subscriber will not be completed.

The N11 subscriber may not directly or indirectly sell or transfer the N11 number to an unaffiliated entity.

Only one seven or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area.

All requests for N11 Dialing Service must be submitted in writing to the Commission.

LOCAL EXCHANGE SERVICES

5.0 – SUPPLEMENTAL SERVICES, (CONT'D.)

5.21 N11 Dialing Service, (Cont'd.)

The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the N11 number. If requested by Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

Though the use of these services is free of charge, Customers who subscribe to measured or message-rated service will incur standard local usage charges when accessing N11 Dialing Services.

In no event shall the Company be liable for any losses, damages or claims of any kind arising from the provision of N11 Dialing Service or any Customer's use of such service.

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