
Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

5.7.4 Directory Assistance Call Completion

5.7.4.1 General

- a. The Company provides Directory Assistance Call Completion (DACC) Service to customers who have accessed local Directory Assistance. Directory Assistance Call Completion service provides Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services System (OSS).

Directory Assistance Call Completion is activated by the customer when the customer depresses a specific digit on a touch-tone telephone after the DACC announcement prompt. The DACC announcement prompt will be given after the customer receives the requested directory number from the automated Directory Assistance System (DAS).

5.7.4.2 Regulations

- a. The calling number and the number requested to be completed must be in the same Numbering Plan Area designation, or for points in a contiguous Numbering Plan Areas which are Local Service to any exchange in the originating Numbering Plan Area.
- b. Only the second provided Directory Assistance telephone number will be completed if two Directory Assistance requests are made by the customer during the same call.
- c. In addition to the Call Completion charge, normal existing Directory Assistance charges will apply. All toll usage charges are also applicable.
- d. If a call is not completed, i.e. busy or no answer, no charge for the Directory Assistance Call Completion Service is applicable. However, the appropriate charge for the Directory Assistance call will apply.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

5.7.4 Directory Assistance Call Completion (Cont'd)

5.7.4.2 Regulations (Cont'd)

- e. The following customer groups are not offered the completion service:
 - Payphone Lines
 - Hospitals
 - Hotels/Motels
 - Prisons/Inmates
 - Wide Area Telecommunications Service (WATS)
 - Mobile
 - Interexchange Carriers
- f. Alternate billing (such as collect, bill to third number, or calling card options) is not available.
- g. Directory Assistance Call Completion will be furnished only where appropriate facilities are available.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)**5.8 LOCAL OPERATOR SERVICE**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling 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 operator assisted calls are those usage charges that would normally apply to the calling party's service.

- 5.8.1 Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Company's knowledge.
- 5.8.2 The caller and billed party, if different from the caller, will be advised of the operator service provider at the time of the initial contact.
- 5.8.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 5.8.4 Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company (LEC) billings.
- 5.8.5 Company shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 5.8.6 Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 5.8.7 Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 5.8.8 Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- 5.8.9 Company will refuse operator services to traffic aggregators which block access to other Companies.
- 5.8.10 Company will assure that traffic aggregators will post and display information including: (1) that Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.9 NUMBER INTERCEPT TREATMENT

Commission rule 4 CSR 240-32.050 (5) requires the LEC to intercept all calls to a customer's former telephone number and give out the new number, at no charge to the customer, provided that the customer desires this service. The Rule does not specifically state for how long this service should be provided, although 30 days (or longer) is common. Upon changing a customer's telephone number, the Company will make this service known to the customer and provide this service for a minimum of 30 days at no charge to the customer, provided that customer desires (obviously if someone is going to an unlisted number they would not want the new number given out).

5.10 VOICE MESSAGING

5.10.1 Description

Provides users with an electronic voice messaging system, which answers calls when users are on the phone or away from their desk. The Mail Track voice messaging packages and features are as follows:

1. Voice Mail Service
 - A. Voice Mail Features
 1. Message Waiting Indication – This feature notifies subscriber of a message stored in saved message bin.
 2. Remote Mailbox Access – This feature allows subscriber to retrieve voice mail messages from a remote location.
 3. Deleted Message Bin – This feature gives subscriber access to deleted messages for up to seven days.

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Section 5 – SUPPLEMENTAL SERVICES (Cont'd)

5.10 VOICE MESSAGING (Cont'd)

5.10.1 Description

1. Voice Mail Service (Cont'd)
 - B. Basic Voice Mail Package – This package includes message waiting indication, remote mailbox access, and a deleted message bin.
 - C. Enhanced Voice Mail Package – This package includes extra mailbox capacity, with an additional number of saved messages for an additional amount of time, and an additional message notification option.
2. Pager Notification – This feature pages subscriber upon receipt of any new message or urgent message.

5.10.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 12 of this Tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 BLOCKING SERVICE

5.11.1 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:

- a. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.
- c. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), Toll-free, and operator assisted toll calls.
- e. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.11 BLOCKING SERVICE (Cont'd)

5.11.2 Regulations

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

5.11.3 Rates and Charges

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 CUSTOMIZED NUMBER SERVICE

5.12.1 General

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 CUSTOMIZED NUMBER SERVICE (Cont'd)

5.12.1 General (Cont'd)

- e. The Company reserves and retains the right: (Cont'd)
 - 4. The limitation of liability provisions of this tariff in Section 2.1.2 are applicable to Customized Number Service.

5.12.2 Conditions

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

See Rate Schedule in Section 12 of this tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.13 CUSTOMER REQUESTED SERVICE SUSPENSIONS

5.13.1 General

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

5.13.2 Rate Adjustment

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

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 REMOTE CALL FORWARDING SERVICE

5.14.1 General

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

5.14.2 Regulations

- a. Remote Call Forwarding service is offered in Electronic offices where facilities permit.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- d. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

5.14.2 Regulations (Cont'd)

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

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.14 REMOTE CALL FORWARDING SERVICE (Cont'd)

5.14.3 Rates and Charges

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

5.15 RESERVED FOR FUTURE USE

5.16 INTEGRATED ACCESS SERVICE (IAS)

IAS is a communications service that provides a combination of local and data services to small and medium businesses using on-net services. The Customer must purchase, at the same customer location, local exchange access services and Dedicated Data Bandwidth services from the Company.

IAS allows a Customer to integrate voice and data services on a single high capacity facility. The standard configuration involves having a single DS-1 to the Customer's premise. The Customer selects a package of 5-8, 9-12, 13-16, or 17-20 voice lines for local exchange access. The balance of the facility's capacity is available for data applications.

One-year, Two-year, and Three-year service term packages are available -- Customer must, at a minimum, sign a one-year service term agreement to qualify for IAS pricing. The rates herein are for multi-line business service, the Dedicated Data Bandwidth connection, and appropriate End User Common Line Charges (EUCL). Per minute charges associated with IAS will be measured usage, if applicable.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

A. Basic Voice Line Features:

Each IAS voice line includes the following features with no additional monthly recurring charges:

- Call Forwarding Busy
- Call Forwarding Don't Answer
- Call Forwarding Variable
- Call Waiting Terminating
- Caller ID Name and Number
- Directory Listing
- Speed Call One Digit (8 numbers)
- Three Way Calling
- Touch Tone

B. Optional Additional Voice Line Feature Packages (additional monthly recurring charges are imposed for selection of either of these Optional Feature Packages. See Rates and Charges Section 13 (Integrated Access Services – Optional Features Packages):

1. Feature Package 1 includes: Call Forwarding, Remote Access to Call Forwarding, Three-Way Calling, and ONE of the following: Anonymous Call Rejection, Auto Redial, Call Blocker, Call Return, Call Waiting, Distinctive Ring, Selective Call Forwarding, Speed Calling 8 or Speed Calling 30.
2. Feature Package 2 includes: Caller ID Name, Caller ID Number, Call Forwarding, Remote Access to Call Forwarding, Three-Way Calling, Auto Redial, Call Return, and Call Waiting.

Monthly rates and non-recurring charges for this service appear in Section 13 of this Tariff.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

C. Conversion and renewal of Term Contracts

1. Prior to expiration of the service period, Customers may convert an existing term agreement to a new term agreement at current tariff rates without incurring termination charges provided the period for the new term agreement is equal to or greater than the original term agreement. Customers converting to a new service term will be required to sign a new Customer Service Agreement. Conversion and renewal, as described in this section, applies to both the initial Service Agreement and any subsequent Service Agreements (extended service terms) executed by the Customer for this service provided that the Agreements continue without interruption.
2. Customer must provide the Company with written notice of intent to renew an existing initial service period no later than 90 days prior to the expiration of the initial service period. The Service Agreement will renew at the tariffed rates in effect at the time of the renewal.

D. Termination of Term Contracts

1. The Customer must provide the Company with a written notice of intent to renew an existing or extended service agreement no later than 90 days prior to the expiration of the existing contract.
2. If the Customer elects not to renew the Service Agreement or does not notify the Company of intent to renew, the service will then automatically be billed under the tariffed rates for the service term package in effect on the date the initial or extended service period expires.
3. In the event the Customer cancels service prior to expiration of the term commitment, an early termination penalty is computed and applied as a lump sum to the Customer's bill as set forth in Section 7.2.5.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.16 INTEGRATED ACCESS SERVICE (IAS) (Cont'd)

E. Upgrade in Service

1. Customer may upgrade Service Term Agreement (add additional lines, which may result in reducing the Dedicated Bandwidth Speeds) without incurring termination charges provided all of the following conditions are met:
 - a. The new service arrangement is provided to the same customer at the same location as the discontinued service arrangement, and
 - b. Customer's request for discontinuance of the existing service arrangement and request for the new service arrangement are received at the same time.

If the order to upgrade service does not meet the conditions above, it will be treated as a disconnection of the existing service and establishment of a new service. All termination charges will then apply.

F. Moves to a New Location

A Customer with an existing Service Term Agreement may request a move of the service to a new location, or a move and an upgrade, or a move and a change of Service Term Agreement so long as the entire Integrated Access Service is moved. Termination charges will not apply.

G. Termination Charges

Customers requesting to discontinue services provided under a Service Term prior to the expiration of the Initial Service Period or Extended Service Period will incur termination charges pursuant to Section 7.2.5.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS)

5.17.1 Service Description

The Company provides Frame Relay Service (FRS) with transmission speeds of 56/64 Kbps to 1.544Mbps in 64Kbps increments. All services are generally available from the Company as specified herein.

Employing digital technology, FRS provides high speed access and throughput to and among Local Area Networks (LANs), as well as computers. Utilizing statistical multiplexing, FRS enables users to allocate circuit bandwidth to applications as needed, up to the maximum bandwidth purchased, rather than assigning fixed channels to specific applications. FRS supports transmission speeds up to 44.736 Mbps.

FRS requires the use of customer terminal equipment that functions as a multiplexer/bridge/router. This terminal equipment must be purchased separately from the FRS and must conform to CCITT and ANSI standards. The terminal equipment accumulates customer data and puts it into a frame relay format suitable for transmission over the Company's network.

The company reserves the right to provide FRS under the more generic name of DSL if the company does not have DSL facilities available to the customer. If presented to the customer as DSL, the FRS will have one, all-inclusive monthly charge which will include the access link, port, and internet access so as to be comparable to other DSL services typically offered. If FRS is represented as DSL, the rates set forth in Section 12 of this Tariff will apply.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

5.17.2 Service Elements

A. Network Interface

The point at which a customer's data transmissions first enter the network supporting Frame Relay Service is the network interface. It is the point of interconnection between Company communications facilities and Customer terminal equipment.

B. Access Link

FRS Access Links provide access to the Company's Frame Relay Network, connecting customer facilities at the network interface, or connecting other Frame Relay networks facilities at the network interface.

Frame Relay uni-directional polling is required on the Access Link when used in conjunction with User-To-Network Information Transfer. Frame Relay bi-directional polling is required on the Access Link when used in conjunction with the Network-To-Network Information Transfer.

C. Port

Ports are the physical entry points for Access Links and the originating and terminating points for Permanent Virtual Circuits. Ports include the electronic equipment used in connecting these service elements to the Company's Frame Relay Network. Ports are provisioned from 56/64 up to T1 in 64K increments.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

5.17.2 Service Elements (Cont'd)

D. Permanent Virtual Circuit (PVC)

A PVC is a logical channel from one Frame Relay Port to another Frame Relay Port within the Company's network. PVCs are provisioned, with customer-selected Committed Information Rates (CIRs), on either 56 Kbps Access Links or 1.544 Mbps Access Links, depending on the customer's data networking requirements. Circuits for PVC's are available from 8K to 1024K in 8K increments.

E. Disaster Recovery PVC

The Disaster Recovery PVC feature reroutes customer's PVCs from the out-of-service primary location to customer's backup location that has a backup Frame Relay Access Link (FRAL) and User-to-Network Interface Termination (UNIT) installed. Primary location failure can be caused by either failure in the Company's controlled switch equipment and facilities or customer owned equipment.

F. Committed Information Rate (CIR)

Although FRS statistical multiplexing capabilities allow Customer FRS configurations to have aggregate PVC CIRs which are greater than the associated port speed, the actual throughput of aggregated PVC CIRs in use at any time on the same port cannot exceed the port speed.

A Customer's data throughput may burst up to the Customer's subscribed port speed; however, when data exceeds the CIR, the potential for discard exists. It is recommended that a customer subscribe to a CIR no greater than half of their port speed; however, due to the nature of a specific Customer's traffic characteristics, a larger CIR can be accommodated, as indicated below.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

5.17.2 Service Elements (Cont'd)

F. Committed Information Rate (CIR) (Cont'd)

The Customer's CIR should be closely matched with the Open System Interconnection (OSI) Model or equivalent Application and Network Layer protocols for the data application utilized.

CIR Options for Permanent Virtual Circuits range from 8K to 1024K, in increments of 8K. It is recommended that the CIR equal 25% of the port speed. A minimum ration of 8K of CIR for every 64K of port speed is required.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

5.17.3 Rate Elements

A. Access Link

A nonrecurring and recurring rate, both based on the speed of the Access Link (56 Kbps or 1.544 Mbps) apply per Access Link for each physical connection to the Company's Frame Relay network.

B. Port

A nonrecurring and recurring rate, both based on speed of port apply per each port on the Company's Frame Relay network.

C. PVC

A nonrecurring rate and a recurring rate based on CIR apply for each PVC on the Company's Frame network.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

5.17.3 Rate Elements (Cont'd)

D. Mileage (Type 2 Service Only)

A recurring rate for mileage for Type 2 Service, based on the speed of the Access Link, will apply in those instances where the Company incurs a mileage charge from the LEC to provide the service requested. The mileage charged will be based on airline distance, according to the standards set by the Local Exchange Company.

E. Service Order Charge

A Service Order Charge applies, except as specified elsewhere in this tariff, for work involved in receiving, recording, transmitting and acting upon Customer requests to connect, move or change services. This would include changes to or addition of PVC's.

A Service Order Charge does not apply to a Customer initiated requests to: Completely terminate service or to change responsibility for the service.

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.17 FRAME RELAY SERVICE (FRS) (Cont'd)

5.17.3 Rate Elements (Cont'd)

F. RESERVED FOR FUTURE USE

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Section 6 – RESERVED FOR FUTURE USE

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BUSINESS NETWORK SWITCHED SERVICES

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES

7.1 GENERAL

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

- a. receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC. The customer has the option of choosing another carrier for toll service.

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

Connection charges as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this Tariff.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

Basic Business Line Service
Public Access Line Service
PBX Trunks

Integrated Access Service (IAS)
Frame Relay Service (FRS)

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

The optional and advanced features as described in Section 5 are available with Business Line Service for an additional charge.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)**7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.1 Basic Business Line Service****a. General**

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

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multi frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

b. Reserved for Future Use

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Section 7 – BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.1 Basic Business Line Service (Cont'd)

c. Flat Rate Basic Business Line Service

1. Description

With the Flat Rate Basic Business Line Service, the customer pays a monthly rate for an unlimited number of outgoing calls within a specified local calling area. Local calling areas are as specified in Section 11.

2. Recurring and Nonrecurring Charges

Charges for each Flat Rate Service line include a monthly recurring Base Service Charge for an unlimited number of outgoing calls within a specified local calling area. In addition to the nonrecurring charges listed in Section 12, service order charges apply as described in Section 3 of this tariff.

7.2.2 Reserved for Future Use

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.3 PBX Trunk Service

a. General

Trunk lines connect the central office with a customer-premises PBX system or other customer-provided equipment and systems that select and seize a vacant line for incoming and outgoing calls at its premises. Trunk lines do not terminate directly on a phone set. They terminate in either the attendant position, or in the PBX common equipment. The customer's system can be programmed to eliminate the need to go through the attendant by routing calls directly to or from individual numbers.

Dial-type PBXs may terminate inward, outward, or two-way trunk lines. Manual PBXs terminate only two-way trunk lines.

Trunks can be configured for three types of service, based on the direction that calls are transported between the central office and customer-premises:

Inward-only service provides for one-way calling from the central office switch to the customer-premises equipment. Depending on how the customer programs its system to route calls, an inward call can terminate at either the dialed number (called DID, for Direct Inward Dialing) or at the attendant position (called non-DID). Outgoing calls cannot be made over a trunk with inward-only service .

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.3 PBX Trunk Service (Cont'd)

a. General (Cont't)

Outward-only service provides for one-way calling from the customer-premises equipment to the central office switch. Depending on how the customer programs its system to route calls, a vacant outgoing line can be accessed either directly from the calling line (called DOD, for Direct Outward Dialing, typically invoked by dialing "9"), or from the attendant position (called non-DOD). Incoming calls cannot be received over a trunk with outward-only service.

Combination service provides for two-way calling between the central office switch and customer-premises equipment. Depending on how the customer programs its system to route calls, inward calls can be either DID or non-DID, and outward calls can be either DOD or non-DOD. Since most combination trunks provide for DID and DOD calling, and they are often referred to as DIOD (Direct Inward/Outward Dialing) trunks.

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

Each DS0 level Trunk has the following characteristics:

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

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.3 PBX Trunk Service (Cont'd)

b. Flat Rate Digital and Analog PBX Trunks

(1) Description

Flat Rate Digital PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls placed over combination trunks and outward-only trunks are included in the base service charge.

(2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12, service order charges apply as described in Section 3 of this tariff. Charges for each Flat Rate PBX Trunk include a monthly recurring Base Service Charge which includes an unlimited number of calls within the local calling area as provided for in Section 12. Local calling areas are as specified in Section 11. In addition, each individual location will have a monthly recurring charge for each Arrangement where the Arrangement charge is applied as one Arrangement per 24 DS0 level trunks with a minimum of one Arrangement charge per location. An Arrangement is any physical location to which the Company provides a digital or analog trunk to a customer.

DID Terminal Numbers:

1-20 lines in terminal group
100 lines in terminal group

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)**7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)****7.2.3 PBX Trunk Service (Cont'd)****c. DS1 PBX Trunk Service****(1) Description**

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

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Loop, Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming or Out-Going Only, as specified by the customer

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.3 PBX Trunk Service (Cont'd)

d. DS1 PBX Trunk Service (Cont'd)

(2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12 of this tariff, service order charges apply as described in Section 3 of this tariff. Charges for each Flat Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and include all calls originated from the customer's lines.

DID Terminal Numbers:

1-20 lines in terminal group
100 lines in terminal group

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.3 PBX Trunk Service (Cont'd)

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

(1) Description

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

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

(2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12, service order charges apply as described in Section 3 of this tariff.

Charges for each ISDN-PRI facility include a monthly recurring Base Service Charge which includes an unlimited number of calls within the local calling area as provided for in Section 12. Local calling areas are as specified in Section 11.

DID Terminal Numbers:

1-20 lines in terminal group
100 lines in terminal group

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

7.2.4 RESERVED FOR FUTURE USE

7.2.5 Term Liability/Termination Charges

If Customer terminates Service(s) prior to the fulfillment of the term, then a termination liability will be due to the Company from Customer. The termination liability shall include any previously waived charges for the cancelled Service(s) plus the greater of the following:

- a. the difference between the term period and the actual number of months the Service(s) has been in effect at the time of termination multiplied by the monthly rate for such Service(s); or
- b. the termination liability charges associated with such assumed or purchased contract.

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SPECIAL SERVICES AND PROGRAMS

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Section 8 - SPECIAL SERVICES AND PROGRAMS

8.1 [RESERVED FOR FUTURE USE]

8.2 [RESERVED FOR FUTURE USE]

8.3 [RESERVED FOR FUTURE USE]

8.4 [RESERVED FOR FUTURE USE]

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to local incumbent's operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to local incumbent's operator. The telephone user who dials the 911 number will not be charged for the call.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.2 Regulations

- a. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the local incumbent's operator will intercept and forward requests for emergency aid for a period of at least one year
- c. 911 service is furnished for incoming calls only.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)**8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****8.6.1 General**

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.6.2 Regulations

- a. In addition to the following, the regulations in Sections 8.5.2 apply.
- b. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- c. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company is obligated to supply the E-911 service provider in the Company's service area with accurate information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to this tariff.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.6.2 Regulations (Cont'd)

- d. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- e. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.
- f. At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions to the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
- g. The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. The Company recognizes the authority of the E-911 customers to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- h. The Company will collect 911 surcharges and remit all surcharges revenue to the appropriate governmental entity pursuant to RSMO 190.310.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)**8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)****8.6.3 Conditions of Furnishing Service**

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 STATE OF MISSOURI RELAY SERVICE

8.7.1 General

The Company will provide access to a telephone relay center for the Missouri Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing a toll-free number. Specific toll-free numbers have been designated for both impaired and non-impaired customers to use.

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SPECIAL ARRANGEMENTS

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Section 9 - SPECIAL ARRANGEMENTS**9.1 SPECIAL CONSTRUCTION**

Special Construction is that construction undertaken: (1) where facilities are not presently available, and there is no other requirement for the facilities so constructed; (2) of a type other than that which the Company would normally utilize in the furnishing of its services; (3) over a route other than that which the Company would normally utilize in the furnishing of its services; (4) in a quantity greater than that which the Company would normally construct; (5) on an expedited basis; (6) on a temporary basis until permanent facilities are available; (7) in advance of its normal construction.

9.1.1 Basis for Charges

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

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

9.1.2 Basis for Cost Computation

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

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

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.2 Basis for Cost Computation (Cont'd)

- d. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- e. License preparation, processing, and related fees.
- f. Tariff preparation, processing and related fees.
- g. Any other identifiable costs related to the facilities provided; or
- h. An amount for return and contingencies.

9.1.3 Termination Liability

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

- a. If a customer chooses to pay the special construction cost over a 12 month period, a termination liability charge will apply if the customer disconnects service before the 12 month period ends. Termination Liability charge is equal to the non-recoverable costs associated with specially constructed facilities and is the maximum amount which could be applied as a termination charge if all specially constructed facilities were discontinued before the Termination Liability expires. The liability period is 12 months in terms of an effective and expiration date.
- b. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.3 Termination Liability (Cont'd)

b. (Cont'd)

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

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

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

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for Dedicated Access and Private Lines will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the services and will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

9.4 MUTUAL COMPENSATION

Mutual compensation arrangements address the transport and termination of Local Traffic between local exchange providers serving the same local calling area. Such payments compensate a local exchange provider for the costs of terminating local calls placed by one provider's customer to a recipient served by a different local provider. All Switched Exchange Access Service and all Toll Traffic shall continue to be governed by the terms and conditions of the applicable federal and state tariffs.

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Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

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

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.2 Composition of Listings

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

10.1.3 Types of Listings

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

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

a. Indented Listings

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

b. Duplicate Listings

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

c. Reference Listing

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

d. Cross Reference Listing

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

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

e. Alternate Telephone Number Listings

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

f. Semi-Private Listing

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

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service

a. General

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

b. Regulations

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

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service (Cont'd)

b. Regulations (Cont'd)

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

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Section 10 - DIRECTORY (Cont'd)

10.2 [RESERVED FOR FUTURE USE]

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Section 10 - DIRECTORY (Cont'd)**10.3 DIRECTORY INFORMATION REQUESTS**

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

10.4 LIABILITY OF THE COMPANY FOR ERRORS**10.4.1 General**

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

10.4.2 Allowance for Errors

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

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Section 10 - DIRECTORY (Cont'd)

10.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

10.4.2 Allowance for Errors (Cont'd)

a. Free Listings

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

b. Charge Listings

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

c. Operator Records

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

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

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SERVICE AREAS

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Section 11 - SERVICE AREAS**11.1 Description**

Local Telephone Service offers business customers the ability to connect to the Company's switching network.

11.2 General Regulations

11.2.1 Service Areas: The Company offers service in this area:

St. Louis Metropolitan Exchange

11.2.2 Local Calling Areas: Local calling is available from the Company's St. Louis Metropolitan exchange to all Southwest Bell exchanges listed below:

St. Louis Principal: The local calling area includes the geographic area encompassed within the St. Louis Metropolitan Exchanges (Principal Zone, MCA-1, MCA-2) as defined in the Southwestern Bell Telephone Company Local Exchange tariff.

11.2.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas. If our facilities are not available in your area we may provide services by reselling.

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RATES & CHARGES

The rates and charges listed in Section 12 correspond with the respective sections for each service description previously detailed in this tariff. A corresponding section number cross-references where each service description is located in this tariff. Services for which a rate of "NOC" is listed are not offered currently.

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Section 12 - RATES & CHARGES

CONNECTION CHARGES

12.3.1 CONNECTION CHARGES

12.3.1.1a	Service Order Charge:	<u>Business</u>
	First	\$51.84
	Additional	\$51.84

12.3.1.1b	Premises Visit Charge:	<u>Business</u>
	First (per 15 min. increment)	\$39.50
	Add'l. (per 15 min. increment)	\$14.25

12.3.2 RESTORAL CHARGE (due to non-payment)

	<u>Business</u>
First	\$15.63
Additional	\$15.63

12.3.3 MOVES, ADDS AND CHANGES

Business Charge per order:			
	<u>Move</u>	<u>Add</u>	<u>Change</u>
First	\$39.95	\$39.95	\$39.95
Additional	\$39.95	\$39.95	\$39.95
Charge to change telephone number per access line:			\$7.75

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Section 12 - RATES & CHARGES (Cont'd)

12.3.3 RECORD ORDER CHARGE

	<u>Business</u>
First	\$15.63
Additional	\$15.63

12.3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

12.3.5.2 Trouble Isolation Charge

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Business: (per 15 min. increment)	\$39.95	\$14.25

12.3.5.3 Inside Wire Maintenance Charge

Per Premises Visit, Business: (per 15 min. increment)	\$39.95	\$14.25
--	---------	---------

12.3.5.3 Inside Wire Installation Charge

Per Premises Visit, Business: (per 15 min. increment)	\$39.95	\$14.25
--	---------	---------

12.3.6 PRIMARY INTEREXCHANGE (PIC) CHANGE CHARGE

	<u>Business</u>
Charge:	\$5.00

12.4 PUBLIC ACCESS LINE SERVICE

	Recurring	Non-Recurring	
	Monthly	First	Additional
Public Access Line	\$30.70	\$51.84	\$51.84

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES

12.5.1 OPTIONAL CALLING SERVICE

	Recurring	Non-Recurring	
	Monthly	First	Additional
3-Way Calling	\$4.50	\$15.63	\$15.63
Call Forwarding Variable	\$4.50	\$15.63	\$15.63
Call Forwarding Busy/No Answer	\$4.00	\$15.63	\$15.63
Call Forwarding Fixed	\$6.00	\$15.63	\$15.63
Remote Access to Call Forwarding Variable	\$2.50	\$15.63	\$15.63
Call Waiting	\$7.50	\$15.63	\$15.63
Call Transfer	\$13.50	\$15.63	\$15.63
Hot Line	\$7.50	\$15.63	\$15.63
Speed Calling 8	\$3.00	\$15.63	\$15.63
Speed Calling 30	\$3.50	\$15.63	\$15.63
Distinctive Ringing	\$5.50	\$15.63	\$15.63

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Section 12 - RATES & CHARGES (Cont'd)**SUPPLEMENTAL SERVICES (Cont'd)****12.5.1 OPTIONAL CALLING SERVICE (Cont'd)****HUNTING LINE CHARGES**

	Recurring	Non-Recurring	
	Monthly	First	Additional
Hunting Change Charge	\$NOC	\$5.50	\$5.50
Sequential Hunting	\$0.85	\$3.25	\$3.25
Circular Hunting	\$2.80	\$3.25	\$3.25

Hunting charges applicable to all requested hunt groups for basic business lines, analog trunks and digital trunks.

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.2.3 ADVANCED CUSTOM CALLING SERVICES

	Recurring	Non-Recurring	
	Monthly	First	Additional
Caller ID Name & Number	\$9.75	\$15.63	\$15.63
Automatic Callback	\$4.50	\$15.63	\$15.63
Automatic Recall	\$4.50	\$15.63	\$15.63
Caller ID Number Only	\$7.50	\$15.63	\$15.63
Caller ID Name Only	\$8.00	\$15.63	\$15.63
Call Trace	\$4.00	\$15.63	\$15.63
Anonymous Call Rejection	\$2.00	\$15.63	\$15.63
Feature Package 1	\$12.50	\$15.63	\$15.63
Feature Package 2	\$18.95	\$15.63	\$15.63

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.3 RESERVED FOR FUTURE USE

12.5.4 RESERVED FOR FUTURE USE

12.5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request \$1.50
Interrupt Charge, each request \$2.31

12.5.6 RESERVED FOR FUTURE USE

12.5.7 DIRECTORY ASSISTANCE SERVICE

Local, per request	\$0.59
National, per request	\$1.10
Directory Assistance Call Completion	\$0.30

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.8 LOCAL OPERATOR SERVICE

Station to Station	
Collect	\$1.15
Calling Card	\$0.80
Third Party Billed Number	\$1.15
Sent Paid	\$1.15
All other Operator Service	\$2.55

12.5.10 Voice Messaging

12.5.10.1 Voice Mail Service

	Recurring	Non-Recurring (per line)	
	Monthly	First	Additional
Basic Voice Mail Package	\$7.50	\$19.95	\$19.95
Enhanced Voice Mail Package	\$12.95	\$19.95	\$19.95
Pager Notification Option	\$2.00	\$0.00	\$0.00

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Section 12- RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.1 BLOCKING SERVICE

900 and 700 Blocking	<u>Nonrecurring Charge</u> \$15.63 per line	
Third Number Billed and Collect Call Restriction	\$15.63 per line	
Toll Restriction	<u>Monthly</u> \$4.50 per line	<u>Installation</u> \$15.63 per line
Direct Inward Dialing Blocking (Third Party and Collect Call)	<u>Nonrecurring Charge</u>	
- Initial Activation	\$15.63 per line	
- Subsequent Activation (per line)	\$15.63 per line	

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, and quoted on an individual case basis (ICB).

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.1 CUSTOMIZED NUMBER SERVICE

Per Number Reserved	<u>Nonrecurring Charge</u> \$35.00
---------------------	---------------------------------------

12.5.1 REMOTE CALL FORWARDING

	Recurring	Non-Recurring	
	Monthly	First	Additional
Terminating	\$16.50	\$15.63	\$15.63
Terminating Paths	\$16.50	\$15.63	\$15.63
Originating	\$16.50	\$15.63	\$15.63
Originating Paths	\$16.50	\$15.63	\$15.63

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.16 INTEGRATED ACCESS SERVICE (IAS)

Integrated Access Service pricing will be a combination of voice and data pricing included elsewhere in this tariff. The pricing for Digital Trunks for voice will be the same as that shown in section 12.7.2.3. The pricing for data circuits will be as shown in the Frame Relay pricing in Section 12.5.17.

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.17 FRAME RELAY SERVICE (FRS)

Access Link

Service Order Charge

Non-Recurring
\$ 75.00

56 Kbps (per Link)	Recurring Monthly	Non-Recurring Charges
Per Point of Termination	\$60.00	\$225.00
Fixed Mileage	\$40.00	\$ 0.00
Per Mile Charge	\$ 2.13	\$ 0.00

1.544 Mbps (per Link)	Recurring Monthly	Non-Recurring Charges
Per Point of Termination	\$150.00	\$275.00
Fixed Mileage	\$ 80.00	\$ 0.00
Per Mile Charge	\$ 25.56	\$ 0.00

Except as specifically indicated, the rates set forth in this section are for Low Speed Frame Relay Services from 56 Kbps to 1.544 Mbps. For High Speed Frame Relay, up to 44.736 Mbps, special construction charges may apply.

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.17 FRAME RELAY SERVICE (FRS)(Cont'd)

Port Charge

	Monthly Recurring Charges	Non-Recurring Charges
56 Kbps	\$ 89.00	\$350.00
128 Kbps	\$221.00	\$550.00
192 Kbps	\$252.00	\$550.00
256 Kbps	\$284.00	\$550.00
320 Kbps	\$315.00	\$550.00
384 Kbps	\$347.00	\$550.00
448 Kbps	\$378.00	\$550.00
512 Kbps	\$410.00	\$550.00
576 Kbps	\$441.00	\$550.00
640 Kbps	\$473.00	\$550.00
704 Kbps	\$504.00	\$550.00
768 Kbps	\$536.00	\$550.00
832 Kbps	\$567.00	\$550.00
896 Kbps	\$599.00	\$550.00
960 Kbps	\$630.00	\$550.00
1.024 Mbps	\$662.00	\$550.00
1.088 Mbps	\$693.00	\$550.00
1.152 Mbps	\$725.00	\$550.00
1.216 Mbps	\$756.00	\$550.00
1.280 Mbps	\$788.00	\$550.00
1.344 Mbps	\$619.00	\$550.00
1.408 Mbps	\$851.00	\$550.00
1.472 Mbps	\$882.00	\$550.00
1.536 Mbps	\$914.00	\$550.00
1.544 Mbps	\$914.00	\$550.00

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Section 12 - RATES & CHARGES (Cont'd)

SUPPLEMENTAL SERVICES (Cont'd)

12.5.17 FRAME RELAY SERVICE (FRS)(Cont'd)

PVC

Service Order Charge Non-Recurring
\$75.00

PVC Recurring Monthly Charges

PVC Recurring Charges are based on the associated CIR for each PVC. PVC's are available with CIR's from 8 Kbps – 1024 Kbps, in 8K increments.

PVC Recurring Charges = \$21.00 + (\$2 per Kbps of CIR per PVC).

Disaster Recovery PVC – Per Access Link

Service Establishment Non-Recurring
\$75.00

Disaster Recovery PVC Charges are based on the associated CIR for each Disaster Recovery PVC. PVC's are available with CIR's from 8 Kbps – 1024 Kbps, in 8 K increments.

Disaster Recovery PVC Recurring Charges = \$32 + (\$1.05 per Kbps of CIR per Disaster Recovery PVC)

FRS marketed as DSL

The following charges apply to service that is sold as DSL but provisioned using FRS. These are all inclusive charges, including internet access, and no other charges are applicable for providing the DSL service over FRS. The customer is responsible for their end-point modem.

	Recurring	Non-Recurring	
	Monthly	First	Additional
DSL			
Up to 384Kbps down and 128Kbps up	\$40.00	\$100.00	\$100.00
Symmetric 384Kbps down and 384Kbps up	\$120.00	\$100.00	\$100.00
Up to 1.544 Mbps down and 512Kbps up	\$260.00	\$550.00	\$550.00

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Section 12 - RATES & CHARGES (Cont'd)**BUSINESS NETWORK SWITCHED SERVICES****12.7.2.1 BASIC BUSINESS LINE SERVICE**

	Recurring	Non-Recurring	
	Monthly	First	Additional
Flat Rate Basic Business Line Service	\$33.55	\$51.84	\$51.84
EUCL – Multi-line Business	\$7.26	\$0.00	\$0.00
EUCL – 1-Line Business	\$6.00	\$0.00	\$0.00

EUCL applies to all circuits capable of voice service including basic business line service, analog trunks, and digital trunks.

Additional enhanced and advanced services fees are included elsewhere in Section 12.

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Section 12 - RATES & CHARGES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

12.7.2.3 PBX TRUNK SERVICE

PBX Trunk Service rates are for the actual trunk access line. Additional charges may apply per the customer's calling plan.

	Monthly	Non-Recurring	
		First	Additional
GENERAL			
Per additional DID number	\$4.00	\$1.00	\$1.00
Each Group of 20 DIDs	\$50.00	\$5.00	\$5.00
Each Group of 100 DIDs	\$200.00	\$15.63	\$15.63

DIGITAL PBX TRUNKS			
Per Arrangement – DIGITAL	\$200.00	\$150.00	\$150.00
Per Trunk Termination Charge	\$4.00	\$0.00	\$0.00
Per DID Trunk in Service	\$36.00	\$131.00	\$89.00
Per DOD Trunk in Service	\$36.00	\$131.00	\$89.00
Per Combination Trunk in Service	\$36.00	\$131.00	\$89.00

ANALOG PBX TRUNKS			
Per Arrangement – ANALOG	\$200.00	\$150.00	\$150.00
Per Trunk Termination Charge	\$4.00	\$0.00	\$0.00
Per DID Trunk in Service	\$36.00	\$131.00	\$89.00
Per DOD Trunk in Service	\$36.00	\$131.00	\$89.00
Per Combination Trunk in Service	\$36.00	\$131.00	\$89.00

CHARGES ON ALL TRUNKS			
EUCL - Multiline Business	\$6.82	\$0.00	\$0.00
EUCL – 1-Line Business	\$3.50	\$0.00	\$0.00

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Section 12 - RATES & CHARGES (Cont'd)

BUSINES Section 12 - RATES & CHARGES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

12.7.2.3 PBX TRUNK SERVICE (Cont'd)

DS-1 FLAT RATE PBX TRUNKS

The DS-1 rates apply if a customer orders a full DS-1 facility. The facility may contain any mixture of DID, DOD, or combination trunks

	Monthly	Non-Recurring	
		First	Additional
DS-1 PBX TRUNKS FLAT RATE			
Per Arrangement	\$200.00	\$150.00	\$150.00
DS-1 Trunk Termination Charge	\$96.00	\$0.00	\$0.00
Per DS-1 in Service – with DID	\$384.00	\$0.00	\$0.00
Per DS-1 in Service – without DID	\$384.00	\$0.00	\$0.00
CHARGES ON ALL TRUNKS			
EUCL - Multiline Business (per trunk)	\$6.82	\$0.00	\$0.00
EUCL – 1-Line Business (per trunk)	\$3.50	\$0.00	\$0.00

DS-1 FLAT RATE PASS-THROUGH PBX TRUNKS

The PASS-THROUGH rates apply if a customer orders a full DS-1 facility and directly connects it to an IXC. No switching will be provided.

	Monthly	Non-Recurring	
		First	Additional
PASS-THOUGH PBX TRUNKS FLAT RATE			
Per Arrangement	\$200.00	\$150.00	\$150.00
DS-1 Trunk Termination Charge	\$0.00	\$0.00	\$0.00
Per DS-1 in Service – with DID	\$75.00	\$0.00	\$0.00
Per DS-1 in Service – without DID	\$75.00	\$0.00	\$0.00

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Section 12 - RATES & CHARGES (Cont'd)

BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

DS1 PBX TRUNK SERVICE (Cont'd)

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

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

	Monthly	Non-Recurring	
		First	Additional
ISDN-PRI FLAT RATE			
Per PRI Arrangement	\$200.00	\$150.00	\$150.00
PRI Termination Charge	\$96.00	\$0.00	\$0.00
Per PRI in Service	\$300.00	\$0.00	\$0.00
CHARGES ON ALL DS0-equivalent			
EUCL - Multiline Business (per DSO)	\$6.82	\$0.00	\$0.00
EUCL - 1-Line Business (per DSO)	\$3.50	\$0.00	\$0.00

12.7.2.4 Reserved for Future Use

12.7.2.5 Reserved for Future Use

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Section 12- RATES & CHARGES (Cont'd)

DIRECTORY

12.10.1.3 ADDITIONAL LISTING

	Monthly	Non-Recurring	
		First	Additional
Business	\$2.45	\$9.50	\$9.50

12.10.1.3.f SEMI-PRIVATE LISTING

Business	\$1.20	\$9.50	\$9.50
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12.10.1.4 NON-PUBLISHED LISTING

Business	\$1.60	\$9.50	\$9.50
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