

# SECTION 6.0 - ADDITIONAL SERVICES

## 6.1 Directory Assistance

Local Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA.

National Directory Assistance - National Directory Assistance is a service where customers may request listing information for areas outside their LATA or home NPA.

Call allowances are as stated below:

### 1. A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

### 2. Exemptions

1. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
2. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from being charged a Directory Assistance charge, and shall not be included in the ten call allowance.

Local Directory Assistance, per call	<b>\$1.25</b>	(I)
National Directory Assistance, per call	<b>\$1.25</b>	(I)

## 6.2 Local Operator Services

Operator Assisted Surcharges - The following surcharges will be applied on a per call basis.

	Rate per Call
Station to Station	<b>\$1.50</b>
Third Number Billing	<b>\$1.50</b>
Collect Calling	<b>\$1.50</b>
Person to Person	<b>\$3.35</b>

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**SECTION 6.0 - ADDITIONAL SERVICES****6.3 Number to Number Referral Service**

Number to Number Referral Service provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed business line number.

The basic referral period is for a minimum of thirty (30) days or the life of the directory, whichever is greater.

	<u>Monthly Recurring Charges</u>	<u>Non-Recurring Charges</u>
Basic Referral Service, per number	N/C	N/C
DID Basic Referral		
Per individual number (charges apply for period selected)		
Up to 90 days	N/C	\$20
91 to 180 days	N/C	\$40
181 to 365 days	N/C	\$60
Per block of sequential numbers (charges apply for period selected)		
Up to 90 days	N/C	\$160
91 to 180 days	N/C	\$220
181 to 365 days	N/C	\$330

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## SECTION 6.0 - ADDITIONAL SERVICES

### 6.4 Busy Verification and Interrupt Service

#### 6.4.1 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.

#### 6.4.2 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.

#### 6.4.3 Rates

	<u>Rate</u> <u>Per Call</u>
Verification Charge, each request	\$1.55 (1)
Interrupt Charge, each request	\$2.35 (1)

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.5 Directory Listing Services**

**6.5.1 Directory Listing Definitions**

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group and with each Joint User service.

Non-Listed Number (Private Directory Service) - A Non-Listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for a Non-Listed Number are specified in Section 6.5.2.

Non-Published Number (Semi-Private Directory Service) - A Non-Published Number will be furnished at the Customer's request. A Non-Published Number is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Number is not available to the general public. Charges for a Non-Published Number are specified in Section 6.5.2.

Secretarial Listing - Applies to a customer engaged in furnishing service of a secretarial nature who may contract for telephone secretarial listings for the benefit of patrons.

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.5 Directory Listing Services**

**6.5.1 Directory Listing Definitions (Cont'd)**

Foreign Listing - Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

Extra/Alternate Call Listing - Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls. Charges for Alternate Call Listings are specified in Section 5.5.2, as Additional Listing.

Additional Listing - Where a customer is served by two or more lines in a series completion group arranged for a hunting operation.

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.5 Directory Listing Services**

**6.5.2 Directory Listing Rates**

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Primary Listing	N/C	N/C
Non-Listed Number	\$1.40 (I)	\$6.00
Non-Published Number	\$1.85	\$6.00
Extra Listing	\$2.85 (I)	\$9.50
Additional Listing	\$3.45	\$9.50
Foreign Listing	\$2.85 (I)	\$9.50
Secretarial Listing	\$3.65	\$9.50
Cross Reference Listing	\$2.45	\$9.50
Caption Listing	N/C	N/C

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**SECTION 6.0 - ADDITIONAL SERVICES**

**6.6 Blocking Service**

**6.6.1 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 Customers:

- a) 900 and 976 Blocking - Allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.
  - 1. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.
  - 2. The Company may charge a nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service.
  - 3. A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
  - 4. Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.
- b) Involuntary Blocking of 900 and 976 Numbers - Involuntary blocking of 900 and 976 numbers may be implemented by the telephone company for failure to pay legitimate charges.
- c) 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), 1+ 8XX (Toll Free), and operator assisted toll calls.

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**SECTION 6.0 - ADDITIONAL SERVICES****6.6 Blocking Service****6.6.2 Regulations**

1. 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.
2. Blocking Service is available where equipment and facilities permit.

**6.6.3 Rates and Charges****1. Nonrecurring Charges**

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	<u>Non- Recurring</u>	<u>Monthly Recurring</u>
900 and 976 Blocking (per line/Trunk) (subsequent requests for blocking and unblocking pay per call service, waived for 60 days following establishment of local exchange service)	\$18.25	N/C
Toll Restriction (per line)	\$8.25	\$20.00

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Section 7  
5th Revised Index Sheet 1  
Replacing 4th Revised Index Sheet 1

7. AT&T LOCAL EXCHANGE SERVICES

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7. AT&T LOCAL EXCHANGE SERVICES

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7. AT&T LOCAL EXCHANGE SERVICES

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## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.1 Description

AT&T Local Exchange Services provide a Customer with an analog, voice grade telephonic communications channel that can be used to originate or terminate one call at a time. Business lines (main or additional) are provided for connection of Customer-provided key system or single-line terminal equipment such as station sets or facsimile machines to the Company's network.

AT&T Local Exchange Services also provide Customers with the option to select analog trunks, which are designed to handle high traffic volumes associated with connection to Customer-provided Private Branch Exchange (PBX) equipment or capable key system. The Customer may opt to utilize business trunks for outgoing calls only (DOD), incoming calls to an attendant (One-way In Local Trunk), incoming calls without utilizing an attendant (DID) or a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo-Attendant Trunk). Direct Inward Dialing (DID) service allows incoming calls to be terminated directly to an end user behind a PBX or capable key system. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. AT&T Local Exchange Services are available where facilities and operating systems exist. AT&T Local Exchange Services include Touch Tone.

Customers utilizing AT&T Local Exchange Services must subscribe to a sufficient number of lines/trunks to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of access lines required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of lines/trunks cause interference, the Company shall have the right to discontinue service without prior notification to the Customer.

AT&T will provide Local Exchange Services either on its own facilities or facilities leased from other carriers, and may be offered in conjunction with an associated long distance service offering provided by AT&T. Number portability will be offered to our customers.

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7. AT&T LOCAL EXCHANGE SERVICES

7.2 Monthly Recurring Charges

AT&T Local Exchange Services are subject to monthly recurring charges on a per-line or per-trunk basis. Customers who order AT&T Local Exchange Services associated with any of the following long distance services will be charged the Monthly Recurring charges as shown in the Price List: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, OneNet Option, AT&T Business Network or ACC Business. All other AT&T Local Exchange Services customers will be charged as shown in the Price List.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers as shown in the Price List.

7.3 Non-Recurring Charge

7.3.1 Installation Charge

AT&T Local Exchange Services are subject to a non-recurring Installation Charge on a per-line or per-trunk basis unless otherwise specified. The standard installation charge will be waived for new AT&T Local Exchange Services Customers.

7.3.2 Service Order Charge

Requests for ordering, connecting, installing, changing or moving of telecommunications services that relate to AT&T Local Exchange Services under this offer are subject to non-recurring Service Order Charges on a per order basis. Service Order Charges do not apply to disconnection of service. The Service Order Charge will be waived for new AT&T Local Exchange Services Customers.

7.3.3 Line/Trunk Move or Add with Dispatch

Adds and moves to an existing Local Service line or trunk that require dispatch of Company personnel to a Customer location are subject to non-recurring charges on a per-site, per-hour basis, with an one hour minimum charge per-site, beginning from the time when the Company's employee or contractor enters the Customer's location. Should the service call exceed one hour, the customer will be assessed charges in 15-minute increments until the service call is completed. Such dispatch services may include, but are not limited to, work with Company on-premise equipment, the demarcation point, or the facilities, which is done after the initial installation of service.

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7. AT&T LOCAL EXCHANGE SERVICES

7.3 Non-Recurring Charge (Cont'd)

7.3.4 Feature Change Charge

Feature Change Charges are applied to an existing Local Service line when the customer requests to add or change a feature. This charge is assessed per-line and for each occurrence. In addition, a Service Order Charge will apply on a per-order basis with any feature change charges.

7.3.5 Record Order Charge

A Record Order Charge is applied to existing Local Service Customers who initiated a change to their billing records, including but not limited to a suspension of services, change in mailing address of billing party, change in name of billing party, or an addition or change of calling card or intraLATA calling plan services. A Service Order Charge is not charged with a Record Order Charge. For changes applied to Directory Listings, see non-recurring directory listing charges in Price List.

7.3.6 Pre-Installation Cancellation Charge

Pre-Installation Cancellation Charge is assessed when a Customer, after accepting a customer-concurred due (CCD) date from the service provider, cancels the entire local service order prior to completed installation. This charge also applies when the Customer accepts only partial installation of the local service order at the accepted CCD date and further installation must be scheduled for a later date.

7.3.7 25 Pair Termination Block Charge

A 25 Pair Termination Block Charge is assessed if the Customer requires an RJ21X hand-off device to be installed in order to obtain AT&T Local Exchange Services from the Company.

7.3.8 PIC Change Charge

A PIC Change Charge applies to existing Local Service Customers who request a change in their PIC designation for presubscription of interLATA service. The charge is applied on a per-line or per trunk basis. The charge does not apply to intraLATA PIC changes. Service Order Charges and Record Order Charges do not apply to PIC changes.

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7. AT&T LOCAL EXCHANGE SERVICES

7.3 Non-Recurring Charge (Cont'd)

7.3.9 Expedite Charge

Notwithstanding any other provision of this tariff, rates and charges may be increased by the Company to an amount equal to the rate charged by the incumbent LEC for expediting service. The rates and charges are applicable to each AT&T local customer, per service expedite. Expedite Charge is as specified in the Price List.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features

Optional features are available with AT&T Local Exchange Services. Customers may order features individually or as part of a Feature Package, as shown below. (Feature Packages are not available for ACC Business.) Monthly Recurring Charges associated with features are applied on a per-line basis, and are in addition to any other applicable charges. Customers who order AT&T Local Exchange Services associated with any of the following services will be charged the Monthly Recurring Charges shown in the Price List: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, OneNet Option, AT&T Business Network or ACC Business. All other AT&T Local Exchange Services Customers will be charged as shown in the Price List. Usage charges also apply to some features. The Company is not responsible for the compatibility of products and services of outside vendors. The following optional features and feature packages may be ordered.

7.4.1 Call Forward Busy

This feature allows the Customer to designate a telephone number to which their calls will be forwarded to in the event that their number is already in use. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

7.4.2 Call Forward No Answer

This feature allows the Customer to designate a telephone number to which their calls are forwarded to after a predetermined time with no answer. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

7.4.3 Call Forward Variable

This feature enables a customer to program their telephone to forward their calls to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.4 Call Waiting/Cancel Call Waiting

The Call Waiting feature enables a Customer already on a call to be notified of another call by the sound of a Call Waiting tone. The Customer depresses the switchhook to answer the new call, placing the original call on hold. The Cancel Call Waiting feature enables a Customer to deactivate the Call Waiting feature. There is no additional charge for the Cancel Call Waiting feature.

7.4.5 Caller ID

This feature permits the display of a caller's telephone number on a Customer Premise Equipment display unit. Calling party information may indicate the directory number of the calling party or that the number of the calling party is private or unavailable.

Refer to Price List

7.4.6 Caller ID Blocking-Per Line

Per-Line Blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to AT&T: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability.

Per-Line Blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unlock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.7 Caller ID Blocking-Per Call

Caller ID blocking is also available on a per call basis. Caller ID Blocking-Per Call is automatically enabled for all customers with AT&T Local Exchange Services. The purchase of Caller ID is not required.

Caller ID Blocking-Per Call is activated by dialing a special code (\*67) prior to placing a call. Blocking will be activated for that outgoing call only.

Caller ID Blocking-Per Call is provided without charge.

7.4.8 Speed Dialing 8

This feature allows the Customer to use 1-digit speed calling to complete calls. Up to 8 numbers can be stored in memory.

7.4.9 Three-Way Calling

This feature allows the customer to connect a third party call to an existing call. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.10 Feature Packages

A. Feature Package 1 includes:

Call Forward Variable, Three-Way Calling

B. Feature Package 2 includes:

Call Forward Variable, Three-Way Calling, Call Waiting/Cancel Call Waiting

C. Feature Package 3 includes:

Call Forward Variable, Three-Way Calling, Call Waiting/Cancel Call Waiting, Call Forward Busy, Speed Dialing 8

D. Small Business Feature Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Transfer, Call Waiting/Cancel Call Waiting, Distinctive Ring, Speed Dial 30, Three-Way Calling

(AT)

E. Small Business Basic Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Waiting/Cancel Call Waiting, Remote Access to Call Forwarding, Three-Way Calling

F. Small Business Basics Plus Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Waiting/Cancel Call Waiting, Remote Access to Call Forwarding, Three-Way Calling, Basic Voice Mail (201), Inside Wire Maintenance

G. Small Business Complete Package includes:

Caller ID with Name, Call Forward Busy, Call Forward No Answer, Call Forward Variable, Call Transfer, Call Waiting/Cancel Call Waiting, Distinctive Ring, Selective Call Rejection, Remote access to Call Forwarding, Speed Dial 30, Three-Way Calling, Basic Voice Mail (201), Inside Wire Maintenance

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M) Material previously displayed on this sheet now appears on Sheet 8.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.11 Anonymous Call Rejection (ACR)

(MT)

This feature allows the subscriber to automatically reject calls from callers who block delivery of their name or telephone number. Customers activate Anonymous Call Rejection by pressing \*77. Customers cancel ACR by pressing \*87. It does not block calls from numbers that are unavailable.

Blocked calls or calls marked private are routed to an announcement that will indicate that the called party is not accepting calls from parties with private numbers. Anonymous Call Rejections will be automatically provisioned (free of charge) to all AT&T Local Service Caller ID services customers.

(MT)

7.4.12 Caller ID with Name

This feature permits the display of a listed name associated with telephone number from which the call is being made. The name and number will be delivered to a customer-provided display device.

7.4.13 Caller ID with Call Waiting

This feature provides customers the ability to see the number or the name of the calling party while engaged in a telephone conversation. Customers must subscribe to both Caller ID and Call Waiting features. When customers subscribe to Caller ID with Call Waiting, they receive the functionality of both Call Waiting and Caller ID along with an alert signal indicating that another caller is attempting to call. There is no additional charge for Caller ID with Call Waiting.

7.4.14 Distinctive Ring Service

This feature enables the customer to have two telephone numbers assigned to a single analog line. Each telephone number will have a unique ringing pattern. Customers have the option of having the additional telephone number listed in the directory.

7.4.15 Remote Access to Call Forwarding (RACF)

This feature allows a customer to activate/deactivate the automatic transfer of their incoming calls to another telephone number. Users subscribing to RACF must also have or subscribe to Call Forward Variable feature. RACF requires a local dial-in telephone number be provided to the customer. Customer uses a four-digit PIN to access the call-forwarding feature. The user gains remote access to the Call Forward Variable feature from a touch-tone telephone at a remote location.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.16 Selective Call Rejection

This feature allows the Customer to prevent calls from an unwanted caller whose number has been added to the customer's selective call rejection list. Customers can activate Selective Call Rejection by pressing \*60. Customers can cancel Selective Call Rejection by pressing \*80. Once activated, unwanted telephone numbers are routed to a recorded message informing the caller that the called party does not wish to accept their call. Up to 31 telephone numbers may be stored.

7.4.17 Call Transfer

This feature allows a subscriber to transfer an established call to any other line without requiring the assistance of an operator or attendant. The user is responsible for all usage charges associated with the transferred call for the duration of the call.

7.4.18 Call Trace

This feature permits the user to activate an immediate trace of a prank or harassing call by hanging up and dialing \*57. When Call Trace is initiated, the Customer's telephone number and the telephone number of the last received calling party number are captured and made available to the Customer's local law enforcement agency. After dialing \*57, the Customer receives a recording indicating the trace was successful. The Customer may then call Customer's local law enforcement agency to pursue further action. The Company does not represent that any local law enforcement officials will take action with regard to the traced call. The charge for Call Trace is assessed on a per use basis. The Customer will be charged only for successful traces.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, other than for its gross negligence or willful misconduct, with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with the success or failure of Call Trace, shall not exceed the charge that the Customer incurred for Call Trace. Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the use of Call Trace.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.19 Repeat Dial

This feature allows the user to redial the last number dialed. To activate this feature, the user dials \*66. The last number dialed will then be redialed for up to 30 minutes and the user will be signaled with a special ring if the called number becomes available. The user will be charged each time this feature is activated regardless of whether the called party answers. Calls completed with this feature will be subject to all appropriate local, local toll and/or long distance charges. The following limitations apply to the Repeat Dial function when used with other features:

- A. Repeat Dialing may be denied when used to call numbers with Call Forwarding features.
- B. 911, 411, 611, Busy Line Verification calls, Directory Assistance calls, Operator Assisted calls, and Partial dials will be denied when Repeat Dialing is initiated.
- C. 800, 900, and 20+ digit calls may be marked invalid.
- D. Repeat Dialing will only work for the first party called, not the second when 3-Way Calling is used.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.20 Call Return

This feature redials the number of the most recent incoming call to the Customer's telephone number. This feature is activated when the user dials \*69. The number of the most recent incoming call will then be dialed for up to 30 minutes and the user will be signaled with a special ring if the called number becomes available. The user will be charged each time this feature is activated, regardless of whether the called party answers. Calls completed with this feature will be subject to all appropriate local, local toll and/or long distance charges. This feature cannot be activated when the number of the most recent incoming call has call or line blocking or is otherwise unavailable. The following limitations apply to the Call Return function:

- A. Call Return will only work for the first party called, not the second when 3-Way Calling is used.
- B. Call Return will not work to call a customer who has Call Forwarding Variable, or to call a toll-free, 900 or private number.
- C. Repeat Dialing cannot be used right after Call Return is used, unless the user dials an outgoing call.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.21 Remote Call Forwarding

Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). Calls forwarded with this feature will be subject to all appropriate local, local toll and/or long distance charges from the call forwarding location to the terminating station.

A. Limitations

Remote Call Forwarding service is offered subject to availability of suitable facilities.

RCF service is not offered where the terminating number is a coin or coinless pay telephone.

The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.

Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction.

The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.21 Remote Call Forwarding (Cont'd)

Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal tariff charges for such changes.

Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company additional RCF features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.

When the Call Forwarding number is located in a multioffice exchange, the Company will determine the serving central office.

Remote Call Forwarding will be limited to five access paths from the RCF Customer's primary business telephone number.

Calls can only be forwarded to the Customer's primary business telephone location.

The charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.

The minimum contract period for this service is one month.

Remote Call Forwarding is not represented as suitable for satisfactory transmission of data and is only available with AT&T All In One Service, ACC Business and AT&T Business Network Service.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

7.4.22 Speed Dialing 30

This feature allows the customer to use two-digit speed calling to complete calls. Up to 30 numbers can be stored in memory.

Speed Dial 30 is only available with AT&T All In One Service, ACC Business and AT&T Business Network Service.

(AT)

7.4.23 Local Number Portability Service

Local Number Portability (LNP) Service provides end users of telecommunication service, where facilities permit, the ability to retain their existing telephone number when switching from one local exchange service provider to another provided that the end user customer remains within the same rate center.

LNP Service provides for the completion of all calls to ported telephone numbers, as described above, regardless of where the call originates.

Monthly recurring charges for LNP service will apply to end user Business Service All Other customers.

LNP Service charge will be assessed on all lines beginning on April 1, 2002 and concluding on November 30, 2006.

Monthly recurring charges for LNP service will apply to end user Business service customers receiving AT&T Business Network Service, and DS-1 Digital Facilities and DS-1 ISDN PRI on AT&T Business Network Service. LNP Service charge will be assessed on all lines beginning on July 28, 2003 and concluding on July 28, 2008.

7.4.24 Preferential Hunt

This feature enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group. Preferential Hunt is available to customers with two or more lines.

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7. AT&T LOCAL EXCHANGE SERVICES

7.4 Features (Cont'd)

(AT)

7.4.25 Basic Voice Mail

AT&T Basic Voice Mail Messaging Service is an enhanced local feature offered on All In One Service. It provides the ability to receive and manage messages from callers. Service can only be ordered where facilities are available.

7.4.26 Inside Wire Maintenance Plan

The optional Inside Wire Maintenance Plan will provide diagnosis and repair of the customer-owned inside phone wire and jacks with no additional charges for the service call or for time and materials.

(AT)

7.5 Exchange Areas

(MT)

See Section 3.2.1 of this tariff.

(MT)

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## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.4 Features (Cont'd)

#### 7.4.27 Incoming Call Redirect Option

(AT)

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a pre-designated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with DSL-Digital Facilities, ISDN PRI and Digital Trunks service only.

ICR can redirect all or only pre-selected DID numbers, depending on the customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of the selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the customer to obtain any necessary permission for the use of any Destination Number.

If ICR is ordered at two or more sites that provide back up to one another, the back-up telephone number cannot be a number, which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1s, and a maximum of forty-eight simultaneous calls for trunk groups of five T1s or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirect calls.

Incoming Call Redirect charges are as specified in the Price List.

(AT)

### 7.5 Exchange Areas

(MT)

See Section 3.2.1 of this tariff.

(MT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings

Customers who subscribe only to the outbound calling service (DOD) of AT&T Local Exchange Services are not provided with Directory Listings. Customers who subscribe to either Direct Inward Dialing (DID) or One-Way Inward Trunk service of AT&T Local Exchange Services receive Directory Listing(s) as follows:

7.6.1 General

Customers shall provide the Company with information for all Directory Listings.

The Company will include the Customer's Main Listings in the white and yellow page directories and offer Additional Listings to the Customer at an additional charge(s). The Customer must identify its Non-Published and Non-Listed business telephone numbers for directory purposes.

The Company is not liable for damages arising from errors or omissions in the making up or printing directories or in, in the submission or specification of listing information for purposes of Directory Assistance or other industry databases, or in accepting Listings as presented by the Customer.

If a Customer that subscribes to AT&T Local Exchange Services under this tariff for the purpose of resale to other Parties wishes to obtain Directory Listings for its end users, the Customer must provide the Company with all information necessary for such listings in the form required by the Company. The Company will not accept such information directly from the Customer's end users, and will not gather such information for the Customer. AT&T shall not be liable to the Customer's end users for any damages arising from errors or omissions in connection with such Directory Listings.

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings (Cont'd)

7.6.1 General (Cont'd)

A. Main Listings

The Customer will receive one free Main Listing, per location, in the alphabetical section of the directory that serves the Customer's location. Business Customers will receive a single white page and a single yellow page listing.

B. Additional Listings

The term Additional Listing denotes any white page listing, regardless of form, in addition to the Main Listing. A monthly rate applies for each Additional Listing. Additional Listings may be any of the following:

1. If the Customer is a partnership or a firm, names of partners or members of the firm;
2. If the Customer is a corporation, name of officers of the Corporation;
3. For any business establishment, names of associated or employees of the establishment or other listings as agreed to by the Company.

Additional Listings also may be the bona fide names of firms or corporations, which the Customer owns or controls or is duly authorized to represent, or names under which business is regularly conducted.

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings (Cont'd)

7.6.2 Non-Published Listings

A. General

Non-Published telephone numbers are not listed in directories or Directory Assistance records available to the general public.

B. Regulations

The Company will enable incoming calls only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence, or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a Non-Published Listing in the directory or disclosing said Listings to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Published Listing for the affected period.

Exempt as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, the publication of the Non-Published Listing or the disclosing of said Listing to any person.

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7. AT&T LOCAL EXCHANGE SERVICES

7.6 Directory Listings (Cont'd)

7.6.3 Non-Listed Listings

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with publishing the telephone number of Non-Listed Listing in the directory, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Listed Listing for the affected period.

Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the Non-Listed Listing.

7.6.4 Installation/Change Charge

An Installation/Change Charge is a non-recurring charge applicable to customer-requested changes of a Non-Published or Non-Listed listing. This charge also applies to the installation of a Non-Published or Non-Listed listing after the initial installation of the Customer's local service. Changes to published listings are not subject to an Installation/Change Charge.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services

7.7.1 Local Directory Assistance

Local Directory Assistance allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

7.7.2 Busy Line Verification

Busy Line Verification provides operator assistance in determining if there is conversation in progress on a called station. There is a per request charge for verification service.

7.7.3 Busy Line Verification with Interrupt

Busy Line Verification with Interrupt provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy Line Interrupt. The Customer shall indemnify and save the Company harmless against all claims by either party to the interrupted call or any other person that may arise from the use of Busy Line Interrupt.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance

A. Operator Station Service Charge

An Operator Station Service Charge applies when calls are completed with the assistance of a Company operator, except as specified, for Customer-Dialed Calling Card Station, Person-to-Person and Billed to Third Party classes of service.

B. Customer-Dialed Calling Card Station

Customer-Dialed Calling Card Station charges apply when calls are originated and billed as specified below. Customer-Dialed Calling Card Station charges do not apply when: (1) the Customer dials the appropriate AT&T access code and does not enter the called number prior to the call timing out and being transferred to a live AT&T operator or the automated operator system; or (2) the Customer dials an AT&T designated number for completion of Customer-Dialed Calling Card Calls, but fails to respond to system prompts and must be transferred to a Company operator.

1. Customer Dialed/Automated

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the desired telephone number and completes the call without the assistance of a live AT&T operator or the automated operator system (except in the case of calls made from a rotary phone) and the call is billed to a Calling Card, or

2. Customer Dialed and Operator Assisted

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the telephone number desired but uses Company operator assistance that is limited to recording the Calling Card number for billing purposes, or

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

B. Customer-Dialed Calling Card Station (Cont'd)

3. Customer Dialed - Operator Must Assist

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, or an AT&T designated number and (1) the local exchange Operator Services equipment capability precludes the Customer from completing the call without the assistance of a Company Operator and the call is billed to the Customer's Calling Card, or (2) the Customer's Calling Card number, when input, is not the accepted length to be automatically validated and requires operator intervention.

4. Types of Calling Cards

Each of the preceding types of calls are future classified based upon the type of calling card that is used for billing purposes, as follows;

a. AT&T CIID/891 Card

An AT&T Calling Card which contains a billing number issued to AT&T in the Card Issuer Identifier (CIID) or "891" international format or "personal choice" format.

b. Calling Card other than the AT&T CIID/891 Card

(1) Local Exchange Company Calling Card

A calling card issued by a Local Exchange Company that is accepted by AT&T for the billing of calls over its Network.

(2) Commercial Credit/Charge Card

A credit/charge card issued by a non-carrier that is accepted by AT&T for the billing of calls over its Network.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.4 Operator Assistance (Cont'd)

C. Person-to-Person

Person-to-Person charges apply where the person originating the call specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

D. Billed to Third Party

Billed to Third Party charges apply where the person originating the call specifies to the operator that the call will be billed under an arrangement by which the call will be charged to an authorized station other than the station originating the call or the station where the call is terminated.

E. Operator Assistance Local Usage Rates

Operator Assistance Local Usage Rates apply to Operator-handled local calls. Calls are billed in one-minute increments, with an initial billing period of one minute.

7.7.5 Directory Assistance Service

Directory Assistance Service is furnished in the state of Missouri and allows the Customers and Users of the Company's Local Exchange Services to obtain directory assistance in determining telephone numbers within the LATA in which they subscribe to such service by calling the Directory Assistance operator. It does not apply to directory assistance calls for points outside the LATA in which the caller is located.

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7. AT&T LOCAL EXCHANGE SERVICES

7.7 Local Operator Services (Cont'd)

7.7.6 Directory Assistance Rates

Directory Assistance charges apply on a per-call basis, with a maximum of two requested telephone numbers allowed per call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.

A. Exemptions

No charge applies for:

1. Calls for Directory Assistance originating from coin telephones.
2. Calls for Directory Assistance from Users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. The Company shall treat information contained on the exemption records as confidential. The Customer shall notify the Company when the need for an exemption no longer exists.

B. Credit

A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials. To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

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LOCAL EXCHANGE SERVICES TARIFF

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7. AT&T LOCAL EXCHANGE SERVICES

7.8 Rates

7.8.1 Monthly Recurring Charges

Refer to Price List.

7.8.2 Non-Recurring Charges

Refer to Price List.

7.8.3 Features

Refer to Price List.

7.8.4 Directory Listings

Refer to Price List.

7.8.5 Local Operator Service

Refer to Price List.

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## 7. AT&T LOCAL EXCHANGE SERVICES

### 7.9 AT&T Local Exchange Service-DS-1 Digital Facilities

#### 7.9.1 Description

AT&T Local Exchange Services-DS-1 Digital Facilities is a digital service providing dedicated connections from an end user's digital Private Branch Exchange (PBX), key system, or hybrid device to the AT&T Local Service Switch Port.

The Customer may opt to utilize AT&T Local Exchange Services-DS-1 Digital Facilities for outgoing calls only (DOD), incoming calls terminated directly to an end user behind a PBX or capable key system (DID), a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo) or a combination of both incoming calls directly to an end user and outgoing calls (DID/DOD). When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. AT&T Local Exchange Services-DS-1 Digital Facilities is available where facilities and operating systems exist.

DS-1 Digital Facilities may be provisioned as a standalone service, or provisioned over an existing or new AT&T ACCU-Ring facility, Dedicated Entrance Facility (DEF) or Ultravailable Ring (UVN). Rates and charges are as specified in the Price List.

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AT&T Local Exchange Services-DS-1 Digital Facilities includes Touch-Tone.

Customers utilizing AT&T Local Exchange Services-DS-1 Digital Facilities must subscribe to a sufficient number of DS1 facilities to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of DS1 facilities required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of DS1 facilities causes interference, the Company shall have the right to discontinue service without prior notification to the Customer.

AT&T Local Exchange Services-DS-1 Digital Facilities is offered in conjunction with an associated long distance service offering provided by AT&T: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network or OneNet Option.

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.1 Description (Cont'd)

At the Company's discretion, the Company may reconfigure the Customer's service to another service provided by AT&T or one of its affiliates if the Customer's usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling on trunks configured for Inbound and Outbound calling functionality, (2) equals or exceeds an average call duration of 10 minutes per calls for inbound calling, (3) equals or exceeds CCS (one hundred call seconds or one hundred seconds of telephone conversation) loading of 32 CCS, or (4) equals or exceeds 300,000 minutes of use for inbound calling per DS-1 facility. The Customer will be charged rates for the alternative service as defined in the applicable tariff. The Company reserves the right to audit the Customer's usage for the above conditions.

Upon detection of any of the four conditions stated above, the Company will inform the Customer by written notice of its intention to reconfigure the Customer's service and identifying the alternative service available for the Customer's calling pattern. First Class U.S. Mail will send written notice at least 30 days prior to the actual reconfiguration of service. The Customer must either return the written notice indicating its acceptance of the reconfiguration and its associated rates or may terminate the service commitment or contract. Notice of the Customer's desire to accept the alternative service or cancel the service commitment or contract must be provided in writing to the Company prior to the end of the 30-day notice period. If no notice is received the service will be terminated.

After reconfiguration to the alternative service, if the Customer's usage changes so that it no longer exceeds the criteria stated above, the Customer may request that the Company reconfigure the service back to the original service, with its associated rates and features. The Company will review the request and, upon determination that the usage no longer exceeds the above criteria after two full billing periods, reconfigure the Customer's service back to the original service within 30 days.

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LOCAL EXCHANGE SERVICES TARIFF

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Original Sheet 26.1

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.1 Description (Cont'd)

A. Customer Not Ready Charges

(AT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

B. Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.2 Monthly Recurring Charges

AT&T Local Exchange Services-DS-1 Digital Facilities is subject to monthly recurring charges on DS1 facilities.

Monthly recurring charges, as shown in the Price List, apply per-facility to Customers who order AT&T Local Exchange Service-DS-1 Digital Facilities associated with AT&T Business Network-UniPlan, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network or OneNet Option.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers, as shown in the Price List.

7.9.3 Non-Recurring Charges

A. Installation Charge

AT&T Local Exchange Services-DS-1 Digital Facilities is subject to a non-recurring Installation Charge unless otherwise specified.

B. Change Order Charge

Change Order Charge applies to each Service Order, excluding installation orders issued that requires provisioning.

7.9.4 Features

Local Number Portability (LNP) feature applies as specified in Section 7.4.23, preceding.

(AT)

(AT)

7.9.5 Directory Listings

Directory Listings apply as specified in Section 7.6, preceding.

(FC)

7.9.6 Local Operator Service

Local Operator Service is furnished as specified in Section 7.7, preceding.

(FC)

7.9.7 Directory Assistance Service

Directory Assistance Service is furnished as specified in Section 7.7.5, preceding.

(FC)

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Replacing 1st Revised Sheet 28

7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.8 Rates and Charges

(CT)

A) Monthly Recurring Charges

Refer to Price List.

B) Non-Recurring Charges

Refer to Price List.

C) Feature Charges

Refer to Price List.

D) Directory Listings

Refer to Price List.

E) Local Operator Service

Refer to Price List.

F) Directory Assistance Service

Refer to Price List.

7.9.9 Customer Not Ready Charges

(AT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

7.9.10 Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.9 AT&T Local Exchange Service-DS-1 Digital Facilities (Cont'd)

7.9.11 High Cap DS-1 Digital Facilities

(AT)

DS-1 Digital Facilities can be reconfigured to support high volumes of inbound calling. High Cap DS-1 Digital Facilities is a high volume inbound calling option that: 1) supports a maximum of two rate centers DS1 facility or T1 trunk, 24 DS0s, within the AT&T designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU) per month. The customer will be charged rates for High Cap DS-1 Digital Facilities Service as specified in the Price List. The Company reserves the right to audit the customer's DS-1 Digital Facilities usage for the above conditions.

The customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the AT&T network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of High Cap trunks to satisfy the call completion criteria listed above.

A) High Cap Customer Access Requirements

High Cap DS-1 Digital Facilities support inbound calling only and does not include outbound calls to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The customer is responsible for securing individual business lines, or other appropriate facilities to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N=2-9) or other special service codes that may be created, or
- Calls to 0 and 00

High Cap is intended solely for the purposes of providing local and intraLATA non-toll access into a customer's location.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI

7.10.1 Description

AT&T Local Exchange Services-ISDN PRI is an optional service arrangement for local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). AT&T Local Exchange Services-ISDN PRI is a high capacity access path for communications providing voice or data transmission over the Company's exchange network. AT&T Local Exchange Services-ISDN PRI is available where facilities and operating systems exist.

Customers using the facilities for data transmission only will be subject to the Monthly Recurring Data Facility Charges in lieu of the standard Monthly Recurring Facility Charge.

AT&T Local Exchange Services-ISDN PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID) and Direct Outward Dialing (DOD). It can also be used as loop transport for circuit switched data.

AT&T Local Exchange Services-ISDN PRI is provisioned on the 1.544 megabits per second (MBPS) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel (Primary) or 24 B channels (Secondary) to provide the Customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and imaging services via channeled transport.

ISDN describes the end-to-end digital telecommunications network architecture that provides for the simultaneous access, transmission, and switching of voice, data, and imaging services. These functions are provided via channeled transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems that connect Primary Rate Interface lines to their serving central office.

The B Channel is a 64 kilobits per second (KBPS) channel used for information transfer between users and may be used in conjunction with circuit-switched service. The D Channel is a 64 KBPS channel that carries signaling and control for the B channels. The backup D Channel automatically takes over for a failed D channel in case of trouble and is purchased as part of a 23B+Backup D PRI Arrangement.

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LOCAL EXCHANGE SERVICES TARIFF

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.1 Description (Cont'd)

Call-by-Call Service Selection provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID and DOD. Separately obtained customer premise equipment is required to signal the local serving central office as to what type of services to access for each call.

AT&T Local Exchange Services-ISDN PRI is offered in conjunction with the following long distance services provided by AT&T: AT&T Business Network-UniPlan Basic, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network and OneNet Option.

ISDN PRI may be provisioned as a standalone service, or provisioned over an existing or new AT&T ACCU-Ring facility, Dedicated Entrance Facility (DEF) or Ultravailable Ring (UVN). Rates and charges are as specified in the Price List.

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At the Company's discretion, the Company may reconfigure the Customer's service to another service provided by AT&T or one of its affiliates if the Customer's usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling on trunks configured for Inbound and Outbound calling functionality, (2) equals or exceeds an average call duration of 10 minutes per calls for inbound calling, (3) equals or exceeds CCS (one hundred call seconds or one hundred seconds of telephone conversation) loading of 32 CCS, or (4) equals or exceeds 300,000 minutes of use for inbound calling per DS-1 facility. The Customer will be charged rates for the alternative service as defined in the applicable tariff. The Company reserves the right to audit the Customer's usage for the above conditions.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 31

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.1 Description (Cont'd)

Upon detection of any of the four conditions stated above, the Company will inform the Customer by written notice of its intention to reconfigure the Customer's service and identifying the alternative service available for the Customer's calling pattern. First Class U.S. Mail will send written notice at least 30 days prior to the actual reconfiguration of service. The Customer must either return the written notice indicating its acceptance of the reconfiguration and its associated rates or may terminate the service commitment or contract. Notice of the Customer's desire to accept the alternative service or cancel the service commitment or contract must be provided in writing to the Company prior to the end of the 30-day notice period. If no notice is received the service will be terminated.

After reconfiguration to the alternative service, if the Customer's usage changes so that it no longer exceeds the criteria stated above, the Customer may request that the Company reconfigure the service back to the original service, with its associated rates and features. The Company will review the request and, upon determination that the usage no longer exceeds the above criteria after two full billing periods, reconfigure the Customer's service back to the original service within 30 days.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 31.1

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.1 Description (Cont'd)

A. Customer Not Ready Charges

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

B. Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.2 Monthly Recurring Charges

AT&T Local Exchange Services-ISDN PRI is subject to monthly recurring charges on facilities.

Monthly recurring charges, as shown in the Price List, apply per-facility to Customers who order AT&T Local Exchange Service-ISDN PRI associated with AT&T Business Network-UniPlan, AT&T Business Network-UniPlan OneRate, AT&T CustomNet-Simply Better, AT&T Business Network or OneNet Option.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers, as shown in the Price List.

7.10.3 Non-Recurring Charges

A. Installation Charge

AT&T Local Exchange Services-ISDN PRI is subject to a non-recurring Installation Charge unless otherwise specified.

B. ISDN Facility Change Order Charge

ISDN Facility Change Order Charge applies to each Service Order, excluding installation orders issued that requires provisioning.

7.10.4 Features

A. Local Number Portability

(AT)

Local Number Portability (LNP) feature applies as specified in Section 7.4.23, preceding.

B. Original Called Number (OCN)

(AT)

This feature, which must be ordered for specific ALS ISDN PRI trunks, places the callers original dialed digits into the OCN field of the selected ISDN message for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back-up) on the ISDN trunk.

(AT)

(MT) Material previously displayed on this sheet now appears on Sheet 33.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.5 Directory Listings

(MT)

Directory Listings apply as specified in Section 7.6, preceding.

7.10.6 Local Operator Service

Local Operator Service is furnished as specified in Section 7.7, preceding.

7.10.7 Directory Assistance Service

Directory Assistance Service is furnished as specified in Section 7.7.5, preceding.

(MT)

7.10.8 Rates and Charges

A) Monthly Recurring Charges

Refer to Price List.

B) Non-Recurring Charges

Refer to Price List.

C) Feature Charges

Refer to Price List.

D) Directory Listings

Refer to Price List.

E) Local Operator Service

Refer to Price List.

F) Directory Assistance Service

Refer to Price List.

(MT) Material previously displayed on this sheet now appears on Sheet 33.1.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 33.1

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.9 Customer Not Ready Charges

(MT)

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

7.10.10 Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

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LOCAL EXCHANGE SERVICES TARIFF

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Original Sheet 33.2

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7. AT&T LOCAL EXCHANGE SERVICES

7.10 AT&T Local Exchange Service-ISDN PRI (Cont'd)

7.10.11 High Cap ISDN PRI

(AT)

At the Company's discretion, the Company may reconfigure the customer's service from ALS ISDN PRI to High Cap ISDN PRI service if the customer's ALS ISDN PRI usage meets one or more of the following criteria: 1) supports a maximum of two rate centers per PRI facility or T1 trunk, 23B + 1D channel, within the AT&T designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU), per PRI, per month. The customer will be charged rates for High Cap PRI Service as specified in the Price List. The Company reserves the right to audit the customer's ALS ISDN PRI usage for the above conditions.

The customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the AT&T network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of High Cap ISDN PRI trunks to satisfy the call completion criteria listed above.

A) High Cap ISDN PRI Customer Access Requirements

High Cap ISDN PRI support inbound calling only and does not include outbound calls to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The customer is responsible for securing individual business lines, or other appropriate facilities to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N=2-9) or other special service codes that may be created, or
- Calls to 0 and 00

High Cap ISDN PRI is intended solely for the purposes of providing local and intraLATA non-toll access into a customer's location.

(AT)

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7. AT&T LOCAL EXCHANGE SERVICES

7.11 AT&T All In One Rate Plans

(AT)

7.11.1 AT&T All In One Advantage Plan

AT&T All In One Advantage Plan customers will be charged a flat monthly rate per-line that entitles the customer the use of the local business line, unlimited local calling, and optional features as described below.

- A. Customers subscribing to AT&T All In One Advantage Plan must also subscribe to AT&T All In One Advantage Plan long distance service as described in AT&T's Business Services Guide and may not be ordered in conjunction with any other AT&T All In One Rate Plan.
- B. The monthly recurring line charge includes limited local calling and the following features: Call Forward Busy, Call Forward Variable, Call Waiting, Speed Dialing 8 and Three Way Calling. Other local features, Directory Assistance, Operated Assisted and local one-time, per use, and monthly recurring charges are not included.

Refer to Price List

7.11.2 AT&T All In One Advantage Term Plan

AT&T All In One Advantage Term Plan customers will be charged a flat monthly rate per-line that entitles the customer the use of the local business line, unlimited local calling, and optional features as described below.

- A. Customers subscribing to AT&T All In One Advantage Term Plan must also subscribe to AT&T All In One Advantage Term Plan long distance service as described in AT&T's Business Services Guide and may not be ordered in conjunction with any other AT&T All In One Rate Plan. Customers must commit to a term of eleven consecutive months. Upon expiration of the term, the customer will continue to receive service at the same rates on a month-to-month basis with no renewal or extension of the customer commitment required.

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7. AT&T LOCAL EXCHANGE SERVICES

7.11 AT&T All In One Rate Plans (Cont'd)

(AT)

7.11.2 AT&T All In One Advantage Term Plan (Cont'd)

B. The monthly recurring line charge includes limited local calling and the following features: Call Forward Busy, Call Forward Variable, Call Waiting, Speed Dialing 8 and Three Way Calling. Other local features, Directory Assistance, Operated Assisted and local one-time, per use, and monthly recurring charges are not included.

C. Termination of Plan by Customer

If the customer terminates the plan prior to the expiration of the term period, the customer shall be liable for a Termination Charge of \$75.00 per participating location.

AT&T may discontinue offering this plan by notifying the customer. If AT&T discontinues the plan, no Termination Charge will apply and the customer will be released from any term commitment remaining.

D. Termination of Plan by AT&T

AT&T will terminate a customer's Term Plan under the following conditions and will charge the customer a Termination Charge of \$75.00 per participating location:

- 1) The customer notifies AT&T that it no longer chooses to subscribe to AT&T as its primary long distance carrier. If the customer chooses another carrier for its long distance service but does not contact AT&T to notify it of this change, AT&T will continue to bill the customer the Term Plan's Monthly recurring Charge for the duration of the customer's Term.
- 2) The customer notifies AT&T that it no longer chooses to subscribe to AT&T for its primary Local Exchange Carrier. Termination will be effective as of the date AT&T's records show that the customer no longer subscribes to AT&T for local service.

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7. AT&T LOCAL EXCHANGE SERVICES

7.11 AT&T All In One Rate Plans (Cont'd)

(AT)

7.11.2 AT&T All In One Advantage Term Plan (Cont'd)

E. Discontinuance of Plan

AT&T may discontinue offering this plan by notifying the customer. If AT&T discontinues the plan, no Termination Charge will apply and the customer will be released from any term commitment remaining past the effective date of the termination.

F. Restrictions

The following uses are prohibited:

- 1) Call center applications including, but not limited to auto-dialers
- 2) Internet Access and other data applications (including access to corporate LANs)
- 3) Any use not consistent with business voice services

If AT&T determines the customer's usage violates these restrictions, the customer shall forfeit eligibility for the rates under this plan and AT&T may suspend, restrict, or cancel the customer's service without prior notice. Alternatively, AT&T may rerate the LD usage at AIO-Plan M -02 rates as defined in AT&T's Business Services Guide. Any usage in excess of 5,000 minutes per month per line shall be presumed to be not consistent with voice applications and shall be subject to the conditions above.

(AT)

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
1st Revised Sheet 37  
Replacing Original Sheet 37

7. AT&T LOCAL EXCHANGE SERVICES

7.12 AT&T Business Network Service

This section provides information for AT&T Local Exchange Services offered in conjunction with AT&T Business Network Service. The AT&T Business Network Long Distance Service is described in this state's Custom Network Services Tariff, P.S.C. Mo. No. 22.

7.12.1 Usage Rates

AT&T Business Network Services usage rates are available only when the Calling Party Number is the same as the Billing Telephone Number (BTN) or the Local Account Number Identifier (LANI).

7.12.2 Customer Not Ready Charges

AT&T may begin billing customers the monthly recurring charges for access when the customer refuses or delays installation of service. If the customer reschedules or refuses service after 30 days of their Firm Commitment date, AT&T may bill the customer the monthly recurring charges for access beginning thirty-one (31) days after the original installation date.

(AT)

7.12.3 Vendor No Show Charges

AT&T may begin billing customer the monthly recurring charges for access as a result of the customer's vendor not showing up at the time of cutover. The first time the customer's vendor does not show up, the customer will be requested to reschedule a new date within 14 days. If the customer's vendor is a No Show twice, AT&T may begin billing the customer the monthly recurring charges for access.

(AT)

(AT)

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Section 7  
Original Sheet 38

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7. AT&T LOCAL EXCHANGE SERVICES

7.12 AT&T Business Network Service (Cont'd)

7.12.4 ABN Advantage Plan

(AT)

Customers subscribing to ABN Advantage Plan must also subscribe to ABN Advantage Plan long distance service as described in Section 9 of the Custom Network Services Tariff, and the AT&T Business Service Guide.

ABN Advantage Plan offers unlimited local and long distance (interstate and intrastate) calling usage (as specified in Section 9 of the Custom Network Services Tariff) for a flat monthly rate, up to the Minutes of Use (MOU) Caps specified in Section 9. Usage above the MOU Cap will be charged at the per-minute rate specified in the Price List. Customers may commit to enroll in this service for 1, 2, 3, 4 or 5 year term commitments available to ABN Advantage Plan customers.

ABN Advantage Plan offers two rate plans depending on the customer's Revenue Commitment under the ABN Advantage Plan long distance service as specified below:

Plan A - Revenue Commitment between \$2,500 and \$69,999.

Plan B - Revenue Commitment \$70,000 and above.

Pricing will vary by plan and term commitment, as specified in the Price List.

(AT)

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LOCAL EXCHANGE SERVICES TARIFF

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7. AT&T LOCAL EXCHANGE SERVICES

7.13 Reserved For Future Use

(AT)

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 40

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7. AT&T LOCAL EXCHANGE SERVICES

7.14 ALS Digital Trunks

(AT)

Digital Trunks service is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. Digital Trunks service is delivered via a DS-1 (1.544 Mbps) facility providing up to 23 voice-grade DSO communications channels.

The customer may opt to utilize Digital Trunks service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the customer elects to utilize Digital Trunks service for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only, or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key system. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of trunks or channels to satisfy the call completion criteria listed above.

Rates for ALS Digital Trunks are as specified in the Price List.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 41

7. AT&T LOCAL EXCHANGE SERVICES

7.15 Integrated Access Service

(AT)

Integrated Access Service provides Local Voice Services on a customer's spare capacity AT&T channelized Static Integrated Network Access (SINA) or Frame Relay T1 or Frame Relay T1 access channels. The SINA or Frame Relay T1 or Frame Relay T1 access arrangement will include AT&T Local Services via Integrated Business Lines and Trunks and Integrated Digital Trunks. The service provides direct inward dialing capability as well as outward calling capabilities. Service charges are billed on a monthly basis, and are based on the service area in which the customer is located. The features and corresponding rates available for use with Business Lines and Trunks, and Digital Trunks are also available for use with Integrated Access Service. There is no minimum channel size requirement for Integrated Access Service.

7.15.1 Integrated Business Lines and Trunks Service

Integrated Business Lines and Trunks service provides a customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Integrated Business Lines and Trunks service is provided for connection to customer-provided single-line terminal equipment such as station sets or facsimile machines. Integrated Business Lines and Trunks service is offered as either: business lines, key lines, or business trunks. Customers utilizing Integrated Business Lines and Trunks service must subscribe to a sufficient number of access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company.

For Integrated Business Trunks service, the customer's M24/Channel Bank must provide DS-0 analog connections to an analog trunk card. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface. Channel Bank is not included with Integrated Access Service.

For Integrated Business Lines service, the customer's M24/Channel Bank must provide individual analog line side interface to each of the customer's station equipment such as single line telephone sets. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.

Rates and charges for Integrated Business Lines and Trunks Service are as specified in the Price List.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 42

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7. AT&T LOCAL EXCHANGE SERVICES

7.15 Integrated Access Service (Cont'd)

(AT)

7.15.2 Integrated Digital Trunks Service

Integrated Digital Trunks service is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. The customer may opt to utilize Integrated Digital Trunks service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the customer elects to utilize Integrated Digital Trunks service for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of Integrated Digital Trunks or channels to satisfy the call completion criteria listed above.

Customers subscribing to this service must have AT&T channelized SINA or Frame Relay T1 with spare channels and M24 Multiplexing, and must have CPE Multiplexer equipment that provides voice trunk and/or channel signaling.

For Integrated Digital Trunks, the customer's M24/Channel Bank must provide a T1 interface to the customer's digital trunk interface in the PBX.

Rates and charges for Integrated Digital Trunks Service are as specified in the Price List.

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LOCAL EXCHANGE SERVICES TARIFF

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Original Sheet 43

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7. AT&T LOCAL EXCHANGE SERVICES

7.15 Integrated Access Service (Cont'd)

(AT)

Customers subscribing to this service are required to pay the monthly recurring rates for Integrated Digital Trunks, Business Lines and Business Trunks Services as specified in the Price List whether or not all implemented, optional, or enhanced features are activated at the time of initial installation of Integrated Access Service. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.

A customer may elect to subscribe to Integrated Access Service optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.

Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal Integrated Access Service system calling.

All features offered for use with AT&T Business Lines and Trunks and AT&T Digital Trunks are available for use with Integrated Access Service at the rates and charges specified in the Price List.

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 44

7. AT&T LOCAL EXCHANGE SERVICES

7.16 Integrated Network Connection Service (AT&T Local Service on INCS)

(AT)

AT&T Local Service on INCS provides one of the following services: DS-1 Digital Facilities, ISDN PRI, Business Lines or Digital Trunks over an Integrated Network Connection Service (INCS) access arrangement. Each individual customer location must be in an area where AT&T has the necessary facilities.

AT&T Local on INCS has two options:

- Classic INCS - for customers with 12+ DS-1
- INCS 512 - for customers with 8-10 DS-1

7.16.1 Provisioning

The INCS access arrangement will connect to the customer's premises via a T1 line. The customer must provide compatible customer premise equipment (CPE), and interfaces to support the local voice line and trunk applications.

7.16.2 Types of Service

Types of service delivery of INCS with ABN Local services are as follows:

- 1) DS-1 Digital Facilities - delivered as 24 (twenty-four) voice grade digital Channels.
- 2) ISDN PRI - delivers current functionality, as specified in 7.10 preceding, excluding the delivery of Switched Digital Service-64 KBPS End-To-End through the network.
- 3) Digital Trunks - delivered as a voice grade digital channel.

7.16.3 Features

All standard requirements, capabilities and feature functionality that are available for use with DS-1 Digital Facilities, ISDN PRI, Business Lines and Digital Trunks are available for use with ABN on INCS at the rates and charges as specified in the Price List.

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7. AT&T LOCAL EXCHANGE SERVICES

7.17 Reserved For Future Use

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7. AT&T LOCAL EXCHANGE SERVICES

7.18 AT&T Enhanced Redirect Solution (AERS)

(AT)

7.18.1 Description

AT&T Enhanced Redirect Solution will provide customers the ability to redirect incoming telephone numbers in the event their primary location is unavailable. AERS also provides the additional capability to redirect incoming traffic to a predefined redirect option within two minutes of completing the control call. Customers will be able to define and control how to route critical calls in the event of an emergency.

AERS provides the capability for the customer to predefine redirect telephone numbers for each incoming telephone number at their location. Calls can be redirected to any ten-digit North American Number Plan (NANP) telephone including toll-free numbers. The customer controls when to invoke and when to restore AERS via a telephone number or control activation number. However, the customer cannot revise the predefined redirect options without a service order.

The customer can create up to nine options including eight redirect options for each Customer Group. A Customer Group is a list of incoming telephone numbers and the customer can have up to 20 Customer Groups per customer location dependent on the total number of telephone numbers being redirected.

When a redirect option is invoked, all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Customers must use service orders to update Customer Group telephone numbers or redirect options within the Customer Group.

The location that receives the redirected calls must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with the exchange or toll service. In the event that there is interference with exchange or toll service, AT&T reserves the right to disconnect any redirect option immediately.

The customer controlled redirect option is available for business lines and trunks as well as incoming telephone numbers to a PBX or other CPE.

(AT)

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LOCAL EXCHANGE SERVICES TARIFF

Section 7  
Original Sheet 47

7. AT&T LOCAL EXCHANGE SERVICES

7.18 AT&T Enhanced Redirect Solution (AERS) (Cont'd)

(AT)

7.18.1 Description (Cont'd)

AERS calls must be redirected to a customer designated location or telephone number, an Interexchange carrier's point of presence, a voice mail system, an announcement, or an auto attendant system. A redirected telephone number cannot be used to trigger a call to be redirected to another redirecting telephone number.

It is the responsibility of the customer to obtain, when appropriate, any necessary permission of the party to whom the calls will be redirected. AT&T assumes no liability to the customer for the redirecting of calls.

AERS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, AT&T reserves the right to disconnect the service immediately and bill all appropriate toll charges.

Charges for the call between customer numbers equipped with redirection and the number to which the calls are redirected are the responsibility of the customer. The customer will be billed on a usage per call/minutes of use (MOU) basis or flat rates based on MOU.

Rates and charges for AT&T Enhanced Redirect Solution are as specified in the Price List.

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7. AT&T LOCAL EXCHANGE SERVICES

7.18 AT&T Enhanced Redirect Solution (AERS) (Cont'd)

(AT)

7.18.2 Limitations

- A. AERS supports redirection of incoming call traffic only. It does not provide an alternate means for outbound calling in the event there is a failure in the local loop. In addition, AERS will not protect against failures in the local serving office.
- B. Due to technical limitations, AERS cannot redirect calls that are placed within internal company private network.

Example: An AERS customer whose incoming Telephone Numbers (ITNs) are part of a private network could have calls from outside parties sent to the Redirected Telephone Number (RTN) for that ITN, but calls from other stations on the customer's private network (i.e. an employee in another office) would continue to be completed to the ITN.

Calls to ITNs that have been subscribed to a Terminating Switched Access Arrangement or Access Value Arrangement cannot be redirected under AERS. Additionally, AERS may not be able to redirect calls in cases where the ITN is subject to authorization/account codes, Toll Deny, or similar dialing limitations for the origination of calls.

- C. Each AERS Customer Group must be maintained for a minimum of twelve (12) full months of billing. In the event that an AERS Customer Group is terminated for any reason before completing a full twelve (12) months of billing, a Disconnect Charge as stated in the Price List shall be applied for each such terminated Customer Group.

(AT)

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## 4. SERVICES (continued)

4.8 Directory Services

## 4.8.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Non-published or Non-listed Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published or non-listed telephone number in the directory or disclosing said number to any person shall attach to the Company. 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 listing. The subscriber indemnifies 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-listing or non-published listing.

(N)

## 1. Additional Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00

## 2. Additional Listing – Hunt Number Group

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	\$3.45	\$19.00

## 3. Additional Main Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00
Residential	No Charge	\$11.25

(N)

## 4. Alternate Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>	(D)(M)
Business alternate listings, each	\$2.85	\$9.50	(D)(M)
Residence alternate listings, each	1.78	6.00	(I)(M)

(M)

(D)

(M) Primary Listing text moved to 1st Revised Sheet No. 10.02

(M) Alternate Listing previously located on 2nd Revised Sheet 81

(M) Dual Name Listing moved to 3rd Revised Sheet 81.

(M) Regular Extra Listing moved to 3rd Revised Sheet No. 83.

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## 4. SERVICES (continued)

4.8 Directory Services (continued)4.8.1 Directory Listings (continued)

## 5. Caption Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00
Residential	No Charge	\$11.25

## 6. Dual Name Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>
Dual Name Listing – Business	No Charge	\$9.50
Dual Name Listing – Residence	No Charge	No Charge

## 7. Extra Lines

	<u>Monthly Rate</u>	<u>Service Charge</u>	
Business	\$3.07	\$9.50	(I)
Residence	\$1.92	\$6.00	(I)

## 8. Foreign Listings

Where the Foreign Listing appears in a state of other than Missouri, the applicable rate will be that tariffed by the Company in that state, or where the Company does not provide service, the applicable rate will be that tariffed by the incumbent local exchange carrier in the exchange in which the listing appears.

	<u>Monthly Rate</u>	<u>Service Charge</u>	
Business Foreign Listing, each	\$3.07	\$9.50	(I)
Residential	\$1.92	\$6.00	(I)

## 9. Free Additional Listing – (Non Profit Government and School Listing)

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$19.00
Residential	No Charge	\$11.25

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 10. Non-listed Service

	<u>Monthly Rate</u>	<u>Service Charge (2)</u>	
Residence Nonlisted Service, each			
Primary	\$1.50	\$9.50	
Additional	1.62	6.00	(1)

## 11. Non-published Exchange Service

	<u>Monthly Rate</u>	<u>Service Charge (1)</u>	
Business Non-published Listing	No Charge	\$9.50	
Residence Non-published Exchange Service, each non- published telephone number	\$2.15	\$6.00	(1)

Non-Published will not apply in the following cases:

1. Foreign exchange service, where the customer is also furnished local exchange service.
2. Additional local exchange service furnished to the same customer in the same exchange as long as customer has local exchange service of the same classification listed in the directory in the same exchange.
3. When a customer who has a service which involves data terminals where there is not voice use contemplated.
4. Personalized ring.

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 12. Regular Extra Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>	
Business extra listings, each	\$3.07	\$9.50	(I)
Residence extra listings, each	1.92	6.00	(I)

## 13. Residential Listings:

	<u>Monthly Rate</u>	<u>Service Charge</u>
Bold or Script Listing	\$3.00	6.00
Customer Extra Line Listing	\$1.78	6.00
Family Space Listing	\$4.50	6.00
Line of Distinction	\$2.25	6.00
Personality Logo	\$4.50	6.00
Signature Listing	\$3.00	\$6.00
Three Print Product Discount	(\$2.00)	No Charge
Two Print Product Discount	(\$1.00)	No Charge

## 14. Secondary Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$9.00
Residential	No Charge	\$6.00

## 15. Secretarial Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>
Secretarial Listings	\$3.65	\$9.50

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.1 Directory Listings (continued)

## 16. Special Reversed Long Distance Charge Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	No Charge	\$9.00
Residential	No Charge	\$6.00

## 17. Supplemental Address Information

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	\$2.85	\$9.00
Residence	\$1.78	\$6.00

(M)  
(N)

(N)

(D)

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.2 Directory Assistance Service

## A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this tariff, is \$.63 per listing request. This charge is applicable for each listing requested on the call. (I)
2. Directory Assistance Service Charges billed to a third number; or a special billing number, will be billed \$1.20 for the initial listing request. Additional listing requests, which are billed in the same manner as the initial request, will be billed at \$1.20 for each listing request, subsequent to the initial request, on the same call.

## 4.8.3 Directory Assistance Call Completion

## 1. Rates

Directory Assistance Call Completion	<u>Rate</u>
<u>Fully-Automated DACC</u>	
- Sent-Paid Non-Coin	\$ .30
- Collect	.75
- Bill to Third Number	.75
<u>Semi-Automated DACC</u>	
- Sent-Paid	.95
- Collect	.95
- Bill to Third Number	.95
<u>Person-to-Person</u>	2.15

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4. SERVICES (continued)

(D)

(D)

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(D)

(D)

## 4. SERVICES (continued)

(T)

4.8 Directory Services (continued)

(T)

## 4.8.4 Call Completion Optional Plan

The Call Completion Optional Plan allows local callers requesting the telephone number of a customer subscribing to the Plan to be advised that the call can be completed at no additional call completion charge to the caller. The call completion charges will be paid by the customer that is being called. The monthly rate will apply whether or not calls are completed.

## A. Rates

<u>Description</u>	(D)	Monthly <u>Rate</u>	Per Call <u>Charge</u>
Option A	(D)	\$50.00	\$.05
Option B	(D)	10.00	.30

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## 4. SERVICES (continued)

4.8 Directory Services (continued)

## 4.8.5 National Directory Assistance

## A. Service Description

National Directory Assistance (NDA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described in Section 4.8.2 of the Local Exchange Tariff.

Callers access NDA by dialing 1+411 or 0+411. Only calls made for listings outside the customers' local directory assistance scope as defined above will be eligible for NDA.

## B. Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of national subscribers as defined in 4.8.5. above.

The customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NDA.

There are no exemptions from billing for requests for NDA.

## C. Rates

Charge Per Listing Request

Sent Paid Request	\$1.18	(I)
Alternately Billed Requests	1.10	

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## **SECTION 4 - RATES AND CHARGES**

### **4.1 General**

In addition to charges based on usage, the following charges will apply to all classes of Customers.

- |  |                     |                |
|--|---------------------|----------------|
| 1. Additional Customer Identification Numbers: | Free                |                |
| 2. Project Codes:                              | <b>Installation</b> | <b>Monthly</b> |
| Unrestricted                                   | \$ 0                | \$ 0           |
| Restricted                                     | \$10                | \$10           |
| 3. Management Reports:                         | Free                |                |

### **4.2 Directory Assistance**

**4.2.1** This service is provided on a pass-through basis to a carrier offering directory assistance. Billing is provided by Company at a flat rate per call provided the Customer dials Directory Assistance using the Company switch.

**4.2.2** Customers who have a visual or physical disability that prevents use of a telephone directory are exempt from the charges of Directory Assistance calls for up to and including 50 calls per month. This exemption applies to calls billed to one residential telephone line per Customer certified by the Local Exchange Carrier as disabled and applies to Directory Assistance calls for personal use only. Calls in excess of 50, where billing is available, will be billed the tariffed Directory Assistance charges in 4.2.3 of this tariff. Proof of certification is required.

**4.2.3** Directory Assistance, per call: \$0.99

(D)

### **4.3 Promotional Rates**

From time to time, Company may offer Promotional Rates. Promotional Rates will be offered on a non-discriminatory basis and shall be filed with the Commission for review at least 30 days prior to implementation.

Any marketing efforts will clearly indicate to the potential customers the nature of the transaction which is being offered. Materials submitted to prospective customers will clearly indicate that those customers will be changing their long distance carrier if they accept such solicitation.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.4 Referral Program**

Monthly recurring charges may be waived for new Customers who provide the Company with five (5) new Customer referrals within 90 days of subscribing.

**4.5 Term Plan**

The Company may offer a term plan contract on selected services. Any Customer of those selected services who signs a term contract with the Company for periods outlined below will be eligible for the discounts indicated in accordance with the terms of the contract:

<b>a) Corporate:</b>	12 Months	5%
	24 Months	10%
	36 Months	15%
<b>b) Residential:</b>	12 Months	5%
	24 Months	10%
	36 Months	15%

Term plans are available for the following selected services: Dial WATS, Premier WATS, Unlimited WATS, Premier 1 WATS, Premier 1 WATS Residential, Corporate 800, Corporate WATS, Premier Direct.

**4.6 Returned Check Charge**

A fee of \$15.00 or 5%, whichever is the greater, will be charged for returned checks.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.7 Limited Offerings**

**4.7.1 Sixty Minutes for 14 a Minute Promotion**

BTI will offer the following intrastate promotion to Customers who sign up for the Company's complimentary interstate promotion through March 1, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply: \$0.13 per minute for all Off-Peak period intrastate calls, and \$0.19 per minute for all Peak period intrastate calls. Calls will be billed in whole minute increments following an initial billing period of one minute. Additionally, during the first three months of full billing, the Customer will receive twenty (20) promotional minutes of Off-Peak or Peak calling for \$0.01 per minute. The promotional minutes cannot be carried forward into subsequent months or pulled forward into the current month. The rates and promotional minutes stated above do not apply to calls using the Company's Travel Services.

**4.7.2 Minutes on Us Promotion II**

BTI will offer the following intrastate promotion to Customers who sign-up for the Company's complimentary interstate promotion through February 28, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply: \$0.139 per minute for all Peak period outbound and inbound intrastate calls, and \$0.139 per minute for all Off-Peak period outbound and inbound intrastate calls. Calls will be billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Additionally, the Customer will receive up to 200 minutes of combined interstate and intrastate usage at no charge in the first full month of billing; and up to 200 minutes of combined interstate and intrastate usage at no charge in the seventh full month of billing. If the Customer uses less than 200 minutes per month in the first or seventh month the entire month's usage will be no charge. The free minutes will only apply in the months specified above and will not carry over to future months. The free minutes each month will be applied chronologically regardless of whether the call is interstate or intrastate. The rates and free minutes stated above do not apply to calls using the Company's Travel Services.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.7 Limited Offerings (continued)**

**4.7.3 Bottom Line Long Distance Promotion**

BTI will offer the following intrastate promotion to business Customers who sign-up for the Company's complimentary interstate promotion through February 28, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier and sign a minimum one-year term plan agreement. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply to both outbound and inbound calls:

<b>Minimum Term Plan</b>	<b>Switched Access</b>	<b>Dedicated Access</b>
One Year	\$0.1390	\$0.0890
Two Year	\$0.1350	\$0.0850
Three Year	\$0.1300	\$0.0790

The minimum usage commitment for switched access Customers is \$100 per month. Switched access Customers with monthly usage below \$100 will be billed the minimum commitment. The minimum usage commitment for dedicated access Customers is \$1,500 per month. Dedicated access Customers with monthly usage below \$1,500 will be billed the minimum commitment. All calls are billed in six (6) second increments following a minimum billing duration of eighteen (18) seconds.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.8 Econocall Service** is the basic long-distance service offered to business and residential Customers. The following charges will apply to all Econocall Service Customers.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 1 minute       |
| 4. | Additional Billing Increment: | whole minutes  |
| 5. | Usage Charges:                |                |

**Intrastate Per Minute Rates:**

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1649	\$0.1649	\$0.1237	\$0.1237	\$0.0825	\$0.0825
11-16	\$0.1749	\$0.1749	\$0.1312	\$0.1312	\$0.0875	\$0.0875
17-22	\$0.1749	\$0.1749	\$0.1312	\$0.1312	\$0.0875	\$0.0875
23-30	\$0.1849	\$0.1849	\$0.1387	\$0.1387	\$0.0925	\$0.0925
31-55	\$0.1849	\$0.1849	\$0.1387	\$0.1387	\$0.0925	\$0.0925
56-70	\$0.2029	\$0.2029	\$0.1522	\$0.1522	\$0.1015	\$0.1015
71-124	\$0.2029	\$0.2029	\$0.1522	\$0.1522	\$0.1015	\$0.1015
125-292	\$0.2029	\$0.2029	\$0.1522	\$0.1522	\$0.1015	\$0.1015
293-430	\$0.2149	\$0.2149	\$0.1612	\$0.1612	\$0.1075	\$0.1075
431-over	\$0.2229	\$0.2229	\$0.1612	\$0.1612	\$0.1115	\$0.1115

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.8 Econocall Service (continued)**

**6. Discounts:**

Discounts based on dollar volume are available as follows:

Dollar Volume		Discount
From	To	
\$25.00	\$99.00	2.0%
\$100.00	\$100.00 +	5.0%

**7. Other:**

**TDD Discount**

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by or to properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communication with hearing or speech impaired persons will receive, upon request, credit on charges for all intrastate toll calls placed between TDDs. The credit will be limited to usage charges and will be given on a subsequent bill.

TDD Discount: 50%

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.9 Travel Service** allows Customers to initiate calls within the State of Missouri using a touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number.

1. Installation Charge: Not applicable
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
All Miles	\$0.2200	\$0.1800	\$0.1800

Per call initiation charge: \$0.60

(1)

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.10 Dial WATS Service** - Charges for Intrastate Dial WATS Service depend on whether the Customer is using the Service as an adjunct to Interstate Dial WATS I or Intrastate Dial WATS II. Charges are the same regardless of whether the Customer uses 1+ Service.

1. Installation Charge: Not applicable
2. Monthly Access: \$50.00 Dial WATS I;  
\$10.00 Dial WATS II
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
Dial WATS I IntraLATA	\$0.2200	\$0.2200	\$0.2200
Dial WATS I InterLATA	\$0.1900	\$0.1520	\$0.0950
Dial WATS II IntraLATA	\$0.1750	\$0.1400	\$0.0970
Dial WATS II InterLATA	\$0.1750	\$0.1400	\$0.0970

6. Discounts:

Volume Discount is offered on any monthly bill which has total usage charges for Dial WATS I and Dial WATS II.

Dollar Volume		Discount
From	To	
\$2,500	\$2,500 +	10%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.11 Premier WATS I**

1. Installation Charge: Not applicable
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

Mileage Range	Day	Evening	Night
All Miles	\$0.2100	\$0.1575	\$0.1050

B. Intrastate/IntraLATA Per Minute Rates:

Mileage Range	Day	Evening	Night
All Miles	\$0.2200	\$0.2200	\$0.2200

6. Discounts: Applies to interstate and intrastate calls.

Dollar Volume		Incremental Discount
From	To	
\$0.00	\$100.00	0%
\$200.00	\$1,000.00	7%
\$1,001.00	over	15%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.12 Premier WATS II**

1. Installation Charge: Not applicable
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

**A. Intrastate/InterLATA Per Minute Rates:**

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.1950	\$0.1870	\$0.1770

**B. Intrastate/IntraLATA Per Minute Rates:**

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2200	\$0.2200	\$0.2200

**6. Discounts:**

Applies to interLATA and intraLATA calls.

<b>Dollar Volume</b>		<b>Incremental Discount</b>
<b>From</b>	<b>To</b>	
\$0.00	\$100.00	0%
\$101.00	\$500.00	5%
\$501.00	\$1,500.00	10%
\$1,501.00	\$5,000.00	15%
\$5,001.00	\$5,001.00 +	20%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.13 Unlimited WATS** is a dedicated access service offering six second incremental billing, with itemized billing available.

1. Installation Charge:
  - a) \$140.00 per line within 25 miles of POP site.
  - b) Over 25 miles on individual case basis.
2. Monthly Access: \$125.00 per line
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Day	Evening	Night
\$0.1450	\$0.1200	\$0.0900

6. Discounts:

Dollar Volume		Discount
From	To	
\$0.00	\$5,000.00	0%
\$5,000.01	\$7,500.00	5%
\$7,500.01	\$10,000.00	7%
\$10,000.01	\$12,250.00	10%
\$12,250.01	\$15,000.00	12%
\$15,000.01	\$15,000.01 +	15%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.14 Association Discount**

Commercial Association members who subscribe to any of the Company's services will receive a discount on the member's regular monthly statement based on the collective toll (day, evening, or night) usage billings of all Association members. The discount will be in accordance with the schedule shown below.

Collective Billing Amount		Volume Discount
From	To	
\$10,000	\$49,999	2%
\$50,000	\$74,999	3%
\$75,000	\$99,999	4%
\$100,000	Over	5%

The applicable processing fee for new customers will be waived for Association members who become Company Customers.

Monthly service charges, access charges or other applicable charges will remain in effect.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.15 Premier 1 WATS Service**

1. Installation Charge: Not applicable
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. InterLATA calling:

Dollar Volume		Per Minute Rate
From	To	
\$0	\$500	\$0.1800
\$501	\$1,500	\$0.1700
\$1,501	1,501 +	\$0.1650

B. IntraLATA calling:

Per minute: \$0.1800

IntraLATA calling will apply toward the volume discounts outlined above in subparagraph A. The calling timing provisions outlined in paragraphs 3 and 4 also apply. Access will be on a 1+ or dial up basis depending upon availability in the local service area.

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.16 Premier Residential Service**

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 30 Seconds     |
| 4. | Additional Billing Increment: | 6 Seconds      |
| 5. | Per Minute Usage Charges:     |                |

**Intrastate/ IntraLATA**

Day:	\$0.2150
Evening:	\$0.1650
Night:	\$0.1400

Access will be on a 1+ or dial up basis depending upon availability in the local service area.

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.17 Corporate 800 Service** access is provided through dedicated T-1 access facilities. Installation and monthly access will be provided by local exchange carrier at their tariffed rates.

1. Installation Charges:
  - A. Set Up Fee: \$50.00
  - B. Customer Service Unit Installation: \$75.00
2. Monthly Charges:
  - A. Monthly Service Charge: \$20.00
  - B. Customer Service Unit Monthly Charge: \$35.00
3. Minimum Billing Increment: 18 Seconds
4. Additional Billing Increment: 6 Seconds
5. Per Minute Usage Charges:

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All Miles	\$0.1250	\$0.1250	\$0.1050	\$0.1050	\$0.0880	\$0.0880

6. Discounts:

Volume Discounts

Dollar Volume		Incremental Discount
From	To	
\$0	\$9,999	0%
\$10,000	\$29,999	15%
\$30,000	\$30,000 +	20%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.18 Corporate WATS Service** is designed for large volume long distance users. Access is provided through dedicated T-1 access facilities. Installation and monthly access may be provided by the local exchange carrier at their interstate special tariffed rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility. Installation charges and monthly access rates for this service will be charged by the Company in accordance with its interstate rates.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 18 Seconds
4. Additional Billing Increment: 6 Seconds
5. Per Minute Usage Charges:

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All	\$0.1100	\$0.1100	\$0.1020	\$0.1020	\$0.0950	\$0.0950

6. Discounts:

Volume Discounts

Dollar Volume		Incremental Discount
From	To	
0	4,999	0%
5,000	24,999	5%
25,000	+	10%

7. Other:
  - A. Customer Service Unit Installation \$75.00
  - B. Customer Service Unit Monthly Charge \$35.00

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.19 Premier 1 Plus Service** is a combined WATS/800 service for large volume users provided through switched access.

1. Installation Charge: \$20.00
2. Monthly Access: \$20.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

Usage Range	Rate
\$0-500	\$0.1800
\$501-1,500	\$0.1700
\$1,501+	\$0.1650

B. Outgoing/IntraLATA Per Minute Rates:

Mileage Range	Rate
All	\$0.1800

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.20 Premier Direct Service** is designed for large volume long distance users needing dedicated T-1 services. Installation and monthly access may be provided by the local exchange carrier at their interstate special tariffed rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility. Installation charges and monthly access rates for this service will be charged by the Company in accordance with its interstate rates.

1. Installation Charges
  - A. Set Up: \$50.00
  - B. Customer Service Unit Installation: \$75.00  
(Customer Service Unit is a diagnostic unit which permits off-site testing of the customer's lines.)
2. Monthly Charges:
  - A. Monthly Service Charge: \$20.00
  - B. Customer Service Unit Monthly Charge: \$35.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

Intrastate/InterLATA Per Minute Rates:

Usage Range	Incremental Rate
\$0-1,500	\$0.1350
\$1,501-2,500	\$0.1300
\$2,501-5,000	\$0.1250
\$5,001-7,500	\$0.1200
\$7,500+	\$0.1150
Evening, Night & Weekend Hours	\$0.1000

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.21 Expanded 800 Service Options**

The following optional enhanced features may be used in conjunction with any BTI 800 service where technically feasible.

Enhanced 800 Features	Install	Change	Monthly
NPA Blocking	\$150	\$ 50	\$ 0
NPA/NXX Blocking	\$150	\$ 50	\$ 0
Time of Day Routing	\$100	\$ 50	\$ 50
Day of Week Routing	\$100	\$ 50	\$ 50
Holiday Routing	\$100	\$ 50	\$ 0
Uniform Call Distribution	\$100	\$100	\$ 0
Dialed Number Identification Svc.	\$450	\$ 50	\$ 50
Route Advance	\$100	\$ 50	\$ 50
Area Code Routing	\$100	\$ 50	\$ 50
Percentage Call Allocation	\$100	\$ 50	\$ 50
Intercept 800 (\$0.10 per call over 500 calls)	\$ 10	\$ 0	\$ 10

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.22 Pre-Paid Call Service** is offered at the flat, per-minute rate listed below, twenty-four (24) hours a day, seven days a week.

Denomination	Per Minute Rate	Per Call Surcharge	Units Per Minute
Various Increments	\$0.2000(R)	\$0.2000(N)	1 unit per minute

Company agrees to refund any amounts remaining on a Pre-paid Call Service calling card upon physical return of the card. Refund will only be issued upon a showing that the service provided by Company has failed to meet either the service requirements set forth in the Commission's rules and regulations, or the general standards of quality applicable to the industry. To qualify for a refund, a user must return the card to Company within 3 months of the original purchase and submit in writing detailed information on the basis for any requested refund. Company will promptly investigate and advise the user as to its findings and disposition.

For consideration of any disputed charges, a user may discuss the dispute with a Company representative, providing detailed information on the basis for any requested adjustment, either verbally or in writing, within 30 days of the date the disputed call is placed.

All federal, state and local taxes (e.g., excise tax, gross receipts tax, sales tax, municipal utilities taxes) are included in the tariffed rates above.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.23 Universal WATS** is a service designed for large volume Customers needing dedicated outbound long distance service.

1. Installation Charge: \$100.00 per WATS access line
2. Monthly Access: \$ 36.50 per WATS access line
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Band	Day	Evening	Night
All Miles	\$0.1550	\$0.1400	\$0.1210

6. Discounts:

Dollar Volume		Discount
From	To	
\$0.00	\$500.00	0%
\$501.00	\$2,000.00	10%
\$2,001.00	\$5,000.00	15%
\$5,001.00	over	18%

7. Other:  
Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.24 Premier Basic Service** is offered to Customers who normally bill below \$100 per month. The service is billed at a postalized rate. Billing is in six (6) second increments following a minimum billing duration of thirty (30) seconds.

- |    |                               |            |
|----|-------------------------------|------------|
| 1. | Installation Charge:          | \$0.00     |
| 2. | Monthly Access:               | \$0.00     |
| 3. | Minimum Billing Increment:    | 30 seconds |
| 4. | Additional Billing Increment: | 6 seconds  |
| 5. | Usage Charges:                |            |

**Intrastate Per Minute Rates:**

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All	\$0.2000	\$0.2000	\$0.1600	\$0.1600	\$0.1600	\$0.1600

- |    |                 |  |
|----|-----------------|--|
| 6. | Discounts:      |  |
|    | Not applicable. |  |
| 7. | Other:          |  |
|    | Not applicable. |  |

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.25 Personal 800 Service** is offered to Customers for toll-free inbound service. The service is billed at a postalized rate. Billing is in six (6) second increments following a minimum billing duration of thirty (30) seconds. Customers are provided Authorization Codes to direct the incoming call to a particular local access line.

1. Installation Charge: \$0.00
2. Monthly Access: \$5.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Band	Day	Evening	Night
All Mileage	\$0.2200	\$0.1625	\$0.1385

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.26** Guestcall II is offered to the hospitality industry where usage is primarily during off-peak periods. Guestcall is billed in six (6) second increments following an initial billing period of thirty (30) seconds. Guestcall Customers must have actual off-peak usage equal to or greater than 60% of all traffic.

1. Installation Charge: \$ 0.00
2. Monthly Access: \$25.00
3. [Reserved for Future Use]
4. [Reserved for Future Use]
5. Usage Charges:

(T)  
(T)

Band	Day	Evening	Night
All Mileage	\$0.1850	\$0.1500	\$0.1500

6. Discounts:

Dollar Volume		Retroactive Discount
From	To	
\$0.00	\$499.99	0%
\$500.00	\$2,499.99	5%
\$2,500.00	\$9,999.99	7%
\$10,000.00	over	10%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.27 Academic Edge** is a program for colleges and universities to provide service to students, faculty and staff. Depending on volume generated, service is provided by dedicated T-1 or switched access. Students are billed the rates below.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | one minute     |
| 4. | Additional Billing Increment: | whole minute   |
| 5. | Usage Charges:                |                |

**Intrastate Per Minute Rates:**

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1100	\$0.0900	\$0.0880	\$0.0720	\$0.0715	\$0.0585
11-14	\$0.1500	\$0.1300	\$0.1200	\$0.1040	\$0.0975	\$0.0845
15-18	\$0.1773	\$0.1600	\$0.1418	\$0.1280	\$0.1152	\$0.1040
19-23	\$0.2023	\$0.1700	\$0.1618	\$0.1360	\$0.1315	\$0.1105
24-28	\$0.2150	\$0.1700	\$0.1720	\$0.1360	\$0.1398	\$0.1105
29-33	\$0.2150	\$0.1750	\$0.1720	\$0.1400	\$0.1398	\$0.1138
34-40	\$0.2430	\$0.2100	\$0.1944	\$0.1680	\$0.1580	\$0.1365
41-50	\$0.2430	\$0.2120	\$0.1944	\$0.1696	\$0.1580	\$0.1378
51-60	\$0.2530	\$0.2220	\$0.2024	\$0.1776	\$0.1645	\$0.1443
61-80	\$0.2630	\$0.2320	\$0.2104	\$0.1856	\$0.1710	\$0.1508
81-100	\$0.2730	\$0.2375	\$0.2184	\$0.1900	\$0.1775	\$0.1544
101-123	\$0.3030	\$0.2525	\$0.2424	\$0.2020	\$0.1970	\$0.1641
126-150	\$0.3130	\$0.2725	\$0.2504	\$0.2180	\$0.2035	\$0.1771
151-190	\$0.3230	\$0.2825	\$0.2584	\$0.2260	\$0.2100	\$0.1836
191-300	\$0.3330	\$0.2925	\$0.2664	\$0.2340	\$0.2165	\$0.1901
301-430	\$0.3830	\$0.3425	\$0.3064	\$0.2740	\$0.2490	\$0.2226
431-over	\$0.3830	\$0.3425	\$0.3064	\$0.2740	\$0.2490	\$0.2226

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.28 Premier 1-800 Service** is an inbound service offered on a flat-rate, postalized basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over standard local access lines.

1. Installation Charge: \$ 0.00
2. Monthly Access: \$20.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Dollar Volume		Incremental Pricing
From	To	
\$0.00	\$500.00	\$0.2100
\$500.01	\$1,500.00	\$0.2000
\$1,500.01	Over	\$0.1900

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.29 Private Line Service.** This product is offered in the form of discrete interlata communications facilities which are dedicated to the specific Customer and are billed at fixed monthly rates. Private Line Services consist of two components: 1.) interexchange service between two of the Company's points of presence, and 2.) local access between the Customer's premise and the Company's point of presence.

**1. Analog Rates**

**a. Interexchange (IXC) Service Rates (monthly per channel)**

Mileage	Fixed	Per Mile
1-50	\$66.55	\$2.64
51-101	\$137.32	\$1.22
101-over	\$229.28	\$0.29

**b. Local Access Rates**

**Voice Grade (Voice and Analog Data)**

Mileage	Fixed	Per Mile	Installation
0	\$82.63	\$0.00	\$477.00
1-4	\$82.63	\$5.56	\$477.00
5-8	\$82.63	\$4.86	\$477.00
9-25	\$82.63	\$3.45	\$477.00
26-over	\$82.63	\$2.25	\$477.00

**2. Digital Rates (DDS)**

**a. Interexchange (IXC) Service Rates (monthly per channel)**

Mileage	Fixed	Per Mile
1-50	\$66.55	\$2.64
51-101	\$137.32	\$1.22
101-over	\$229.28	\$0.29

**b. Local Access Rates**

**Digital Access (9.6K/19.2K DDS)**

Mileage	Fixed	Per Mile	Installation
0	\$186.48	\$0.00	\$545.00
1-over	\$237.12	\$1.81	\$545.00

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SECTION 4 - RATES AND CHARGES (continued)

4.29 Private Line Service, (continued)

2. Digital Rates (DDS) (continued)

b. Local Access Rates (continued)

Digital Access (56K DDS)

Mileage	Fixed	Per Mile	Installation
0	\$279.60	\$0.00	\$545.00
1-over	\$359.12	\$4.82	\$545.00

3. T-1.5 Rates

a. T-1.5 Service (monthly per 24 channels)

Mileage	Fixed	Per Mile
1-over	\$518.42	\$9.92

b. Local Access Rates

T-1.5 Digital Access

Mileage	Fixed	Per Mile	Installation
0	\$444.36	\$0.00	\$1,500.00
1-over	\$444.36	\$29.44	\$1,500.00

4. Local Access Rates

Local access service to connect the Customer's premise to the Company's point of presence is charged by the the serving local exchange carrier, or other carrier, if applicable. These local access charges may be billed directly to the Customer by the local exchange carrier or passed through at cost to the Customer when billed by the Company.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.31 PhonePlus Switched Access Service** is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over standard local access lines. Per minute usage charges are based on monthly revenue commitments and annual term plans as set forth below. Intrastate, interstate, travel service and international service, both outbound and inbound, combine to satisfy the revenue commitment. Revenue commitment is calculated before term commitment.

1. Installation Charge: \$0.00
2. Monthly Access: \$10.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

Monthly Revenue Commitment	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
\$0-\$1,000	\$0.155	\$0.155
\$1,001-\$5,000	\$0.150	\$0.150
\$5,001-over	\$0.145	\$0.145

6. Discounts:

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$100-\$1,000	3%	6%	9%
\$1,001-\$5,000	3%	6%	9%
\$5,001-over	3%	6%	9%

7. Other:

Customers will be billed the difference between the actual usage and the minimum revenue commitment if the minimum revenue commitment is not achieved on an annualized basis. Customers who cancel the service before the end of the term commitment will be billed \$100 multiplied by the number of months remaining on the term plan.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.32 PhonePlus Dedicated Access Service** is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over customer-provided dedicated access facilities. Per minute usage charges are based on monthly volume commitments and annual term plans as set forth below. Travel service and international service combines with outbound and inbound PhonePlus Service to satisfy the volume commitment. Volume commitment is calculated before term commitment.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Monthly Revenue Commitment	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
\$1,000-\$10,000	\$0.100	\$0.100
\$10,000-over	\$0.095	\$0.095

6. Discounts:

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$1,000-\$10,000	3%	6%	9%
\$10,000-over	3%	6%	9%

7. Other:

Customers will be billed the difference between the actual usage and the minimum volume commitment if the minimum volume commitment is not achieved on an annualized basis. Customers who cancel the service before the end of the term commitment will be billed the minimum monthly volume commitment for each month remaining on the term plan.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.33 Travel Service Plus** allows Customers to initiate calls within the State of Missouri using any touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 30 seconds     |
| 4. | Additional Billing Increment: | 6 seconds      |
| 5. | Per Minute Usage Charges:     |                |

Mileage Range	Day	Evening	Night
All Miles	\$0.2700	\$0.2700	\$0.2700

Per call initiation charge: \$0.25

(1)

6. Discounts:  
Not applicable.
7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.34 Hospitality Plus** is a one plus outbound and/or inbound business service offered to hotels, motels and other locations which make their phones available to the public. A minimum one-year term commitment is required. Discounted Hospitality Plus rates apply when, 1) combined inbound and outbound one plus usage is less than 25% of all traffic originating from the location, and 2) 60% of inbound and outbound one plus usage is during the off-peak period.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | 30 seconds     |
| 4. | Additional Billing Increment: | 6 seconds      |
| 5. | Per Minute Usage Charges:     |                |

All Miles	One Year Term Plan
Outbound	\$0.1400
Inbound	\$0.1300

Customers who are not eligible for the discounted rates as described above will be billed \$0.155 per minute of use.

6. Discounts:

A three percent (3%) discount applies on usage under a two-year term plan. No other discounts apply.

7. Other:

If the customer cancels the one year minimum term or two year optional term before expiration, the customer will be billed for all remaining months an amount equal to \$350 per month for the one year term and \$250 per month for the two year term.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.35 Conference Plus** allows Customers to arrange two-way voice communications between two or more stations. Conference Plus setup is available through a Company operator or through 1-800 "Meet-Me" origination. Charges for Conference Plus consist of usage charges for each connected station, plus a per call setup charge for each connected station. The Customer is billed all usage and setup charges for all stations.

- |    |                               |                         |
|----|-------------------------------|-------------------------|
| 1. | Installation Charge:          | Not applicable.         |
| 2. | Monthly Access:               | \$0.00                  |
| 3. | Minimum Billing Increment:    | One minute each station |
| 4. | Additional Billing Increment: | One minute each station |
| 5. | Per Minute Usage Charges:     |                         |

Time of Day	Per Station Charges	
	Per Minute Usage	Per Call Setup
12:00 AM Monday – 11:59 PM Friday	\$0.39	\$2.50
12:00 AM Saturday – 11:59 PM Sunday	\$0.24	\$2.50

6. Discounts:

Dollar Volume		Retroactive Discount
From	To	
\$0.00	\$499.99	0%
\$500.00	\$999.99	8%
\$1,000.00	\$1,499.99	10%
\$1,500.00	over	12%

7. Other:  
Not applicable.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.36 Operator Services** - The use of the Company's Operator Services allows Customer to select from the special call handling or billing arrangements specified below. Call, rates, charges, and applicable service charges will be assessed to the call originator, the called party's telephone number or a third party's telephone number based upon the call type (i.e., operator dialed, collect, third party billed, or customer dialed credit card billed, without the use of an operator's assistance) initiated by the call originator and the appropriate acknowledgment of other parties, where applicable.

**Intrastate Usage Charges:**

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1100	\$0.0900	\$0.0880	\$0.0720	\$0.0715	\$0.0585
11-14	\$0.1500	\$0.1300	\$0.1200	\$0.1040	\$0.0975	\$0.0845
15-18	\$0.1773	\$0.1600	\$0.1440	\$0.1280	\$0.1170	\$0.1040
19-23	\$0.2023	\$0.1700	\$0.1560	\$0.1360	\$0.1430	\$0.1105
24-28	\$0.2100	\$0.1700	\$0.1600	\$0.1400	\$0.1550	\$0.1250
29-33	\$0.2100	\$0.1750	\$0.1650	\$0.1475	\$0.1600	\$0.1300
34-40	\$0.2330	\$0.2010	\$0.1725	\$0.1570	\$0.1700	\$0.1375
41-50	\$0.2330	\$0.2010	\$0.1725	\$0.1570	\$0.1710	\$0.1425
51-60	\$0.2430	\$0.2110	\$0.1805	\$0.1630	\$0.1725	\$0.1450
61-80	\$0.2530	\$0.2210	\$0.1815	\$0.1710	\$0.1750	\$0.1500
81-100	\$0.2630	\$0.2310	\$0.1950	\$0.1725	\$0.1765	\$0.1525
101-123	\$0.2930	\$0.2410	\$0.1990	\$0.1950	\$0.1785	\$0.1650
126-150	\$0.3030	\$0.2610	\$0.2135	\$0.2125	\$0.1825	\$0.1775
151-190	\$0.3130	\$0.2710	\$0.2200	\$0.2190	\$0.1875	\$0.1825
191-300	\$0.3230	\$0.2810	\$0.2290	\$0.2275	\$0.1950	\$0.1850
301-430	\$0.3730	\$0.3310	\$0.2890	\$0.2575	\$0.2500	\$0.2200
431-over	\$0.3730	\$0.3310	\$0.2890	\$0.2575	\$0.2500	\$0.2200

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.36 Operator Services (continued)**

**B. Operator Charges:**

The following shall be in addition to the usage charge described above and based on the Operator Service used:

<b>Type Of Service</b>	<b>Charge Per Call</b>
<b>1. Station to Station</b>	
(a) Customer Dialed Calling Card (credit card)	\$0.80
(b) Operator Assisted Calling Card (0+)	\$2.10
(c) Operator Assisted Calling Card (0-)	\$3.10
(d) Collect (0+)	\$2.10
(e) Collect (0-)	\$3.10
(f) Third Party (0+)	\$2.17
(g) Third Party (0-)	\$3.17
<b>2. Person to Person</b>	
(a) 0+	\$3.90
(b) 0-	\$4.90

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.37 Home Plus** is an outbound service primarily targeted to residential customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There is no monthly minimum usage requirement or monthly recurring charges.

- |    |                               |                |
|----|-------------------------------|----------------|
| 1. | Installation Charge:          | Not applicable |
| 2. | Monthly Access:               | \$0.00         |
| 3. | Minimum Billing Increment:    | one minute     |
| 4. | Additional Billing Increment: | one minute     |
| 5. | Per Minute Usage Charges:     |                |

Mileage Range	Peak	Off-Peak
All Miles	\$0.1900	\$0.1300

- |    |                 |  |
|----|-----------------|--|
| 6. | Discounts:      |  |
|    | Not applicable. |  |
| 7. | Other:          |  |
|    | Not applicable. |  |

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.38 Business Connections Long Distance** is a combined outbound and inbound service which originates/terminates over either switched or dedicated access lines. Nationwide flat rate pricing applies twenty-four hours per day, seven days per week. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Customers must sign up for a minimum one-year term plan and the cancellation provisions found in Section 4.38.7 apply. Additional discounts are available for multi-year term plan agreements. Dedicated Access Customers are responsible for all dedicated or private facilities required to connect to the Company's network.

- |    |                               |                   |
|----|-------------------------------|-------------------|
| 1. | Installation Charge:          | Not applicable.   |
| 2. | Monthly Access:               | \$0.00            |
| 3. | Minimum Billing Increment:    | Eighteen Seconds. |
| 4. | Additional Billing Increment: | Six Seconds.      |
| 5. | Per Minute Usage Charges:     |                   |

ONE YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access	Dedicated Access
Less than \$5	\$0.139	\$0.089
\$5.00 - \$9.99	\$0.133	\$0.085
\$10.00 - \$14.99	\$0.132	\$0.085
\$15.00 - \$19.99	\$0.131	\$0.084
\$20.00 - \$24.99	\$0.129	\$0.083
\$25.00 - \$29.99	\$0.128	\$0.082
\$30.00 - \$34.99	\$0.126	\$0.081
\$35.00 - \$39.99	\$0.125	\$0.080
\$40.00 - \$44.99	\$0.124	\$0.079
\$45.00 - \$49.99	\$0.122	\$0.078
\$50.00 - \$54.99	\$0.121	\$0.077
\$55.00 +	\$0.120	\$0.077

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.38 Business Connections Long Distance, (continued)**

**5. Per Minute Usage Charges:, (continued)**

TWO YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access	Dedicated Access
Less than \$5	\$0.135	\$0.085
\$5.00 - \$9.99	\$0.130	\$0.081
\$10.00 - \$14.99	\$0.128	\$0.081
\$15.00 - \$19.99	\$0.127	\$0.080
\$20.00 - \$24.99	\$0.126	\$0.079
\$25.00 - \$29.99	\$0.124	\$0.078
\$30.00 - \$34.99	\$0.123	\$0.077
\$35.00 - \$39.99	\$0.122	\$0.077
\$40.00 - \$44.99	\$0.120	\$0.076
\$45.00 - \$49.99	\$0.119	\$0.075
\$50.00 - \$54.99	\$0.118	\$0.074
\$55.00 +	\$0.116	\$0.073

THREE YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access	Dedicated Access
Less than \$5	\$0.130	\$0.080
\$5.00 - \$9.99	\$0.125	\$0.077
\$10.00 - \$14.99	\$0.124	\$0.076
\$15.00 - \$19.99	\$0.122	\$0.075
\$20.00 - \$24.99	\$0.121	\$0.074
\$25.00 - \$29.99	\$0.120	\$0.074
\$30.00 - \$34.99	\$0.118	\$0.073
\$35.00 - \$39.99	\$0.117	\$0.072
\$40.00 - \$44.99	\$0.116	\$0.071
\$45.00 - \$49.99	\$0.114	\$0.070
\$50.00 - \$54.99	\$0.113	\$0.070
\$55.00 +	\$0.112	\$0.069

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TMX: MO09701

**SECTION 4 - RATES AND CHARGES (continued)**

**4.38 Business Connections Long Distance, (continued)**

6. Discounts:

Family Values Discount - Family Values Discount Program is available to Customers of Business Connections Long Distance. Customers enroll in the program by offering the Company's Home Plus long distance service to the Customer's employees. The Customer receives a credit on the Business Connection invoice equivalent to 5% of the total aggregate usage of the employees. Sign up forms for both the Customer and the employees must be completed and returned to the Company.

(M)

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7. Other:

The Monthly Commitment shown in the Term Tables as provided in Section 4.38.5 above is the amount the Customer agrees to at the time of signing the term plan. The Customer will be given the chance to sign a new term commitment plan at a higher or lower monthly commitment level at expiration of the term plan.

(T)

(T)

\* - Material On This Page Was originally found on Page 57.

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.39 PhonePlus Telesales** is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over standard local access lines.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
Outbound	\$0.145	\$0.145
Inbound	\$0.145	\$0.145

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.40** **Premiere 1 Telesales** is a combined outbound and inbound service offered on a flat rate postalized basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over standard local access lines. Discounted pricing is provided at the specific increments listed below.

- |    |                               |                      |
|----|-------------------------------|----------------------|
| 1. | Installation Charge:          | \$0.00               |
| 2. | Monthly Access:               | \$0.00               |
| 3. | Minimum Billing Increment:    | 30 seconds           |
| 4. | Additional Billing Increment: | 6 seconds            |
| 5. | Per Minute Usage Charges:     | Outbound and Inbound |

Usage Range	Incremental Rate
\$0-500	\$0.1800
\$501-1,500	\$0.1700
\$1,501+	\$0.1650

- |    |                           |
|----|---------------------------|
| 6. | Discounts: Not applicable |
| 7. | Other: Not applicable     |

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.41 10833 Residential Service** is an outbound service offered on a peak/off-peak postalized basis. Calls are billed in whole minute increments following an initial billing period of one minute. Service is accessed by dialing the Company's "10833" access code.

1. Installation Charge: \$0.00
2. Monthly Access: \$0.00
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.199	\$0.139

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.42 Home Plus 100** is an outbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There is no monthly minimum usage requirement or monthly recurring charges. Customers receive a one-time bonus of the first one hundred (100) minutes of off-peak domestic usage (excluding directory assistance) for \$1.00. The following per minute rates apply to peak and off-peak thereafter.

- |    |                               |              |
|----|-------------------------------|--------------|
| 1. | Installation Charge:          | \$0.00       |
| 2. | Monthly Access:               | \$0.00       |
| 3. | Minimum Billing Increment:    | whole minute |
| 4. | Additional Billing Increment: | whole minute |
| 5. | Per Minute Usage Charges:     |              |

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

- |    |                           |
|----|---------------------------|
| 6. | Discounts: Not applicable |
| 7. | Other: Not applicable     |

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SECTION 4 - RATES AND CHARGES (continued)

- 4.43 **Long Distance Calling Club** is an outbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. A monthly recurring charge applies, but there is no monthly minimum usage requirement. Customers receive a bonus of one free off-peak minute of usage for each one dollar (\$1.00) spent on domestic usage, excluding directory assistance. Bonus minutes will be credited to the Customer's current bill.

1. Installation Charge: \$0.00
2. Monthly Access: \$4.95
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

- 4.44 Home Plus Toll Free** is an inbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There are no minimum monthly volume commitments. The following recurring and per minute rates apply.

1. Installation Charge: \$0.00
2. Monthly Access: \$2.00
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

6. Discounts: Not applicable
7. Other: Not applicable

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.45 [Reserved for Future Use]**

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(D)

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.46 CC 275 Service**

CC 275 Service is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year term plan for this product.

**4.46.1 Per Minute Rate**

1+ Outbound Service	\$0.1655
Inbound Toll Free	\$0.1655

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.47 Corporate Connections Promotion 2**

Corporate Connections Promotion 2 is a combined outbound and inbound service designed for business Customers that subscribe to BTI service within the eligibility period specified below. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year or three year term plan for this product. Three year term plan customers also must commit to \$500 in monthly volume to be eligible for the reduced Interstate rate. Customers must enroll for the service between November 25, 1997 and December 31, 1997 to be eligible for this product.

**4.47.1 Per Minute Rates - One Year Term Plan:**

1+ Outbound Service	\$0.1600
Inbound Toll Free	\$0.1600

**4.47.2 Per Minute Rates - Three Year Term Plan:**

1+ Outbound Service	\$0.1600
Inbound Toll Free	\$0.1600

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.48 Global Connections Promotion 1**

Global Connections Promotion 1 is a service offering discounted intrastate rates for business Customers who presubscribe to the service on or before December 31, 1997. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must sign a one (1) year term plan to be eligible for this promotion. Intrastate service is offered in conjunction with interstate service. There is an interstate monthly recurring charge associated with this product.

**4.48.1 Per Minute Rates - One Year Term Plan:**

1+ Outbound Service	\$0.1600
Inbound Toll Free	\$0.1600

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.49 Travel Service Plus 159**

Travel Service Plus 159 allows Customers to initiate calls anywhere within Missouri by using any touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is only offered in conjunction with interstate and international service. An interstate monthly recurring charge is associated with this product.

**4.49.1 Per Minute Usage Charges:**

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2700	\$0.2700	\$0.2700

**4.49.2 Per Call Initiation Charge:** \$0.00

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.50 International Heritage**

International Heritage is a flat rate combined outbound and inbound toll free service offered to Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. This service is only offered with interstate service.

**4.50.1 Per Minute Rates**

1+ Outbound Service	\$0.1800
Inbound Toll Free	\$0.1800

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.51 Corporate Edge**

(T)

Corporate Edge is a combined outbound and inbound service designed for business Customers. Business Customers are eligible for a discount based upon their monthly volume and the term plan selected. Customers must sign a one year or three year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

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Intrastate service is offered as an add on to interstate service. Customers must enroll with the Company to be eligible for the product.

**4.51.1 Per Minute Rates - One Year Term Plan:**

Monthly Volume	\$0.00 – \$500.00	\$501.00 - \$1,000.00	\$1,001.00 - \$1,500.00	\$1,501.00 +
Per Minute Rate	\$0.2240	\$0.2173	\$0.2128	\$0.2083

**4.51.2 Per Minute Rates - Three Year Term Plan:**

Monthly Volume	\$0.00 – \$500.00	\$501.00 - \$1,000.00	\$1,001.00 - \$1,500.00	\$1,501.00 +
Per Minute Rate	\$0.2173	\$0.2106	\$0.2061	\$0.2016

**4.51.3 Termination Penalty**

The Customer will be charges a penalty charge for the termination of the contract prior to termination date. The penalty shall be equal to the number of months remaining on the contract times \$100.00.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.52 Connections 272**

Connections 272 is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year term plan for this product. Standard monthly fees for toll free service still apply.

**4.52.1 Per Minute Rate**

1+ Outbound Service	\$0.1800
Inbound Toll Free	\$0.1800

**4.52.2 Termination Penalty**

The Customer will be charged a penalty charge for the termination of the contract prior to termination date. The penalty shall be equal to the number of months remaining on the contract times \$100.00.

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.53 Corporate Direct**

Corporate Direct is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is an interstate monthly recurring charge associated with this product. Customers must sign a one year term plan for this product. Standard monthly fees for toll free service still apply.

**4.53.1 Per Minute Rate**

1+ Outbound Service	\$0.1694
Inbound Toll Free	\$0.1694

**4.53.2 Termination Penalty**

The Customer will be charged a penalty charge for the termination of the contract prior to termination date. The penalty shall be equal to the number of months remaining on the contract times \$100.00.

\* - All material on this Sheet is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.54 Corporate Edge Dedicated**

Corporate Edge Dedicated is a combined outbound and inbound service designed for Business Customers. Customers must sign a one year or three year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must enroll for the service by November 30, 1998.

**4.54.1 Per Minute Rates - One Year Term Plan:**

1+ Outbound Service	\$0.0890
Inbound Toll Free	\$0.0890

**4.54.2 Per Minute Rates - Three Year Term Plan:**

1+ Outbound Service	\$0.0870
Inbound Toll Free	\$0.0870

\* All material on this Page is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.55 BTI Purchasable Discount Plan**

BTI's Purchasable Discount Plan allows the new Business Customer who subscribe to BTI Corporate Connections switched service the option to receive a 10% discount on all interstate and intrastate calls for a one time fee of one hundred (\$100.00) dollars, good for one year. The discount plan is only available to new switched customers and does not apply to international calls or other BTI services.

The Interstate monthly recurring fee associated with the Corporate Connection product still applies.

\* All material on this Page is new.

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.56 Millennium Service Promotion**

Millennium Service Promotion is a combined outbound and inbound switched service designed exclusively for new Business Customers in which the majority of their long distance traffic is interstate. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must sign a one year term plan for this product. Intrastate service is offered in conjunction with interstate service. There is an interstate monthly recurring charge associated with this promotion. Customers must enroll in this product by September 30, 1999.

**4.56.1 Per Minute Rate**

1+ Outbound Service	\$0.1750
Inbound Toll Free	\$0.1750

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.57 Corporate Edge - PT1**

Corporate Edge - PT1 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Tariff. Customers are eligible for a discounted flat rate and must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is offered as an add on to interstate service.

**4.57.1 Per Minute Rate**

**\$0.2016**

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.58 Corporate Edge - PT2**

Corporate Edge - PT2 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Tariff. Customers are eligible for a discounted flat rate and must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is offered as an add on to interstate service.

**4.58.1 Per Minute Rate**

**\$0.2061**

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**SECTION 4 - RATES AND CHARGES (continued)**

**4.59 Corporate Edge - PT3**

Corporate Edge - PT3 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Tariff. Customers are eligible for a discounted flat rate and must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Intrastate service is offered as an add on to interstate service.

**4.59.1 Per Minute Rate**

\$0.2106

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GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

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Jeffrey Glover  
Vice President External Relations  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY ASSISTANCE SERVICE

A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers when the listed name is provided.
2. The regulations and rates as set forth following apply to calls from customers who request assistance in obtaining telephone number information. Regarding such directory assistance calls, handling will be as follows:
  - a. Customers who dial 1+411 or 411 will receive telephone number information, as a local Directory Assistance call, for any exchange in which the Company has presence within the state of Missouri.
  - b. Customers who dial 1+ Foreign Area Code +555+1212 will be transferred from a Company operator to a non-Company operator to obtain telephone number information from that Company. Customers who dial 1+ Foreign Area Code +555+1212 are transferred to their Primary Interexchange Carrier (PIC).
  - c. Customers who dial 1+411, 411, 1+ Home Area Code +555+1212 or 555+1212 and request telephone number information outside of the state of Missouri, or outside the Company's exchange presence within the state, may obtain this information through the Company's National Directory Assistance/Customer Name and Address Service (Please refer to this service in this Section of the Tariff).
3. Upon request, the address information normally published in the directory will be given out by the Directory Assistance attendant for listed customers. Information for nonpublished customers will not be provided.

B. Allowances

1. A customer is allowed three direct dialed Directory Assistance calls per month at no charge for each exchange service line and for each trunk line. (Allowances are not included with National Directory Assistance/Customer Name and Address Service.)

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GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY ASSISTANCE SERVICE

B. Allowances (Cont'd)

2. In addition to the allowance set forth in Paragraph B.1 preceding, each customer shall be allowed one direct dialed long distance Directory Assistance call (within the home area code), if using dialing pattern 1+ home area code +555+1212, for each sent paid home area code long distance call appearing on the customer's bill.
3. Calls placed to the Directory Assistance attendant via an operator are not included in the allowance set forth in Paragraph B.1 and are always billed, except to those customers exempted by this tariff.
4. Third number, special billing number, or Company calling card Directory Assistance calls are not included in the allowance set forth in Paragraph B.1 and are always billed, except to those customers exempted by this tariff.
5. Where dial facilities are not available, calls to the Directory Assistance attendant via an operator shall be treated as customer direct dialed calls.
6. No credit will be given for any unused portion of the customer's allowance. No credit will be given for requested telephone numbers that are nonpublished. No credit will be given for requested telephone numbers that are not found in the directory.
7. Call allowances are not transferable between accounts.

C. Exemptions

1. Those customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory are to be exempted from the charge for direct dialed calls to Directory Assistance; from the charge for placing a call to Directory Assistance via an operator; and the charge applicable when Directory Assistance Service charges are billed to a Company Calling Card. The method of exempting those physically, visually, mentally or reading handicapped customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form.

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**GENERAL AND LOCAL EXCHANGE TARIFF**OPERATOR AND DIRECTORY SERVICESDIRECTORY ASSISTANCE SERVICE

## D. Rates

1. Where the customer dials the local Directory Assistance number 1+411 or 411 and requests telephone number information for any exchange in which the Company has presence within the state, the charge for each call over the allowances defined in Paragraph B (maximum of two requested telephone numbers per call) is:
  - a. per call \$ .52 (l)
2. Where the customer dials the Directory Assistance number 1+ Home Area Code+555-1212, the charge for each call over the allowances defined in Paragraph B (maximum of two requested telephone numbers per call) is:
  - a. per call \$ . 52 (l)
3. Where the customer places a call to the Directory Assistance attendant via a Company operator, the charge for each call (maximum of two requested telephone numbers per call), in addition to the local Directory Assistance charge, is:
  - a. per call \$ . 59 (l)
4. Directory Assistance charges billed to a third number, a special billing number, or a Company calling card, in addition to the local Directory Assistance rate, will be billed at:
  - a. per call \$ . 59 (l)

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GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY CONNECT PLUS

A. General

1. Directory Connect Plus\_ provides, an incoming Directory Assistance customer requesting a listed number, a mechanized announcement offering call completion to the requested listed number. The call is completed on a sent-paid basis (paid for by the calling customer). The Directory Connect Plus\_ charge applies only to calls that are answered.
2. The mechanized announcement will instruct the caller that for an additional charge, the call will be automatically completed by depressing a specific digit on a touch-tone key pad. All completed calls will incur the Directory Connect Plus\_ charge.
3. Customers may request blocking of Directory Connect Plus\_ calls originating from their telephone lines by contacting the Company's business office. This stand-alone blocking arrangement is available to customers at no charge.

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GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY CONNECT PLUS

B. Conditions

1. Directory Connect Plus\_ charges will be applicable to persons with a visual, physical, or reading handicap. The existing practice for completion of a directory assistance call at no charge, connected by an operator, remains the same.
2. Directory Connect Plus\_ will be furnished only where facilities and operating conditions permit.
3. Directory Connect Plus\_ will not be provided to the following services:
  - 800 Service
  - 900 Service
  - 976 Service
  - Semi-Public Telephone Service
  - Customer Owned Pay Telephone Service
4. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2, Rules and Regulations of this Tariff.
5. This offering provides call completion only within the caller's Local Access Transport Area (LATA).
6. Directory Connect Plus\_ is not available with rotary dial service.
7. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Connect Plus\_) the charge shown under C. RATES, will apply per completed call. The Directory Connect Plus\_ charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges. Directory Assistance call allowances, as specified previously in this Section, do not apply to Directory Connect Plus\_.

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**GENERAL AND LOCAL EXCHANGE TARIFF**

**OPERATOR AND DIRECTORY SERVICES**

**DIRECTORY CONNECT PLUS**

**B. Conditions (Cont'd)**

8. Calls will be completed on a sent paid basis. Person-to-person, collect, calling card, third number or any other calls requiring operator handling are not included.
9. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

**C. Rates**

1. A charge of \$.66 will apply for each Directory Connect Plus call completed. (I)

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OPERATOR AND DIRECTORY SERVICES

NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

A. General

1. National Directory Assistance (NDA) will provide the customer with directory listings from CenturyTel's directory assistance database. This database will make all CenturyTel listings available to any operator workstation along with national listings from other provider database(s). CenturyTel will provide listings for residential, business, government, GTE 1-800, and GTE local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

B. Conditions

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
2. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's tariff.
3. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of the service.
4. The customer will have access to any in-or-out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

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**NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE**

**B. Conditions (Cont'd)**

5. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of a handicap. (For further details please refer to Directory Assistance Service, Sheet 2 in this section of the tariff, under C. Exemptions).
6. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

**C. Rates**

1. For each call to the National Directory Assistance/  
Customer Name and Address Service.....\$ 1.18

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GENERAL AND LOCAL EXCHANGE TARIFF

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OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## A. General

1. One Directory listing is furnished without charge to each customer in conformity to the Company's practices with respect to its directories. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone service facilities and the Company reserves the right to refuse to insert any listing in its directories which does not facilitate telephone service.

## B. Conditions

1. A Primary Listing is furnished as part of and in the rates for telephone service. The Primary Listing may include the name, address and telephone number of:
  - a. The individual, organization, firm or corporation contracting for the service.
  - b. A residential Primary listing may consist of a dual name listing whereby two individuals with the same surname who reside at the same address may both be listed with no more than two given names. Each given name for the purposes of this Tariff is defined as any combination, not to exceed two, of the following:
    - 1) First name
    - 2) Middle name
    - 3) Initial
    - 4) Nickname
    - 5) Maiden name
  - c. A Duplicate Listing reversing the order of the individuals' given names above may be provided at the rates for Additional Listings.
  - d. When two or more lines serve a customer in a group arranged for a "hunting" operator, each group of lines is considered one telephone number and is entitled to only one Primary Listing.

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OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## B. Conditions (Cont'd)

2. An Additional Listing may also include the same address and telephone number as the Primary Listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.
  - a. Additional Listings may be furnished with business or residence service for persons who occupy the same premises.
3. An Alternate Listing (charged as an Additional Listing) refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.
  - a. Where the alternate call number is to be that of another customer, the listing will be furnished only when the other customer is agreeable to the use of their number.
4. Cross-Reference Listings (charged as an Additional Listing) enable a customer to use a former listing to refer customers to his new listing appearing elsewhere in the directory. Cross-Reference Listings do not include an address or telephone number and are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.
  - a. As an aid to the service, Cross-Reference Listings may be provided without charge in connection with the service of federal, state or municipal governmental agencies.
5. A Foreign Listing is a listing in any of the Company's directory for which the customer does not have local service. The rate for a Foreign Listing will be the rate listed in the Tariff.
6. Line of Information (charged as an Additional Listing) is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties, e.g., office hours.
7. Non published Service is the omission of a customer's listing from both the telephone directory and Directory Assistance records.
  - a. When Nonpublished Service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished listing.
  - b. The rate for a Nonpublished Service is specified in this Tariff.

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OPERATOR AND DIRECTORY SERVICEDIRECTORY LISTINGS

## B. Conditions (Cont'd)

7. Non published Service is the omission of a customer's listing from both the telephone directory and Directory Assistance records. (Cont'd)

## c. The rate for non published and nonlisted services does not apply to the following:

- 1) Customer With a Published Listing - If a customer has both published and nonpublished/nonlisted listings for the same address and class for service, the nonpublished/nonlisted monthly recurring charge will not apply.
  - 2) Customer With a Nonpublished/Nonlisted Listing - If a customer has a nonpublished/nonlisted listing, only one monthly recurring charge will be applied for any nonpublished and/or nonlisted listings for the same customer with the same class of service at the same address. If the customer has a combination of nonpublished and nonlisted listings at the same address, the nonlisted monthly recurring charge will apply.
  - 3) Pay Telephone Service
  - 4) Special Reversed Long Distance Service
  - 5) Foreign Exchange/Zone Service
  - 6) Temporary Service (service provided for a period not more than 30 days)
  - 7) Special Services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
  - 8) Local Exchange Service for customer living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
  - 9) New listings provided to a customer because of unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).
8. Nonlisted Service is the omission of a customer's listing from the telephone directory only. It may be obtained from the Directory Assistance Operator (see 7c. for rate application exceptions).
9. Service Charges apply to change listed directory service to Nonpublished Service or Nonlisted Service. Service Charges DO NOT apply to change from Nonpublished Service or Nonlisted Service to listed Primary Listing service.
10. The charge for Directory listings begins on the day the Directory Assistance records are posted.
11. The length of contract period is from the day on which the directory is published to the day the succeeding directory is published. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be at least 30 days.
12. Listings will be limited to such information as is necessary for proper identification.
13. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

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**GENERAL AND LOCAL EXCHANGE TARIFF****OPERATOR AND DIRECTORY SERVICE****DIRECTORY LISTINGS****C. Rates and Charges**

1. The following monthly rates apply in addition to Service Charges and are applicable to the alphabetical section of the Telephone Directory for business and residence customers.

	<u>GSEC</u>	<u>Monthly Rate</u>	
a. Primary Listings(1)	--	--	
b. Additional Listings			
1) Business	ALB	\$2.43	(l)
2) Residence	ALR	1.94	(l)
c. Foreign Exchange Listings			
1) Business	FLB	2.43	(l)
2) Residence	FLR	1.94	(l)
d. Nonlisted Service	NL	1.94	(l)
e. Nonpublished Service	NP	1.99	(l)

(1) See B.1 Conditions

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