



## ILLINOIS TELECOMMUNICATIONS RETAIL SERVICE GUIDE

### **Granite Telecommunications, LLC**

100 Newport Avenue Extension  
Quincy, Massachusetts 02171.

Thank you for selecting Granite Telecommunications, LLC. ("Granite" or "Company") as your telecommunications service provider. This Service Guide, in conjunction with any existing separate Service Agreements, constitutes the rates, terms, and conditions applicable to your use of Granite's telecommunications services within the State of Illinois.

For additional information or assistance, please visit us on the web at [www.granitenet.com](http://www.granitenet.com) or contact our Customer Care representatives, toll free at (866) 847-1500, or in writing addressed to the attention of Granite Customer Service at 100 Newport Avenue Extension, Quincy, Massachusetts 02171. Customer Service representatives are available to address inquiries during company business hours from Monday through Friday 8 a.m. to 10 p.m. (EST) and Saturday 9 a.m. to 6 p.m. (EST)

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**APPLICATION OF SERVICE GUIDE**

This Service Guide schedule sets forth the Service offerings, rates, terms and conditions applicable to the furnishing of intrastate telecommunications Services offered by Granite Telecommunications, LLC to Customers located within the State of Illinois.

The rates and regulations contained in this Service Guide apply only to the intrastate telecommunications Services furnished by Company and do not apply, unless otherwise specified, to the lines, facilities, or the services provided by a Local Exchange Carrier or other common Carrier for use in accessing the Services of Company. This Service Guide does not cover any information service or other unregulated service offered by Company. Company will offer any information or other unregulated service in accordance with Company's current price list or contract, whichever applies to the particular customer.

Company may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Service Guide (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of Company at variance with the terms hereof, or any failure, refusal or neglect of Company to exercise any right under this Service Guide or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by Company to exercise any right, power or option hereunder.

The rates, rules, terms and conditions contained herein are subject to change pursuant to the rules and regulations of the Commission.

This Service Guide will be maintained and made available at Granite Telecommunications, LLC's web site, <http://www.granitenet.com/Legal>.

**TECHNICAL TERMS AND ABBREVIATIONS**

Certain terms used generally throughout this Service Guide are defined below:

**Authorized User:**

A person, firm, corporation or other entity that either is authorized by the Customer to use Service or is placed in a position by the Customer, either through acts or omissions, to use Service.

**Business Service:**

A Service that conforms to one or more of the following criteria:

- A. the Service is primarily for paid commercial, professional or institutional activity; or
- B. the Service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. the Service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. the Service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of Service, without compensation or reimbursement, for a charitable or civic purpose will not constitute business use of Service unless other criteria apply.

**Called Station:**

The terminating point of a call (i.e., the called number).

**Carrier:**

A company authorized by the Illinois Commerce Commission to provide telecommunications services.

**TECHNICAL TERMS AND ABBREVIATIONS**, Continued**Channel:**

A communications path between two or more points of Termination.

**Collect Call:**

A billing arrangement where a call is billed to the called station.

**Commission:**

The Illinois Commerce Commission.

**Company:**

Granite Telecommunications, LLC. ("Granite")

**Customer:**

The person, firm, corporation or other entity which orders or uses Service and is responsible for payment of charges and compliance with tariff regulation.

**Customer Premises:**

A location(s) designated by the Customer for the purposes of connecting to Company's Services.

**Customer Premises Equipment (CPE):**

Equipment located at the Customer's Premises for use with Company's Services.

**Disconnect or Disconnection:**

The Termination of a circuit connection between the Originating Station and the Called Station or Company's operator.

**TECHNICAL TERMS AND ABBREVIATIONS**, Continued**Facility:**

Includes, in the aggregate or otherwise, but is not limited to, the following:

channels	lines
apparatus	devices
equipment	accessories
communications paths	systems

which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes.

**Force Majeure:**

Causes beyond Company's control, including but not limited to: acts of God, fire, flood explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over Company, or of any Commission, agency, department, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrection, riots, wars, unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, fraudulent acts of a third party, or other labor difficulties.

**Holidays:**

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday.

**LATA:**

Local Access and Transport Area ("LATA"). A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

**TECHNICAL TERMS AND ABBREVIATIONS**, Continued**Local Exchange Carrier:**

A company which furnishes local exchange telecommunications service.

**Local Service:**

Telephone exchange service within a local calling area.

**Person-to-Person:**

A call for which the person originating the call specifies to the operator a particular person, department or extension to be reached.

**Premises:**

A building or buildings or contiguous property, not separated by a public highway or right-of-way.

**Service(s):**

The intrastate telecommunications Services that Company offers pursuant to this Service Guide.



**TECHNICAL TERMS AND ABBREVIATIONS**, Continued**Station:**

Each telephone on a line where no telephone number associated with the line is also provided on the same premises and in the same building; the first Termination in station key equipment or a jack for use with a portable telephone.

**Station-to-Station:**

Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

**Telecommunications Relay Service (TRS):**

Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.

**White Pages Directory Listing:**

A directory listing found in the local White Pages telephone directory.

**Working Day:**

Any day on which Company's business office is open and the U.S. Mail is delivered.

## **RULES AND REGULATIONS**

### **UNDERTAKING OF COMPANY**

Company undertakes to provide Services subject to the terms and conditions of this Service Guide.

Company's Services are furnished for telecommunications originating and/or terminating in any area within the State of Illinois.

Company offers Services to Customers for the transmission and reception of voice, data, and other types of communications.

Company does not transmit messages pursuant to this Service Guide, but its Services may be used for that purpose.

Company's Services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.

Company may, at Company's sole discretion, elect to employ third parties to perform any of its obligations under this Service Guide.

**RULES AND REGULATIONS, Continued****CUSTOMER'S USE OF SERVICE**

Service may be used for any lawful purpose consistent with this Service Guide and with the transmission and switching parameters of the telecommunications facilities utilized in the provision of Services.

Equipment Company provides or installs at the Customer's premises for use in connection with the Services Company offers may not be used for any other purpose other than for which Company provided it. Customer may not, and may not permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the Services or equipment installed by Company or Company's agent, except upon the consent of Company.

The Services Company offers may not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits required to be obtained by Customer with respect thereto.

Service may not be used for any purpose for which the Customer receives any payment or other compensation, except when the Customer is a duly authorized and regulated common carrier, receives any payment or other compensation. This provision does not prohibit an arrangement between the Customer or Authorized User to share the cost of Service.

Service may not be used in any manner, which interferes with other persons in the use of their Service, prevents other persons from using their Service, otherwise impairs the quality of Service to other Customers, or impairs the privacy of any communications over any Service provided by Company. Company may require a Customer to shut down its transmission of signals if said transmission is causing interference to others.

Service may not be used in any manner so as to annoy, abuse, threaten, or harass other persons.

The use of Company's Services either without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.

The Customer obtains no property right or interest in the use of any specific type of facility, Service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with Company.

Customer's use of any resold service obtained from other service providers is also subject to any applicable restrictions in the underlying provider's publicly available tariffs.

**RULES AND REGULATIONS, Continued****APPLICATION FOR SERVICE**

A Customer desiring to obtain Service must complete the appropriate service order form and submit the service order in compliance with Company subscription requirements as may be established from time to time.

The name(s) of the Customer(s) desiring to use the Service must be set forth in the application for Service.

Company reserves the right to refuse an application for Service made by a present or former Customer who is indebted to Company for Service previously rendered pursuant to this Service Guide until the indebtedness is satisfied. Company may also refuse an application when, in Company's sole discretion, provision of Service is precluded under Section 2.6.1., below.

Request for Service under this Service Guide will authorize Company to conduct a credit search on the Customer. Company reserves the right to refuse Service on the basis of credit history and to refuse further Service due to late payment or nonpayment by the Customer.

Where the Customer cancels an application for Service, a cancellation charge will apply as specified in the Cancellation or Modification of Service by Customer Section of this Service Guide.

Company may require an applicant for Service, who intends to use Company's offerings for resale and/or for shared use, to file a letter with Company confirming that

the applicant's use of Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions

**RULES AND REGULATIONS, Continued****DEPOSITS**

Company may require a deposit from an applicant for new Service pursuant to 83 Illinois Administrative Code Sections 735.100 and 735.110. A deposit may be waived if, according to Company's assessment, the applicant is a satisfactory credit risk.

Company may require a deposit from an existing Customer as a condition to the further provision of Service pursuant to 83 Illinois Administrative Code Sections 735.100 and 735.110. if, according to Company's assessment, the Customer has become a credit risk.

Company will calculate the maximum deposit required from an applicant for Business Service or an existing Business customer by estimating the expected charges for Service for a two (2) month period. Company may adjust the amount of deposit to be held in order to maintain a two (2) month estimated amount when, according to Company's assessment, such adjustment is deemed necessary to adequately secure the account.

Company may request that a maximum of  $\frac{1}{3}$  of the amount of a requested deposit from any customer be paid within 12 days after the date of the request for deposit. An applicant may be requested to pay no more than  $\frac{1}{3}$  of the deposit amount prior to the establishment of service. At least two billing periods shall be allowed for the balance of the deposit. A customer or applicant may, at their option, pay the deposit on a more expedited schedule.

Customer's may satisfy deposit requirements as follows:

- A. In cash,
- B. By an acceptable bank letter of credit,
- C. A surety bond issued by an insurance company that has received a certificate of authority from the Department of Insurance to do business in Illinois.
- D. Other forms of security acceptable to Company.

Deposits will be refunded to Business Service Customers as prescribed by the Commission.

When Service has been terminated or disconnected, Company will deduct any and all unpaid amounts from the deposit, and the difference will be refunded, if applicable.

Interest rates applied to Customer deposits held by Company are prescribed by the Commission.

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**RULES AND REGULATIONS, Continued****CREDIT**

Company, in order to ensure payment of its charges for Service or for loss of or damage to Company property, will require Applicants and Customers to establish and maintain credit. The establishment or re-establishment of credit as provided in this Section does not relieve an applicant or Customer from compliance with other provisions of this Service Guide as to the payment of bills and in no way modifies the Sections regarding disconnection and Termination of Service for failure to pay bills due for Service furnished.

Company may require any applicant or Customer to establish and maintain credit in one of the following ways:

- A. Demonstrating credit satisfactory to Company by providing information pertinent to the applicant's or Customer's credit standing;
- B. By submitting a business credit evaluation plan. Such a plan will be submitted to the Commission, pursuant to 83 Illinois Administrative Code, Section 735.100(e)(4).
- C. Providing a suitable guarantee in writing, in a form presubscribed by Company;  
or
- D. Paying a cash deposit pursuant to Section 2.4.

Company may determine, in its sole discretion, whether or not a particular reference or guarantee in writing would be acceptable as a substitute for demonstrating satisfactory credit.

Company will extend credit to an applicant for new Service without a deposit if the applicant has verifiable previous or existing telephone service with any telephone company in the United States for at least twelve (12) months, and the payment record is made available and the account history is satisfactory. The payment record of an account will be deemed satisfactory if all the following are met:

- A. The previous or existing service was not discontinued for nonpayment, and was not abandoned, within the past twelve (12) months;
- B. The applicant has not been sent denial notices for previous or existing service within the past twelve (12) months; and
- C. The applicant has paid for all previous and existing service without referral to a collection agency and without a declaration of uncollectibility; and
- D. The applicant provides accurate credit information as appropriate.

**RULES AND REGULATIONS, Continued****CREDIT, Continued,**

To safeguard its interests, Company may require a Customer to make an advance payment before Services are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's recurring charges for the Service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges for a period to be set between Company and the Customer (if any). The advance payment will be credited to the Customer's initial bill. An advance payment will be required in addition to a deposit.

Customer credit information may be exchanged between telecommunications companies and other utilities. Customer credit information will be retained for two (2) years, unless otherwise required by the Commission.

If an applicant for Service is unable to provide satisfactory credit information, Company may refuse to provide Service unless the applicant furnishes a deposit pursuant to the Deposit section.

**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS**

This section addresses basic local exchange service quality standards, rules and applicable Customer credits in compliance with 83 Ill. Adm. Code 732.

**Definitions**

- A. Advanced Telecommunications Service – means high speed, switched, broadband telecommunications capability that enables users to originate and receive high-quality voice, data, graphics, and video telecommunications using any technology.
- B. Alternative Telephone Service – means, except where technically impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.
- C. Appointment – a four-hour time period such as AM or PM, or such other time period agreed to by the Company and the Customer, in which the Company has agreed to arrive at a Customer location when a network installation or network repair requires that the Company have access to the Premises.
- D. Basic Local Exchange Service Installation – means the installation of basic local exchange service whereby the physical connecting and diagnostic testing of a local loop results in the provisioning of dial tone to the requesting customer's network interface device. It includes move orders and orders for additional lines.



**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS, Continued**

## Definitions, Continued

- E. Emergency Situation – means a Single Event that causes an interruption of service or installation affecting end users of the Company. The Emergency Situation shall begin with the first end user whose service is interrupted by the Single Event and shall end with the restoration of the service of all affected end users.
1. The term “Single Event” shall include:
    - (a) A declaration made by the applicable state or federal government agency that the area served by the Company is either a state or federal disaster area; or
    - (b) An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war or acts of parties that are not agents, employees or contractors of the Company.
    - (c) A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.
  2. The term Emergency Situation does not include:
    - (a) A single event caused by high temperature conditions alone; or
    - (b) A single event caused, or exacerbated in scope and duration, by acts or omissions of the local exchange carrier, its agents, employees or contractors or by the condition of facilities, equipment, or premises owned or operated by the local exchange carrier; or
    - (c) A service interruption that occurs during a single event listed in above, but not caused by those single events; or
    - (d) A single event that the Company could have reasonably foreseen and taken precaution to prevent. However, in no event shall the Company be required to take precautions that are technically infeasible or economically prohibitive.

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**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS, Continued**

## Definitions, Continued

- F. Monthly Recurring Charge – means monthly access/usage rate, end user common line charge and tariffed vertical services.
- G. Vertical Services – means optional telecommunications services, including, without limitation, Caller ID or Call Waiting, which a Customer may choose to have added to their basic local exchange service.

## Company Commitments

- A. Local Exchange Service Installation Commitment – The Company is committed to the installation of basic local exchange service within five (5) business days after receipt of an order from a Customer unless the Customer requests an installation date that is beyond five (5) business days after placing an order for basic local exchange service. Where the Company is providing service using the network or network elements of another carrier, the Company is committed to the installation of basic local exchange service within three (3) business days after provisioning of the line or lines by the carrier whose network or network elements the Company is utilizing is completed. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.6.3(A) following.
- B. Out of Service Repair Commitment – The Company is committed to the restoration of basic local exchange for a Customer within twenty-four (24) hours of receiving notice that a Customer is out of service, including those service disruptions that occur when a Customer switches basic local exchange service from one carrier to another. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.6.4 following.
- C. Commitment to Keep Appointments – The Company is committed to keeping all repair and installation appointments for basic local exchange service when a Customer Premises visit requires a Customer to be present. Company will Inform a customer when a repair or installation appointment requires the customer to be present. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.6.3 (B) following, unless the Company has provided the Customer with 24-hour advance notice of its inability to keep the appointment. 24-hour notice will be deemed to have been met if the Customer is contacted by noon the preceding day for an AM appointment and by 5:00 PM the preceding day for a PM appointment.

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**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS, Continued**

## Customer Credits for Missed Company Commitments

Except as stated in Section following, the Company will provide credit to any Customer whenever the Company fails to install or repair service pursuant to paragraphs (A), (B) and (C) preceding. Credits provided to Customers, when applicable, will be applied on the statement issued to the Customer for the next monthly billing cycle following the commitment that was missed or following the discovery of a commitment that was missed. The credits shall be as shown below:

**A. Customer Credits - Installation**

1. If the Company fails to install basic local exchange service within five (5) business days or, in the case where the Company is utilizing the network or network elements of another carrier, within three (3) business days after provisioning is completed, the Company will provide the affected Customer with a credit of 50% of any regulated network installation charges.
2. If the Company fails to install the service within ten (10) business days after the service application is placed, or fails to install service within five (5) business days after the Customer's requested installation date (if the requested date was more than five (5) business days after the date of the order) the Company will provide the affected Customer with a credit of 100% of the regulated network installation charges.
3. For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the Customer's requested installation date (if the requested date was more than five (5) business days after the Customer's requested installation date), the Company will also provide the Customer with either Alternative Telephone Service as defined in paragraph 2.6.1 (B) preceding, if available, or an additional credit of \$20.00 per day, at the Customer's option, until such time as the service is installed. When alternative telephone service is appropriate, the Customer may select one of the alternative telephone services offered by the Company. The alternative telephone service shall be provided at no cost to the customer for the provision of local service. In the absence of an election by the customer, the customer shall receive \$20 per day.

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**RULES AND REGULATIONS, Continued**
**CUSTOMER CREDITS, Continued**

## Customer Credits for Missed Company Commitments

**B. Customer Credits - Missed Appointments**

If the Company fails to keep a scheduled repair or installation appointment when a Customer Premises visit requires a Customer to be present, the Company will provide the Customer with a credit of \$50.00, so long as the Customer was not provided with 24-hour notice, pursuant to paragraph 2.6.2 (C) preceding, of the Company's inability to keep the appointment. The 24-hour notice period shall be construed to mean 24 hours notice by the end of each 4 hour window the day before the scheduled appointment.

## Customer Credits for Out Of Service Repair

Except as stated in Section 2.6.5 following, and subject to the provisions of Section 2.4 of this tariff, if the Company fails to repair an out of service condition for basic local exchange service within 24 hours, the Company will provide the affected Customer with a credit according to the following schedule. It is the Customer's responsibility to provide the Company with notice of the out of service condition.

<b>Disruption Time</b>	<b>Credit Amount</b>
48 hours or less	Pro-rata share of the monthly recurring charges for all local services disrupted. In determining the pro-rata share, each month shall be considered to have 720 hours.
More than 48 hours but less than or equal to 72 hours	33% of one month's recurring charges for all local services disrupted
More than 72 hours but less than or equal to 96 hours	67% of one month's recurring charges for all local services disrupted.
More than 96 hours but less than or equal to 120 hours	One month's recurring charges for all local services disrupted.

For each day or portion of a day after 120 hours that service is non-operational, the Company will provide Alternative Telephone Service, if available, or an additional credit of \$20.00 per day.

**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS, Continued****Conditions Under Which Customer Credits Do Not Apply**

The credits shown in paragraphs (A) – (C) preceding do not apply if the missed service commitment occurred as a result of any of the following reasons:

- A. Interruptions due to the negligence or willful acts of, or noncompliance with the provisions of this tariff by the Customer, Authorized User or Joint User.
- B. Interruptions due to the malfunction of Customer-owned telephone equipment or inside wiring.
- C. Interruptions that occur as the result of, or are extended by, an Emergency Situation as defined in Section 2.6.1 (E) and in 83 Ill. Adm. Code 732, which includes, but is not limited to, any act of a third party.
- D. Interruptions that occur as a result of a carrier's inability to gain access to the Customer's premises due to the Customer missing an appointment, provided that the incident is not further extended by the Company.
- E. Interruptions that occur as a result of a Customer request to change the scheduled appointment, provided that the incident is not further extended by the Company.
- F. Interruptions that occur as a result of a lack of facilities where a Customer requests service at a geographically remote location, a Customer requests service in a geographic area where the Company is not currently offering service, or there are insufficient facilities to meet the Customer's request for service.
- G. Occurs as a result of the Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735.

**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS, Continued**

The lack of facilities or other operational impediments, including regulatory approvals, may preclude or delay provision of Service (a) in a particular location or to a particular Customer and/or (b) at any promised performance level. Actual transmission speeds and service characteristics of a Service may vary from those expected by the Customer due to such factors as the length and gauge of the line and other operational characteristics of the equipment and facilities used.

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

Company will have control over the installation, rearrangement, repair, maintenance, and disconnection of all network elements owned or otherwise obtained to ensure the required level of Service. Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but will not thereby alter the technical parameters of the Service provided to the Customer.

Company will use reasonable efforts to maintain the Service that it furnishes to the Customer. Company may make such tests, adjustments and inspections as may be necessary to maintain Company's Services and equipment in satisfactory operating condition. When possible, Company may, in its sole discretion, provide the Customer with reasonable notice of Service-affecting activities that may occur in the normal operation of Company business.

Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Service Guide are being complied with in the installation, operation or maintenance of the Customer's or Company's facilities or equipment. If the protective requirements of Customer-provided equipment are not being complied with, Company may take such action as it deems necessary to protect its Services, equipment and personnel. Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take such action. If the Customer fails to do this, Company may take whatever additional action is deemed necessary, including the suspension of Service to protect its Services, equipment and personnel from harm.

**RULES AND REGULATIONS, Continued****CUSTOMER CREDITS, Continued**

At the time installation, repair or an appointment is requested, Company will inform the Customer of its duty to install, repair, and meet appointments within the specific timeframes set forth in this Section, as relevant to the Customer's request. Additionally, the Company shall inform the Customer at the time a request for installation, repair and/or an appointment is made, whether or not the Company has the requisite information to complete the request. If the Company requires additional information or is waiting for the Customer to provide information before the installation, repair, and appointment can be completed, the Customer shall be informed at the time the request is made that the order is incomplete and what information is needed from the Customer to complete the order. If the Company is installing service through multiple platforms and needs additional information at the time of a Customer request for installation Company shall inform the Customer by telephone not later than 2 business days after the receipt of the installation request of its duty to install service by a specific date.

Service will continue to be provided until cancelled by the Customer on not less than thirty (30) days notice.

**RULES AND REGULATIONS, Continued****MINIMUM SERVICE PERIOD**

The Minimum Service period is one month (30 days). The Customer must pay the regular tariffed rate for Service for the Minimum period of Service. If a Customer disconnects Service before the end of the Minimum Service period, that Customer must pay the regular rates for the remainder of the Minimum Service period. When the Service is moved within the same building, to another building on the same Premises, or to a different Premises entirely, the period of Service at each location is accumulated to calculate if the Customer has met the Minimum Service period obligation.

If Service is terminated before the end of the Minimum period of Service as a result of condemnation of property, damage to property requiring the Premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for Service for the remainder of the Minimum period.

If Service is transferred to a new Customer at the same Premises during the first month of Service, the new Customer assumes responsibility to meet the remainder of the Minimum Service period requirements. For Services not taken over by the new Customer, the original Customer is responsible for the remaining payment for the Minimum Service period obligation in accordance with the terms under which the Service was originally furnished.

**CUSTOMER RESPONSIBILITIES**

The Customer is responsible for the payment of all charges for Service furnished to the Customer and for all additional charges for calls the Customer elects to continue making.

The Customer is responsible for compliance with applicable regulations set forth in this Service Guide.

Upon Company request, the Customer must verify the name(s) of Authorized Users allowed to request and use the Customer's Service.

Customer will return to Company within five (5) days of Termination of Service all Company-provided equipment. All returned equipment must be in the same condition as when delivered to the Customer by Company. Upon demand, Customer will reimburse Company for any costs incurred by Company due to Customer's failure to comply with this Section.



**RULES AND REGULATIONS, Continued****CUSTOMER RESPONSIBILITIES, Continued**

Customer is responsible for the payment of any bills for Services and for the resolution of any disputes or discrepancies with Company. Company has no responsibility with respect to billings, charges or disputes related to services used by Customer which are not included in Services herein including, without limitation, any local, regional and long distance services not provided by Company.

The Customer is responsible for establishing identity as often as is necessary during the course of the call or when seeking credits from Company.

The Customer must make arrangements or obtain permission for safe, reasonable and continuous access and right-of-way for Company employees or agents of Company to enter the Premises of the Customer or any Authorized User of the Customer at any reasonable hour for the purpose of performing Company's obligations under this Service Guide.

The Customer is responsible for the payment of (a) Service charges as set forth herein and (b) charges for visits by Company's agents or employees to the Premises of the Customer or Authorized User when the Service difficulty or trouble report results from the use of Services and equipment by the Customer or Authorized User.

Customer will, at Customer's expense, provide reasonable space, power, and level of heating and air conditioning, and otherwise maintain the proper environment to operate Company's Service at Customer's or Authorized User's premises.

The Customer may not, without prior written consent of Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Service Guide, and any attempt to make such an assignment, transfer, disposition without consent will be null and void.

A Customer or Authorized User may not represent in any way that the relationship between Customer or Authorized User and Company is anything other than one of customer and supplier, respectively. Nothing in this Service Guide gives Customer or Authorized Users any authority to bind or otherwise incur liability on behalf of Company. Nothing in this Service Guide constitutes an endorsement by Company of any activity, service or product of Customer or Authorized Users.

The Customer is responsible for any damages, including usage charges that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's Premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over Company's network without the authorization of the Customer.

**SECTION 2 - RULES AND REGULATIONS, Continued****2.9. PAYMENTS AND BILLING**

Service is provided and recurring Service Charges billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer.

Non-recurring charges and charges based on actual usage, are billed monthly in arrears, except as provided below.

Usage charges may be billed without being detailed as to the duration, time of day, or destination of individual calls. If a Customer accumulates, within any consecutive five (5) day period, usage charges exceeding twice the average monthly usage charges for the previous two (2) monthly billing periods, and the Customer's credit record indicates that satisfactory payment may not be made on this amount, Company may issue a special usage bill. The special bill shall be due ten (10) days from the mailing date of the bill, seven (7) days if hand delivered.

Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance.

A Customer will not be liable for any late payment charge applicable to a disputed portion of that Customer's bill, so long as the Customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute on a timely basis.

Checks presented in payment for Services and subsequently returned to Company by the Customer's financial institution for "Non-Sufficient Funds" or other reasons will incur a nonrecurring charge of \$25.00 per check.

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**RULES AND REGULATIONS, Continued****PAYMENTS AND BILLING, Continued**

A Customer will be placed on a “cash only” basis upon receipt of two (2) returned checks within a twelve (12) month period of time. “Cash only” is herein defined as cashier’s checks, U.S. currency, or money orders.

Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance will not constitute payment of a Customer’s account and Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.

In the event that a Customer pays a bill as submitted by the Company and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the Company shall refund the overcharge with interest from the date of overpayment by the Customer. The rate of interest shall be the rate as established by the Commission to be paid on deposits in 83 Ill. And. Code 735.120 (h) (1). The refund shall be accomplished by a credit on a subsequent bill for telephone service, or by check if the account is final, or if so requested by the Customer

Billing disputes should be addressed to Company’s Customer service organization via a toll-free telephone number (866) 847-5500. Customer service representatives are available from 9 a.m. to 6 p.m. Eastern Time. Messages may be left for Customer services from 6:01 p.m. to 8:59 a.m. Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service.

In case of a billing dispute between Customer and Company as to the correct amount of a bill, which cannot be adjusted with mutual satisfaction, Customer may enter the following arrangement:

- A. First, Customer requests, and Company will comply with the request, an investigation and review of the disputed amount.
- B. The Customer pays the undisputed portion of the bill by the Due By Date shown on the bill or the Service will be subject to disconnection if Company has notified Customer by written notice of such delinquency and impending Termination.
- C. If there is still disagreement after the investigation and review by a manager of Company, Customer may appeal to Commission for its investigation and decision.

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**RULES AND REGULATIONS, Continued****PAYMENTS AND BILLING, Continued**

- D. Company will not disconnect Customer's Service for nonpayment as long as Customer complies with this arrangement.
- E. Company will respond to the Commission's requests for information within ten (10) business days.
- F. The Commission will review the claim regarding the disputed amount, communicate the results of its review to Customer, and require disbursement according to those results.
- G. After the investigation and review are completed by Company as noted in subsection A, above, if Customer elects not to deposit the amount in dispute with Commission, such amount becomes due and payable at once. In order to avoid disconnection of Service, such amount must be paid within seven (7) calendar days after the date Company notifies Customer that the investigation and review are completed and that such payment must be made or Service will be interrupted. However, the Service will not be disconnected prior to the Due By Date shown on the bill.
- H. The addresses and telephone numbers of the Commission are:

Consumer Affairs Division  
Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62794-9280  
Telephone: 217.782.2024

Consumer Affairs Division  
Illinois Commerce Commission  
160 North LaSalle, Suite C-800  
Chicago, Illinois 60601-3104  
Telephone: 800.524.0795

**RULES AND REGULATIONS, Continued****TAXES**

Customer must pay, without limitation, all sales, use, gross receipts, excise, access, bypass, and other local, state and federal taxes, charges, fees, and surcharges, however designated, imposed on or based upon the provision, sale or use of the Services (excluding taxes on Company's net income). Such taxes may be separately stated on the applicable invoice.

In addition to any state and local taxes that might apply to the listed rates, the following taxes and surcharges will be imposed:

A Pay Phone Surcharge, per call	\$ 0.50
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**RULES AND REGULATIONS, Continued****CANCELLATION OR MODIFICATION OF SERVICE BY CUSTOMER**

Customers may cancel Service by providing written notice to Company at least thirty (30) days prior to cancellation. The notice must specify the date on which Service is to be discontinued.

The Customer remains responsible for all Service charges until the day and time on which Service is actually disconnected.

If Customer cancels Service before Company completes installation of the Service and at the time of cancellation Company has incurred any expense in installing Services or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost Company incurred will apply. In no case will this charge exceed the charge for the Minimum period of Services ordered, including installation charges and Non-Recurring charges and all amounts others may charge Company that would have been chargeable to the Customer had Service been initiated.

If the Customer cancels Service after Company has completed installation, the charge set forth above will apply to the extent Company has not yet recovered the costs described above. In addition, the Minimum Service period obligations will apply regardless of whether Service has been initiated and the charges due apply.

In the case of a Customer-initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.

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**RULES AND REGULATIONS, Continued****CANCELLATION BY COMPANY**

Company may immediately discontinue furnishing the Service to a Customer without incurring liability:

- A. If there is a condition determined in Company's sole discretion to be hazardous to the Customer, to other Customers of Company, to Company's equipment, to the public or to employees or agents of Company; or
- B. If Company deems refusal or disconnection necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or Services; or
- C. For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to Service; or
- D. For use of Company's Services for any purpose other than that described in the application; or
- E. In the event of Customer use of equipment in such a manner as to adversely affect Company's equipment or the Service to others; or
- F. In the event of tampering with the equipment furnished and owned by Company; or
- G. In the event of unauthorized or fraudulent use of Service.

Company may discontinue Service without liability upon five (5) days written notice to the Customer via first-class mail prior to discontinuance of Service:

- A. For violation of this Service Guide, except as provided above, including without limitation, non-payment of bills for Service, refusal to provide Company with either a deposit or advance payment, or failure to meet Company's credit requirements; or
- B. For failure of the Customer to make proper application for Service including, without limitation, the provision of false information; or
- C. When necessary for Company to comply with any order or request of any governmental authority having jurisdiction. Company will provide the Customer with written notice via first class U.S. Mail stating the reason for discontinuance, and allow the Customer not less than five (5) days to remove the cause for discontinuance. In cases of non-payment of charges, deposits or, advance payments due the five (5) days exclude Sundays and holidays. In all other cases, the five (5) days will mean calendar days including Sundays and holidays.

**RULES AND REGULATIONS, Continued****CANCELLATION BY COMPANY, Continued**

In the event of disconnection, the notice to the Customer will inform the Customer of the right to appeal to the Consumer Affairs Division of the Illinois Commerce Commission, pursuant to 83 Illinois Administrative Code, Part 735.

Notice of disconnection will be conducted according to the procedures of 83 Illinois Administrative Code, Section 735.130.

The discontinuance of Service(s) by Company pursuant to this section does not relieve the Customer of any obligations to pay Company for charges due and owing for Service(s) furnished up to the time of discontinuance. The remedies set forth herein are not exclusive, and Company is at all times entitled to all the rights available to it under law or equity.

Company may refuse to permit collect calling, calling card, third number billing which it determines to be fraudulent and/or may limit the use of these billing options or Services.



## **RULES AND REGULATIONS**

### **RESTORATION OF SERVICE**

The use and restoration of Service in emergencies may be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations which specifies the priority system for such activities.

When a Customer's Service has been disconnected in accordance with this Service Guide and the Service has been terminated through the completion of a Company service order, Service will be restored only upon the basis of application for new Service.

Customer whose Service has been discontinued for failure to establish credit or for nonpayment of bills will be required to pay the unpaid balance due Company before Service is restored.

Whenever Service has been discontinued for fraudulent or other unlawful use, Company may, before restoring Service, require the Customer to make, at its own expense, all changes in facilities or equipment necessary to eliminate such fraudulent or otherwise unlawful uses and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

Any Customer whose Service has been disconnected may be required to pay Service reconnection charges equal to the initial Service Connection Charge before Service is restored.

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## **RULES AND REGULATIONS**

### **LIMITATION OF LIABILITY**

Company will not be liable to the Customer or Authorized User for, and the Customer and any Authorized User, jointly and severally, will indemnify, defend and hold harmless Company from any allegation, claim, loss, damage, liability, defect, cost or expense resulting from or involving:

- A. Libel, slander, or invasion of privacy from material, data, information or other content transmitted over Company's facilities; or
- B. Patent or trademark infringement or other infringement of intellectual property rights including, but not limited to, copyrights, trademarks, and trade secrets, arising from (1) combining (or using in connection with) Company-provided Services and equipment with any facilities, services functions, or products provided by the Customer or Authorized User or (2) use of Services, functions, or products which Company furnished in a manner Company did not contemplate and over which Company exercises no control. In the event that any such infringing use is enjoined, the Customer or Authorized User at its expense, will obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim in infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement; or
- C. A breach in the privacy or security of communications transmitted over Company's facilities; or
- D. Acts, mistakes, omission, interruptions delays, errors or defects in transmission over Company's facilities or equipment; or
- E. Injuries to persons or property from voltages or currents transmitted over Company-provided facilities caused by Customer-provided equipment or Premises wire; or
- F. The disconnection of Service for failure to pay the charges billed to Customer, including but not limited to, any direct, indirect, incidental, special consequential, exemplary or punitive damages, so long as such disconnection of Service complied with the applicable rules and regulations; or
- G. Violations of the obligations of the Customer under this Service Guide; or
- H. Defacement of or damage to Customer Premises, facilities or equipment resulting from the furnishing of Service or equipment on such Premises or the installation, maintenance, repair or removal thereof, unless such defacement or damage is caused by willful misconduct of Company's agents or employees; or
- I. The interruption of a call to any party or any other person in conjunction with use of the Busy Line Verification and Interrupt Service as set forth in this Service Guide; or

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**RULES AND REGULATIONS, Continued****LIMITATION OF LIABILITY, Continued**

Continued

- J. Any loss, destruction or damage to property of the Customer, the Customer's agent, distributors, or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Company, Customer, Authorized User or their employees, agents representatives or invitees; or
- K. Any delay or failure of performance or equipment due to a Force Majeure condition or any unlawful acts of Company's agents and employees if committed beyond the scope of their agency or employment.
- L. Misrepresentation of, or the failure to disclose, the lawful rates and charges published in the Service Guide, so long as Company has complied with any applicable rules and regulation related thereto; or
- M. Fees Company delivered to a jurisdiction in question and not returned to Company as provided in the Taxes Section of this Service Guide; or
- N. Any act, mistake, omission, fraudulent act of a third party, interruption, delay, error, or defect caused by or contributed to by:
  - 1. Another company or Carrier, or its agents or employees, when the facilities or equipment of the other company of Carrier are used for or with the Service Company offers. This includes the provision of a signaling system or other database by another company; or
  - 2. The Customer, or any third party acting as its agent, in connection with Company-provided or Customer-provided facilities or equipment, including, but not limited, the Customer's failure to take all necessary steps to obtain, install and maintain all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer to Company's network; or
  - 3. A third party.
- O. Any failures, errors, malfunctions or omissions of Caller ID Blocking whether or not arising from or relating to any ordinary negligence or other conduct by Company; or
- P. Any unauthorized use of the Service provided to Customer.

**RULES AND REGULATIONS, Continued****LIMITATION OF LIABILITY, Continued**

The liability of Company for damages arising out of the furnishing of, or failing to furnish, its Services, including but not limited to mistakes, omission, disconnections, interruptions, delays, acts of a third party, errors, defects, or representations, whether caused by acts or omissions is limited to the extension of allowances for interruption as set forth in this Service Guide. Such allowances for interruptions are the sole remedy of the Customer and the sole liability of Company. Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company Service, equipment or facilities, or a the acts or omissions, acts of a third party, or the acts or omissions or negligence of Company, its employees or agents.

The liability of Company's suppliers and vendors for damages arising out of the furnishing of, or failing to furnish, their services, including but not limited to mistakes, omissions, interruptions, delays, errors, defects, or representations, whether caused by acts or omissions of such suppliers and vendors shall be limited to the extension of allowances for interruptions as set for in this Service Guide. The extension of such allowances for interruptions will be the sole remedy of the Customer and the sole liability of Company's supplier and vendors. Company's suppliers and vendors will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer, as a result of any service, equipment or facilities, or the act of omissions, or negligence of Company's suppliers and vendors, its employees or agents.

The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever will in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company may be commenced more than one (1) year after the Service is rendered.

THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. COMPANY MAKES NO WARRANTY THAT SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE OR MEET ANY PARTICULAR PERFORMANCE LEVEL; NOR DOES COMPANY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED THROUGH THE SERVICES OR THAT ANY DEFECT IN THE SERVICE WILL BE CORRECTED.

**RULES AND REGULATIONS, Continued****LIMITATION OF LIABILITY, Continued**

The liability of Company for errors in billing that result in overpayment by the Customer will be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.

With respect to Emergency Number 911 Service:

- A. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this Service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this Service.
- B. Neither is Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any Services furnished by Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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**SECTION 2 - RULES AND REGULATIONS, Continued****LIMITATION OF LIABILITY, Continued**

With respect to Directory Listing Service:

- A. In the absence of gross negligence or willful misconduct, Company has no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof.
- B. Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's Service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to Service affected during the period covered by the directory in which the error or omission occurs.
- C. As part of providing any private listing or semi-private listing Services, Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- D. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service. By subscribing to Service under this Service Guide, the Customer agrees to the release of such information under the above provision.

Company will not be liable for any refusals or failures to provide, or delays in commencing, Service to any Customer pursuant to Section 2.6.1 or for any failure to provide or maintain Service at any particular performance level.

Company makes no warranty or representation of any kind whatsoever with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any entity or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this Section as a condition precedent to such installations.

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**RULES AND REGULATIONS, Continued****NOTICES**

Any notice Company may give to a Customer will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to the Customer's billing address. Any notice the Customer may give Company will be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, postage prepaid, addressed to Company at the address provided in the most recently revised tariff pages.

**CUSTOMER PROVIDED EQUIPMENT AND INTERCONNECTION**

Customer-provided equipment on the Premises of Customer or Authorized User, the operating personnel there, and the electric power consumed by such equipment must be provided by and maintained at the expense of the Customer or Authorized User. Conformance of Customer-provided equipment with Part 68 of the FCC Rules is the responsibility of Customer.

Customer or Authorized User must ensure that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring must be such as not to cause damage to Company-provided equipment and wiring or injury to Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury may be provided by Company at Customer's expense.

Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provided equipment is connected to the facilities and equipment furnished under this Service Guide, the responsibility of Company will be limited to the furnishing of Service, facilities and equipment offered pursuant to this Service Guide. Beyond this responsibility, Company will not be responsible for:

- A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission;
- B. the reception of signals by Customer-provided equipment; or
- C. network control signaling when performed by Customer-provided network control signaling equipment.

**RULES AND REGULATIONS, Continued****CUSTOMER PROVIDED EQUIPMENT AND INTERCONNECTION, Continued**

The Customer must secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with Company. In addition, the Customer must ensure that its equipment and/or system or that of its Authorized User or agent(s) is properly interfaced with Company's Service and the signals emitted into Company's network are of the proper mode, band-width, power, data speed and signal level for the intended use of the Customer. If the Customer or its Authorized User or agent(s) fails to properly maintain and operate its equipment and/or system, Company may, upon written request, require the use of protective equipment at the Customer's expense.

Interconnection between the facilities or services of other carriers is governed by the applicable terms and conditions of the other carriers' tariffs.

Service furnished by Company may be interconnected with services or facilities of other authorized carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers must be provided at the Customer's expense.

**PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS**

The Customer has no property right in any telephone number or any right to continuance of Service through any particular serving office. Company may change a telephone number or a serving office designation, or both, of a Customer if required for engineering or technical reasons or whenever Company deems it desirable in the conduct of its business to do so.

Telephone numbers will not be changed as a penalty or to enforce payment for directory advertising charges.



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**RULES AND REGULATIONS, Continued****SPECIAL PROGRAMS****ITAC Supplemental Charge**

Pursuant to the Order dated May 3, 2006, of the Illinois Commerce Commission in Docket 06/0266, Company will impose a supplemental charge of eight cents per month per line for all subscriber lines other than Centrex-type and PBX lines, a charge of 1.6 cents for each Centrex-type line, and a charge of 40 cents per PBX trunk, effective with bills rendered on or after June 1, 2006 or at the beginning of the first cycle after June 1, 2006.

**Digital Divide Elimination Program**

The Digital Divide Elimination Fund Program ("Fund") is created as a special fund for the State Treasury to foster Elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

- A. Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the Customer's monthly bill. This contribution shall not reduce the Customer's total amount due for telecommunications services or other charges appearing on the bill.
- B. This contribution will be a line item on the bill and identified as the Digital Divide Fund.
- C. Customers may elect to contribute \$0.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 per month, per line.
- D. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone, mail or electronic mail to the Company.
- E. Failure by the Customer in any month to remit the entire billed amount may reduce the contribution accordingly.

**RULES AND REGULATIONS, Continued****SPECIAL PROGRAMS, Continued**

## Universal Telephone Assistance Program (UTSAP) Voluntary Funding

- A. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the company on the customer's telephone bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.
  1. Business customers may elect to contribute:
    - a. \$1.00
    - b. \$5.00
    - c. \$10.00
    - d. \$25.00
  2. Customers may elect to discontinue or change the amount of monthly contributions on their bill at any time upon providing at least 30 days notice to Company.
  3. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

**DETERMINATION OF LINE CHARGE AND ASSESSMENT PURSUANT TO 83 Ill. Adm. Code 755.500**

Pursuant to the Order dated April 12, 2016, of the Illinois Commerce Commission in Docket 16-0106, Company shall impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoIP residential subscriber lines, a charge of .4 cents per VoIP business subscriber lines, a charge of .4 cents per line for all Centrex lines, and a charge of 10 cents per PBX trunk. VoIP business charge shall be .4 cents per line per month. Charges for services provisioned by T-1 lines and other advanced services shall mirror Company's application of 9-1-1 charges. The assessment on prepaid wireless transactions is established at .07% of prepaid retail transactions to be implemented by the Illinois Department of Revenue. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2016, or at the beginning of the first cycle after July 1, 2016.

## **DESCRIPTION OF SERVICE**

### **SERVICE AREAS**

Unless otherwise specified in this Service Guide, the local exchange boundaries and rate centers are the same as those served by Frontier Communications of Illinois, Inc., AT&T Telecommunications (AT&T Communications of Illinois) and CenturyTel.

Unless otherwise specified in this Service Guide, Company's interexchange Service area is statewide.

Company's description of service area in no way compels Company to provide any Service in an area where facilities or other extenuating factors limit Company's ability to provide Service.

### **TIMING OF CALLS**

The Customer's usage charge is based on the actual usage of Company's service. Usage begins when the receiver of the called number is and terminated when either party hangs up.

There is no billing for incomplete calls.

## DESCRIPTION OF SERVICE

### LOCAL EXCHANGE SERVICE

**Local Exchange Service** provides a Customer with a voice-grade communications channel and unique telephone number address which enables the Customer to:

- place or receive calls to any calling station in the local calling area as defined in this Service Guide;
- access enhanced 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 800/888 telephone numbers;
- access Telecommunication Relay Service.

Basic telephone exchange service is provided on a flat rate service basis, a measured calling serving basis and a message calling service basis, and provides for calling within the local calling area on a flat, per message or per Minute basis as specified in Section 4.1.1. Basic exchange service consists of the appropriate dial tone line rate and local usage charges. Accumulation of local usage time is accounted for on a per second basis. At the end of the Customer's billing period, the sum of accumulated seconds is rounded up to the next higher Minute.

**Directory Assistance Service** is provided as an ancillary service exclusively to the Company's Customers. Directory assistance is accessible by dialing "1", the area code of the desired number and "555-1212".

**DESCRIPTION OF SERVICE, Continued****LOCAL EXCHANGE SERVICE, Continued**

**Operator Assistance Service** provides the Customer the ability to obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. These services are not applicable within confinement facilities for use with inmate calling services.

- A. Third Number Billing provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B. Collect Calls provide the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C. Person to Person provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station and person specified by the caller. The call may be billed to the called party.
- D. Station to Station provides the Customer with the capability to place calls completed with the assistance of an operator to a particular station. The call may be billed to the called party.
- E. General Assistance provides the Customer with the option to request general information from the operator, such as dialing instructions, county or city codes, area code information and Customer Service toll free telephone numbers, but does not request the operator to complete the call.

**DESCRIPTION OF SERVICE, Continued****LOCAL EXCHANGE SERVICE, Continued****Custom Calling Features**

- A. Anonymous Call Rejection allows the Customer to have anonymous calls rejected.
- B. Busy Redial automatically stores and redials the last number the Customer dialed. If the Customer reaches a busy number, Busy Redial will monitor the number called and ring the Customer back when the number is available.
- C. Call Blocking allows the Customer to have Incoming and/or outgoing calls blocked in a variety of manners.
- D. Call Forwarding allows the Customer to have calls rerouted to another telephone number.
- E. Call Pick Up allows the Customer to answer someone else's telephone call.
- F. Call Return automatically returns the most recent Incoming call to the Customer, whether it was answered or not.
- G. Call Trace allows a Customer to initiate a trace of the last Incoming call by dialing a code immediately after the call has ended.
- H. Call Waiting notifies the Customer of another Incoming call on the same line that is being used.
- I. Call Waiting ID notifies the Customer of the identity of the caller on the same line that is being used.
- J. Caller ID identifies the telephone number, date and time of an Incoming call on a Customer's display unit.
- K. Distinctive Ringing allows the Customer to program the phone so that distinctive ring tones are associated with specified Incoming numbers.
- L. Repeat Dialing allows the Customer to program the phone to automatically redial a number until it is answered.
- M. Three-Way Calling allows a conversation between three parties. This is a teleconference feature without the need of equipment or additional lines.
- N. Speed Calling allows the Customer to pre-program a specified number of phone numbers so that a specified number may be called by pressing one or two digits.

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**DESCRIPTION OF SERVICE, Continued****INTEREXCHANGE SERVICE**

Company provides switched and dedicated telecommunications services, which allow a Customer to establish a communications path between two stations by using uniform dialing plans.

**Switched Access Service** is a switched access service, offering users both outbound 1 plus and inbound toll free long distance telecommunications services. The service offers direct dial capabilities of other underlying carrier(s') network services.

**Dedicated Access Service** is a dedicated access service, offering users both outbound 1 plus and inbound toll free long distance telecommunications services over dedicated local access connections to the underlying carrier's point of presence. This service is designed for subscribers with high traffic volumes, whose traffic volumes justify the additional costs of dedicated access facilities.

**Travel Card** is a calling card service enabling Switched Access Service subscribers to place calls from any touch tone phone in the United States. Travel Card calls are billed at the Company's rate and appear on the subscriber's monthly long distance bill.

**Directory Assistance** is provided by Company's underlying carrier to subscribers of record. The Customer may access the underlying carrier's Directory assistance by dialing the area code plus 555-1212. The Customer will be billed for such service by Company, except as stated in this Service Guide.

**Prepaid Calling Card Service** is a discretionary switched access service available to subscribers via a toll free number from any telephone in the United States. The user's account is credited for the amount of calling purchased and is debited as the subscriber places calls, until the account balance is depleted. Subscribers are informed of the amount of calling time remaining on the card at the time they access the Company's equipment and enter a card identification number and are reminded to replenish the account prior to its depletion at one (1) Minute prior to the account's depletion. Subscribers may immediately replenish the account at any time by contacting the Company's customer service department and charging the desired amount to a valid credit card or by mailing a check to the Company. If the account is not replenished, access to the Company's underlying carrier network is blocked.

**DESCRIPTION OF SERVICE, Continued****ENHANCED 911 EMERGENCY SERVICES (E911)**

E911 Service allows Customers to reach appropriate emergency services including police, fire and hospital. E911 has the ability to selectively route an emergency call to the primary E911 provider so that it reached the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

**PROMOTIONAL OFFERINGS**

The Company may, from time to time, make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made.

**CUSTOMER SPECIFIC PRICING (CSP):**

When the Company furnishes a facility or Service for which a rate or charge is not specified in the Company's Service Guide, or when the Company offers rates or charges which may vary from Service Guide arrangements, rates and charges will be determined through Customer Specific Pricing (CSP). CSP arrangements are made in response to the specific, individual requirements of the Customer and/or a competitive bidding process, and may differ from the Company's standard Service Guide offerings in that they contain a custom service arrangement and/or term and/or volume commitments.



**LOCAL EXCHANGE SERVICE RATES AND CHARGES****FRONTIER SERVICE AREA - SERVICE CHARGES**

## Business Local Exchange Service

A. Non-Recurring Charges

Service Order Charge	\$26.00
Record Change Charge	\$6.00
New Install	\$65.00
Restoral of Service	\$65.00
PIC & LPIC Change	\$10.00
PIC or LPIC	\$5.00

B. Recurring Charges (Monthly Unless Otherwise Specified)

Business 1 Party Flat Rate Access Line (Rate Group C1)	\$24.90
Business 1 Party Flat Rate Access Line (Rate Group C2)	\$14.30
Business 1 Party Flat Rate Access Line (Rate Group C3)	\$14.30
Business 1 Party Flat Rate Access Line (Rate Group C4)	\$14.30
Telephone Line - Business	\$16.59
Business 1 Party (Group C1)	\$24.90
Business 1 Party (Group C2)	\$14.30
Business 1 Party Usage Sensitive Access Line	\$18.99

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

## Directory Services

## A. Directory Listings

Non Published (Rate Group C1)	\$1.20
Non Published (Rate Group C2)	\$1.00
Non Published (Rate Group C3)	\$1.00
Non Published (Rate Group C4)	\$1.00
Non Published NC	\$0.00
Business Additional Listing	\$4.95

## B. Directory Assistance

Directory Assistance – Local	\$1.89
Directory Assistance – Regional	\$1.89
Directory Assistance – Operator Assisted	\$0.50 (plus usage)
Directory Assistance – Call Completion	\$0.50 (plus usage)

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Features

	<u>Monthly</u>
700 Block Service	\$0.00
900 Blocking Fee	\$0.00
976 Blocking Business Tracking	\$0.00
Digitone Business	\$0.00
900 Blocking	\$0.00
Block all Service Providers	\$0.00
No Collect or 3rd Party Calls - Opt 1	\$2.00
Call Forwarding Busy Line - Fixed	\$1.25
Caller ID - Name and Number	\$7.95
Cancel Call Waiting	\$0.00
Call Forwarding	\$2.50
Call Forwarding Busy Line / No Answer - Fixed	\$1.50
Call Forwarding Busy Line / No Answer - Variable	\$2.00
Call Forwarding No Answer - Fixed	\$1.25
Caller ID - Number, Per Line	\$7.00
Caller ID Block Complete	\$0.00
Per Call Blocking	\$0.00
Call Waiting	\$0.00
Call Waiting / Cancel Call Waiting	\$2.75
Call Waiting / Caller ID	\$0.50
CCF Do Not Disturb	\$0.00
Continuous Redial Delete	\$0.00
Directory Assistance Exempt	\$0.00
Hunting	\$0.00
International Toll Blocking	\$5.00
Last Call Return Delete	\$0.00
PILOT of Hunt Group	\$0.00
Rotary Hunt Service	\$0.00
Rotary Line Hunting	\$1.25
Adjustment Bell Chime	\$5.65
Touch Call Service Business	\$0.00
2w Voice Grade Analog Loop	\$0.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**FRONTIER SERVICE AREA - SERVICE CHARGES**, Continued

## Optional Features, Continued

	<u>Per Use</u>	<u>Cap</u>	<u>Monthly</u>
3-Way Call Block	\$0.00	N/A	N/A
Block All Features	\$0.00	N/A	N/A
Call Return Block	\$0.00	N/A	N/A
Automatic Busy Redial	\$0.75	\$9.00	\$5.00
Automatic Call Return	\$0.75	\$9.00	\$6.25
Automatic Callback	\$0.75	\$9.00	N/A
Call Tracing Service	\$4.00	N/A	N/A
Three-Way Calling	\$0.75	\$7.50	\$6.50

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

## Extended Area Service (EAS)

	<b><u>Monthly</u></b>
Extended Area Service	\$0.00
Extended Area Calling Service	\$0.00
EAS Area 06 Morrison	\$1.70
Extended Area Svc-INL SAU	\$1.12

## Local Usage Charges

<b><i>All Days and All Periods</i></b>	<b><u>Business</u></b> <b>1<sup>st</sup> Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.40	\$0.40

## IntraLATA Toll Charges

<b><i>Day – Weekday (7:00 a.m. – 6:59 p.m.)</i></b>	<b><u>Business</u></b> <b>1<sup>st</sup> Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.0188	\$0.0093
11 – 16 miles	\$0.0188	\$0.0093
17 – 22 miles	\$0.0188	\$0.0093
23 – 40 miles	\$0.0188	\$0.0093
40 and over miles	\$0.0188	\$0.0093

<b><i>Evening – Weekday (7:00 p.m. – 11:59 p.m.)</i></b>	<b><u>Business</u></b> <b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.0094	\$0.00465
11 – 16 miles	\$0.0094	\$0.00465
17 – 22 miles	\$0.0094	\$0.00465
23 – 40 miles	\$0.0094	\$0.00465
40 and over miles	\$0.0094	\$0.00465

<b><i>Night – Weekday (12:00 a.m. – 6:59 a.m.)</i></b>	<b><u>Business</u></b> <b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.009	\$0.005
11 – 16 miles	\$0.009	\$0.005
17 – 22 miles	\$0.009	\$0.005
23 – 40 miles	\$0.009	\$0.005
40 and over miles	\$0.009	\$0.005

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

## IntraLATA Toll Charges, Continued

<i><b>All Periods - Saturday</b></i>	<u><b>Business</b></u>	
	<b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.009	\$0.005
11 – 16 miles	\$0.009	\$0.005
17 – 22 miles	\$0.009	\$0.005
23 – 40 miles	\$0.009	\$0.005
40 and over miles	\$0.009	\$0.005

  

<i><b>All Periods - Sunday</b></i>	<u><b>Business</b></u>	
	<b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.009	\$0.005
11 – 16 miles	\$0.009	\$0.005
17 – 22 miles	\$0.009	\$0.005
23 – 40 miles	\$0.009	\$0.005
40 and over miles	\$0.009	\$0.005

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER SERVICE AREA - SERVICE CHARGES, Continued**

## Frontier Message Rates

**Zone 1 - Message Rates: Weekdays**

<u>Rate Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
1- End	\$ 0.0188	\$ 0.0188	\$ 0.0188

**Zone 1 - Message Rates: Weeknights and Weekends (All)**

<u>Rate Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
1- End	\$ 0.0094	\$ 0.0094	\$ 0.0094

**Zone 2 - Message Rates: Weekdays**

<u>Rate Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
1- End	\$ 0.03	\$ 0.03	\$ 0.03

**Zone 2 - Message Rates: Weeknights and Weekends (All)**

<u>Rate Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
1- End	\$ 0.015	\$ 0.015	\$ 0.015

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES****Business Local Exchange Service****A. Non-Recurring Charges**

Service Order Charge	\$40.00
Record Change Charge	\$0.00
New Install	\$95.00
Restoral of Service	\$25.00
No Trouble Found	\$285.00
PIC & LPIC change	\$15.00
PIC or LPIC	\$7.50

**B. Recurring Charges (Monthly Unless Otherwise Specified)**

Central Office Premise Facility	\$0.00
Flat Rate Business Line – Single (Rate Group 1)	\$57.00
Flat Rate Business Line – Single (Rate Group 2)	\$57.00
Flat Rate Business Line – Single (Rate Group 3)	\$57.00
Flat Rate Business Line – Single (Rate Group 4)	\$57.00
Flat Rate Business Line – Single (Rate Group 5)	\$57.00
Message Rate Business Service (Rate Group 1)	\$41.00
Message Rate Business Service (Rate Group 2)	\$37.00
Message Rate Business Service (Rate Group 3)	\$41.00
Message Rate Business Service (Rate Group 4)	\$41.00
Message Rate Business Service (Rate Group 5)	\$41.00
Message Rate Business Service (Rate Group A)	\$41.00
Message Rate Business Service (Rate Group B)	\$41.00
Message Rate Business Service (Rate Group C)	\$41.00



**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued****Business Local Exchange Service, Continued****B. Recurring Charges (Monthly Unless Otherwise Specified), continued**

Measured Rate Class of Service (Rate Group 1)	\$41.00
Measured Rate Class of Service (Rate Group 2)	\$41.00
Measured Rate Class of Service (Rate Group 3)	\$41.00
Measured Rate Class of Service (Rate Group 4)	\$41.00
Measured Rate Class of Service (Rate Group 5)	\$41.00
Measured Rate Class of Service (Rate Group A)	\$41.00
Measured Rate Class of Service (Rate Group B)	\$41.00
Measured Rate Class of Service (Rate Group C)	\$41.00
Exchange Access Station Line (Rate Group 1)	\$12.32
Exchange Access Station Line (Rate Group 2)	\$12.32
Exchange Access Station Line (Rate Group 3)	\$12.32
Exchange Access Station Line (Rate Group 4)	\$12.32
Exchange Access Station Line (Rate Group 5)	\$12.32
Exchange Access Station Line (Rate Group A)	\$5.09
Exchange Access Station Line (Rate Group B)	\$8.78
Exchange Access Station Line (Rate Group C)	\$12.32
Measured Business Trunk (Rate Group 1)	\$41.00
Measured Rate Class of Service (Rate Group 2)	\$41.00
Measured Rate Class of Service (Rate Group 3)	\$41.00
Measured Business Trunk (Rate Group 4)	\$41.00
Measured Business Trunk (Rate Group 5)	\$41.00
Measured Business Trunk (Rate Group A)	\$41.00
Measured Business Trunk (Rate Group B)	\$41.00
Measured Business Trunk (Rate Group C)	\$41.00

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## Directory Services

## A. Directory Listings

Additional Listing	\$5.50
Foreign Directory Listing	\$0.00
Free Additional Listing	\$0.00
Directory Listing	\$5.50
Non-Listed Service	\$2.50
Non-Published Service	\$0.00
Non-Published Listing	\$3.00

## B. Directory Assistance

Directory Assistance – Local	\$1.99
Directory Assistance – Regional	\$1.99
Directory Assistance – Call Completion	\$0.50 plus usage
Operator Assisted	\$0.50 plus usage

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Features

	<u>Monthly</u>
Usage Sensitive 3-Way Calling	\$0.00
Two - Point Intra Signal Arrangement, per Circuit	\$22.00
Two - Point Inter Signal Arrangement per Circuit	\$5.40
Trunk Make Busy Arrangement - Additional Line	\$4.95
Station Line ARR for Queing	\$2.35
Incoming Call Queue Slots	\$0.21
Print Charge - Bus Call Detail	\$0.00
Tie Line Termination	\$34.75
Make Busy or Break Hunt Control equipment	\$6.35
DSS and Busy Lamp Field	\$9.00
Data Conditioning	\$0.00
Alarm Coupler	\$3.63
Calling Name and Number Delivery	\$0.00
VIP Alert / Priority Call	\$4.65
Channel Mileage Termination	\$52.50
Anonymous Call Rejection	\$1.90
Circuit Termination - No Charge	\$0.00
Personalized Ring One Additional Number	\$5.00
Customer Location Alternate Routing	\$1.36
Automatic Transfer	\$0.25
Customer Control Call Forward - Busy	\$1.00
Three Way Calling	\$9.45
Simultaneous Call Forwarding	\$5.00
Speed Dialing 30 Numbers	\$8.75
Speed Dialing 8 Numbers	\$16.90

**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**AT&T SERVICE AREA - SERVICE CHARGES**, Continued

## Optional Features, Continued

	<u>Monthly</u>
Call Forwarding Variable	\$10.55
Call Waiting	\$10.65
Centrex Premium Feature Package	\$1.00
Electronic Tel-Set Service	\$0.00
Call Forwarding Busy Line	\$0.60
Call Forwarding Do Not Answer	\$0.60
Foreign Exchange Service	\$0.00
Ground Start Operation	\$1.00
PBX SVCS HOS Caller ID Service	\$25.10
Intercom	\$0.00
Intercom Plus	\$4.28
Hunting	\$0.00
Signal Control Device	\$1.70
Foreign District Mileage, Each Add'l Mile	\$1.60
Foreign District Mileage, First Mile	\$27.00
Long Haul Mileage - Type 3002: Four-Wire	\$10.20
Short Haul Mileage - Type 3002: Four-Wire	\$2.10
Short Haul Mileage - Type 3002: Four-Wire	\$2.10
Long Hall Mileage - Type 3002: Four-Wire	\$158.10
Long Haul Mileage - Type 2301: Two-Wire	\$10.20
Long Haul Mileage - Type 2301: Two-Wire	\$147.30
Short Haul Mileage - Type 2001B	\$2.10
Short Haul Mileage - Type 2001B	\$105.20
Short Haul Mileage - Type 2301: Four - Wire	\$2.10
Short Haul Mileage - Type 2301: Four - Wire	\$105.20
Circuit Switched Voice/Data Line	\$9.00
Custom Business Service	\$1.95
Custom Business Call Forwarding (2)	\$0.25
Custom Business Automatic Transfer	\$0.25
Calling Name Display	\$2.60
Additional Call Offering	\$3.00
Group of 10 Reserved DIDs	\$1.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Features, Continued

	<u>Monthly</u>
PBX Telephone Charge	\$0.00
Station Intercommunication	\$0.00
Caller ID - Number Only	\$14.50
Automatic Callback	\$5.00
Repeat Dialing	\$7.00
Call Rejection	\$5.00
Electronic Key Line	\$38.60
Usage Sensitive Auto Redial	\$0.00
Usage Sensitive Call Return	\$0.00
Call Waiting ID	\$0.00
Outgoing Call Control	\$13.52
Direct Connect	\$7.50
Trunk Make Busy Arrangement	\$4.17
Feature Package	\$14.00
Enhanced Feature Package - Area A	\$14.00
Enhanced Feature Package - Area B	\$14.00
Enhanced Feature Package - Area C	\$14.00
Intercept Services	\$0.00
Centrex Reserved Telephone Number	\$0.00
E and M Signaling Arrangement for Type2001B Channels	\$0.32
Secondary Directory Number	\$0.25
Selective Call Screening - PBX Trunk	\$13.18
Voice Connecting Arrangement	\$2.42
Centrex Bridged Different Premise	\$0.00
Touch Tone Business	\$0.00
Privacy Manager	\$19.45
Series 2301 - Four Wire Interface (Rate Group 1)	\$41.35
Series 2301 - Four Wire Interface (Rate Group 2)	\$41.35
Series 2301 - Four Wire Interface (Rate Group 3)	\$41.35
Series 2301 - Four Wire Interface (Rate Group 4)	\$41.35
Series 2301 - Four Wire Interface (Rate Group 5)	\$41.35
Series 2301 - Four Wire Interface (Rate Group A)	\$11.40
Series 2301 - Four Wire Interface (Rate Group B)	\$21.30
Series 2301 - Four Wire Interface (Rate Group C)	\$41.35

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Features, Continued

	<u>Monthly</u>
Type 2301 - Two Wire Interface, Long Haul Mileage	\$36.90
Type A Signaling Arrangement	\$16.40
Type C Signaling	\$14.35
Type C Signaling	\$3.00
Distance Extension	\$22.50
Call Forwarding Variable Intragroup	\$0.00
Call Forwarding to External Number	\$0.00
Call Forward Variable - Incoming Calls Only	\$0.00
Call Forward All Calls In Only	\$0.00
Intercom Caller ID	\$0.60
Call-Waiting - Terminating	\$0.00
Call Diverting	\$0.00
Distinctive Ringing	\$0.00
Speed Calling Changeable - 30 Number List	\$6.80
Remote Call Forwarding Additional Path	\$18.80
Remote Call Forwarding Line	\$19.50
Block Three Way Calling	\$0.00
Feature Select with Caller ID	\$19.00
Additional Alternate Routing -Per each	\$18.00
FXS: Mileage (Add'l 1/4 mile)	\$0.40
FXS: Mileage (1/2 mile)	\$26.05
DID - Each Group of 10 DID Station Numbers	\$3.00
DID Trunk Termination	\$30.00
Block all pay per use features	\$0.00
Charter Number	\$0.00
Recorded Announcement Intercept Service Per Trunk Group	\$0.00
2-Way Measured Digital Access Trunk	\$6.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**AT&T SERVICE AREA - SERVICE CHARGES**, Continued

## Optional Features, Continued

	<u>Per Use</u>	<u>CAP</u>	<u>Monthly</u>
Block Automatic Call Back	\$0.00		
Call Again Pay Per Use Block	\$0.00		
International Call Block	\$0.00		
900 and 976 Block	\$0.00		
Call Trace	\$0.00	N/A	N/A
Three-Way Calling	\$1.99	\$23.88	\$0.00
Automatic Recall (*69)	\$0.75	\$9.00	\$7.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**AT&T SERVICE AREA - SERVICE CHARGES**, Continued

## Centrex Service

## A. Service Charges

Monthly

Centrex Intercommunication Access Service	\$42.00
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## B. Centrex Features

Monthly

Centrex Line Add'l Features	\$2.40
Assume Dial 9 - Centrex Feature	\$3.25
Common Block for Centrex Service	\$0.00
Centrex System Charge	\$5.00
Centrex Intercommunication Access Service	\$42.00
Billing Terminal - Centrex	\$0.00
Centrex Call Screening	\$2.50
Centrex Caller ID	\$8.00
Centrex Call Forward Busy	\$0.00
Centrex Call Forward Do Not Answer	\$0.00
Centrex Multipath Call Forward Variable	\$0.00
Centrex Call Forwarding Variable	\$0.00
Centrex Call Transfer Deluxe	\$0.00
Centrex Call Transfer Three Way Calling Call Hold	\$0.00
Centrex Call Hold	\$0.00
Centrex speed calling 30	\$0.00
Centrex Speed Dial Short List	\$0.00
Centrex Trunk Answer Any Station	\$0.00
Centrex Call Pick-up	\$0.00
Centrex Last Number Redial	\$0.00
Centrex Mate (per station)	\$0.40
Visual Signaling per Station Equipment	\$1.50
UCD w/ que Call Waiting Lamps (each)	\$2.42
Flexible Route Selection (FRS) aka Automatic Route Selection (ARS)	\$20.35



**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**AT&T SERVICE AREA - SERVICE CHARGES**, Continued

## ISDN Services

	<u>Monthly</u>
A. Service Charge	
ISDN Flat Rate Access Charge (Rate Group 1)	\$74.80
ISDN Flat Rate Access Charge (Rate Group 2)	\$74.80
ISDN Flat Rate Access Charge (Rate Group 3)	\$74.80
ISDN Flat Rate Access Charge (Rate Group 4)	\$74.80
ISDN Flat Rate Access Charge (Rate Group 5)	\$74.80
ISDN Flat Rate Access Charge (Rate Group A)	\$74.80
ISDN Flat Rate Access Charge (Rate Group B)	\$74.80
ISDN Flat Rate Access Charge (Rate Group C)	\$74.80
ISDN Direct - Business Measured	\$0.00
ISDN Direct - Business Message	\$0.00
ISDN Direct Service	\$54.00
B. ISDN Features	
Channel - Type 1001A (Rate Group 4)	\$44.40
Channel Mileage	\$4.80
ISDN Direct Service - Per B-Channel	\$19.20
Short Haul Mileage - Type 1001A: Metallic	\$2.00
Short Haul Mileage - Type 1001A: Metallic	\$84.40
Interoffice Channel Mileage Part 2 - Metallic - Per Mile	\$84.40
Short Haul Mileage	\$2.00
Short Haul Mileage	\$84.40
Short Haul Mileage - Type 2301: Two-Wire	\$2.10
Short Haul Mileage - Type 2301: Two-Wire	\$105.00
Long Haul Mileage: Type 2001A	\$10.20
Short Haul Mileage - Type 2001A	\$2.10
Short Haul Mileage - Type 2001A	\$105.20
Long Haul Mileage: Type 2001A	\$147.30
Long Haul Mileage - Type 2001B	\$10.20
Long Haul Mileage: Type 2001B	\$105.20

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

## B. ISDN Features, Continued

	<u>Monthly</u>
Short Haul Mileage - Type 2001C	\$2.10
Short Haul Mileage - Type 2001C	\$105.20
Short Haul Mileage - Type 2001D	\$2.10
Short Haul Mileage - Type 2001D	\$105.20
ISDN Circuit Switched Voice B Channel	\$3.00
ISDN - Circuit Switched Data Service	\$8.00
Centrexmate System Charge	\$60.00
ISDN Central Office Termination	\$141.00
ISDN Direct Service (Rate Group 1)	\$54.00
ISDN Direct Service (Rate Group 2)	\$54.00
ISDN Direct Service (Rate Group 3)	\$54.00
ISDN Direct Service (Rate Group 4)	\$54.00
ISDN Direct Service (Rate Group 5)	\$54.00
ISDN Direct Service (Rate Group A)	\$34.00
ISDN Direct Service (Rate Group B)	\$48.00
ISDN Direct Service (Rate Group C)	\$54.00
ISDN Terminal Service Profile	\$0.00
Channel - Type 1001A (Rate Group 1)	\$66.80
Channel - Type 1001A (Rate Group 2)	\$66.80
Channel - Type 1001A (Rate Group 3)	\$66.80
Channel - Type 1001A (Rate Group 4)	\$66.80
Channel - Type 1001A (Rate Group 5)	\$66.80
Channel - Type 1001A (Rate Group A)	\$44.40
Channel - Type 1001A (Rate Group B)	\$57.20
Channel - Type 1001A (Rate Group C)	\$66.80
Local Channel Type 1006	\$50.75
Local Area Channel Type 3002 (Rate Group 1)	\$102.10
Local Area Channel Type 3002 (Rate Group 2)	\$102.10
Local Area Channel Type 3002 (Rate Group 3)	\$102.10
Local Channel - Type 2001 - Area A	\$42.60

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

B. ISDN Features, Continued	<u>Monthly</u>
Intra Service Area Local Channel Type 2001 (Rate Group 1)	\$69.30
Intra Service Area Local Channel Type 2001 (Rate Group 2)	\$69.30
Intra Service Area Local Channel Type 2001 (Rate Group 3)	\$69.30
Intra Service Area Local Channel Type 2001 (Rate Group 4)	\$69.30
Intra Service Area Local Channel Type 2001 (Rate Group 5)	\$69.30
Intra Service Area Local Channel Type 2001 (Rate Group A)	\$42.60
Intra Service Area Local Channel Type 2001 (Rate Group B)	\$52.50
Intra Service Area Local Channel Type 2001 (Rate Group C)	\$69.30
Off Premise Extension: Type 2001A	\$13.12
Off Premise Extension: Type 2001A	\$29.00
Intra Service Area Local Channel Termination Area A	\$44.50
Local Channel - Type 2001C Area A	\$66.40
Intra Service Area Local Channel Type 2001C (Rate Group 1)	\$79.80
Intra Service Area Local Channel Type 2001C (Rate Group 2)	\$79.80
Intra Service Area Local Channel Type 2001C (Rate Group 3)	\$79.80
Intra Service Area Local Channel Type 2001C (Rate Group 4)	\$79.80
Intra Service Area Local Channel Type 2001C (Rate Group 5)	\$79.80
Intra Service Area Local Channel Type 2001C (Rate Group A)	\$66.40
Intra Service Area Local Channel Type 2001C (Rate Group B)	\$77.10
Intra Service Area Local Channel Type 2001C (Rate Group C)	\$79.80
2001D Channel Area B	\$12.78
2001E Channel Area B	\$6.59
2001E CHANNEL AREA C	\$10.71
2001E Channel Area C	\$12.25
Off Premise Extension: Type 2001E	\$19.05
Local Channel Type 2301 Two Wire Interface	\$21.25
Local Channel Type 2301 Four Wire Interface	\$40.90

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

B. ISDN Features, Continued	<u>Monthly</u>
PL - 2001 Channel Inter Serv Local Area (Rate Group 1)	\$37.55
PL - 2001 Channel Inter Serv Local Area (Rate Group 2)	\$37.55
PL - 2001 Channel Inter Serv Local Area (Rate Group 3)	\$37.55
PL - 2001 Channel Inter Serv Local Area (Rate Group 4)	\$37.55
PL - 2001 Channel Inter Serv Local Area (Rate Group 5)	\$37.55
PL - 2001 Channel Inter Serv Local Area (Rate Group A)	\$14.15
PL - 2001 Channel Inter Serv Local Area (Rate Group B)	\$17.60
PL - 2001 Channel Inter Serv Local Area (Rate Group C)	\$37.55
Channel Service: Type 2001 w/o Conference Capability	\$42.60
Local Channel - Type 2001 (Rate Group 1)	\$74.40
Local Channel - Type 2001 (Rate Group 2)	\$74.40
Local Channel - Type 2001 (Rate Group 3)	\$74.40
Local Channel - Type 2001 (Rate Group 4)	\$74.40
Local Channel - Type 2001 (Rate Group 5)	\$74.40
2001 Channel Area B (Rate Group A)	\$30.40
Local Channel - Type 2001 (Rate Group B)	\$52.50
Local Channel - Type 2001 (Rate Group C)	\$74.40
PL - 2001 Channel Inter Serv Local Area (Rate Group 1)	\$74.40
PL - 2001 Channel Inter Serv Local Area (Rate Group 2)	\$74.40
PL - 2001 Channel Inter Serv Local Area (Rate Group 3)	\$74.40
PL - 2001 Channel Inter Serv Local Area (Rate Group 4)	\$74.40
PL - 2001 Channel Inter Serv Local Area (Rate Group 5)	\$74.40
PL - 2001 Channel Inter Serv Local Area (Rate Group A)	\$42.60
PL - 2001 Channel Inter Serv Local Area (Rate Group B)	\$52.50
PL - 2001 Channel Inter Serv Local Area (Rate Group C)	\$74.40
2001A Channel Area C	\$25.70
PL Channel Type 2001B - Short Haul Mileage	\$21.60
PL Channel Type 2001B - Short Haul Mileage	\$25.85
Inter Service Area Local Channel (Channel Area C)	\$52.55

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

B. ISDN Features, Continued	<u>Monthly</u>
Local Channel - Type 2001D (Rate Group A)	\$84.10
Local Channel - Type 2001D (Rate Group B)	\$90.80
Local Channel - Type 2001D (Rate Group C)	\$97.20
2001D Channel Additional Appearance (Rate Group 1)	\$25.00
2001D Channel Additional Appearance (Rate Group 2)	\$25.00
Local Channel - Type 2001D - Area B	\$90.80
Local Channel - Type 2001D (Rate Group 1)	\$97.20
Local Channel - Type 2001D (Rate Group 2)	\$97.20
Local Channel - Type 2001D (Rate Group 3)	\$97.20
Local Channel - Type 2001D (Rate Group 4)	\$97.20
Local Channel - Type 2001D (Rate Group 5)	\$97.20
2001D Channel Additional Appearance (Rate Group 3)	\$25.00
2001D Channel Additional Appearance (Rate Group 4)	\$25.00
2001D Channel Additional Appearance (Rate Group 5)	\$25.00
2001D Channel Additional Appearance (Rate Group A)	\$9.10
2001D Channel Additional Appearance (Rate Group B)	\$15.00
2001D Channel Additional Appearance (Rate Group C)	\$25.00
Series 2000 Channel Services- Long Haul Mileage	\$5.70
PL - Two Point Service Channel Type 2001B (Rate Group 1)	\$52.55
PL - Two Point Service Channel Type 2001B (Rate Group 2)	\$52.55
PL - Two Point Service Channel Type 2001B (Rate Group 3)	\$52.55
PL - Two Point Service Channel Type 2001B (Rate Group 4)	\$52.55
PL - Two Point Service Channel Type 2001B (Rate Group 5)	\$52.55
PL - Two Point Service Channel Type 2001B (Rate Group A)	\$22.40
PL - Two Point Service Channel Type 2001B (Rate Group B)	\$25.85
PL - Two Point Service Channel Type 2001B (Rate Group C)	\$52.55
2001C Channel Area A	\$19.85
Private Line - 2301 Channel - 2 Wire Interface - Area A	\$21.05
Private Line - 2301 Channel - 2 Wire Interface - Area C	\$36.90

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

B. ISDN Features, Continued	<u>Monthly</u>
PL - 1001A Channel Inter Service Area Local (Rate Group 1)	\$66.80
PL - 1001A Channel Inter Service Area Local (Rate Group 2)	\$66.80
PL - 1001A Channel Inter Service Area Local (Rate Group 3)	\$66.80
PL - 1001A Channel Inter Service Area Local (Rate Group 4)	\$66.80
PL - 1001A Channel Inter Service Area Local (Rate Group 5)	\$66.80
PL - 1001A Channel Inter Service Area Local (Rate Group A)	\$44.40
PL - 1001A Channel Inter Service Area Local (Rate Group B)	\$57.20
PL - 1001A Channel Inter Service Area Local (Rate Group C)	\$66.80
Local Area Channel - Type 3002 (Rate Group 1)	\$179.10
Local Area Channel - Type 3002 (Rate Group 2)	\$179.10
Local Area Channel - Type 3002 (Rate Group 3)	\$179.10
Local Area Channel - Type 3002 (Rate Group 4)	\$179.10
Local Area Channel - Type 3002 (Rate Group 5)	\$179.10
Local Area Channel - Type 3002 (Rate Group A)	\$97.20
Local Area Channel - Type 3002 (Rate Group B)	\$111.00
Local Area Channel - Type 3002 (Rate Group C)	\$179.10
Signaling Arrangement for Type 2001C Channels (Rate Group 1)	\$16.10
Signaling Arrangement for Type 2001C Channels (Rate Group 2)	\$16.10
Signaling Arrangement for Type 2001C Channels (Rate Group 3)	\$16.10
Signaling Arrangement for Type 2001C Channels (Rate Group 4)	\$16.10
Signaling Arrangement for Type 2001C Channels (Rate Group 5)	\$16.10
Signaling Arrangement for Type 2001C Channels (Rate Group A)	\$12.25
Signaling Arrangement for Type 2001C Channels (Rate Group B)	\$15.60
Signaling Arrangement for Type 2001C Channels (Rate Group C)	\$16.10
Local Distribution Channel	\$253.10
Series 1000 Private Line Channel - Interoffice Channel	
Mileage Part 2 - Metallic - Additional Mile	\$9.70
2-Wire Loop Associated w/ 2B1Q Card (Rate Group A)	\$5.44

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

B. ISDN Features, Continued	<u>Monthly</u>
ISDN - Virtual Foreign Exchange	\$0.00
Private Line 2 Point Service per Channel	\$6.00
Local Channel - Type 2001A (Rate Group A)	\$12.60
Local Channel - Type 2002 - Area A (Rate Group A)	\$42.10
Local Channel - Type 2002 - Area B (Rate Group B)	\$45.00
Local Channel - Type 2002 - Area C (Rate Group C)	\$82.40
Local Channel - Type 2001C (Rate Group A)	\$66.40
Local Channel - Type 2001C (Rate Group B)	\$65.20
Local Channel - Type 2001C (Rate Group C)	\$84.10
Intra Service Area Local Channel - Series 1000 - Type 1001A – Access Area A (Group A)	\$44.40
Intra Service Area Local Channel - Series 1000 - Type 1001A – Access Area B (Rate Group B)	\$57.20
Intra Service Area Local Channel - Series 1000 - Type 1001A – Access Area C (Rate Group C)	\$66.80
Private Line - Intra Service Area Local Channel - Type 3002 - Area A (Rate Group A)	\$19.45
Private Line - Intra Service Area Local Channel - Type 3002 - Area B (Rate Group B)	\$111.00
Private Line - Intra Service Area Local Channel - Type 3002 - Area C (Rate Group C)	\$45.20
Inter Service Area Local Channel - Long Haul Mileage	\$50.10
Local Channel - Type 3002 - Area B (Rate Group B)	\$111.00
Local Channel - Type 3002 - Area C (Rate Group C)	\$193.40
Local Channel - Type 3002 - Area C (Rate Group C)	\$158.80
Private Line - Intra Service - per CO Termination - Type 3002 – Four Wire Termination	\$9.35

**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**AT&T SERVICE AREA - SERVICE CHARGES**, Continued

## PBX Services

Monthly

PBX Flat Rate Trunk Service (Rate Group 1)	\$77.00
PBX Flat Rate Trunk Service (Rate Group 2)	\$77.00
PBX Flat Rate Trunk Service (Rate Group 3)	\$77.00
PBX Flat Rate Trunk Service (Rate Group 4)	\$77.00
PBX Flat Rate Trunk Service (Rate Group 5)	\$77.00
PBX Flat Rate Trunk Service (Rate Group 6)	\$50.40
PBX Flat Rate Trunk Service (Rate Group 7)	\$52.10
PBX Flat Rate Trunk Service (Rate Group 8)	\$53.80
PBX Trunk Touch Tone Service	\$0.00
PBX Toll Trunk (Rate Group 1)	\$37.00
PBX Toll Trunk (Rate Group 2)	\$37.00
PBX Toll Trunk (Rate Group 3)	\$37.00
PBX Toll Trunk (Rate Group 4)	\$37.00
PBX Toll Trunk (Rate Group 5)	\$37.00
PBX Toll Trunk (Rate Group A)	\$37.00
PBX Toll Trunk (Rate Group B)	\$41.00
PBX Toll Trunk (Rate Group C)	\$37.00

## Local Usage Charges

***All Days and All Periods*****Business**

	<b>1<sup>st</sup> Min</b>	<b>Add'l Min</b>
0 – 8 miles	\$0.115	\$0.115
9 – 16 miles	\$0.107	\$0.105
17 and over miles	\$0.600	\$0.600



**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****AT&T SERVICE AREA - SERVICE CHARGES, Continued**

## IntraLATA Toll Charges

<i><b>Day – Weekday (7:00 a.m. – 6:59 p.m.)</b></i>	<b><u>Business</u></b>	
	<b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.85	\$0.85
11 – 16 miles	\$0.85	\$0.85
17 – 22 miles	\$0.85	\$0.85
23 – 40 miles	\$0.85	\$0.85
40 and over miles	\$0.85	\$0.85
<i><b>Evening – Weekday (7:00 p.m. – 11:59 p.m.)</b></i>	<b><u>Business</u></b>	
	<b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.85	\$0.85
11 – 16 miles	\$0.85	\$0.85
17 – 22 miles	\$0.85	\$0.85
23 – 40 miles	\$0.85	\$0.85
40 and over miles	\$0.85	\$0.85
<i><b>Night – Weekday (12:00 a.m. – 6:59 a.m.)</b></i>	<b><u>Business</u></b>	
	<b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.85	\$0.85
11 – 16 miles	\$0.85	\$0.85
17 – 22 miles	\$0.85	\$0.85
23 – 40 miles	\$0.85	\$0.85
40 and over miles	\$0.85	\$0.85
<i><b>All Periods – Saturday/Sunday</b></i>	<b><u>Business</u></b>	
	<b>1st Min</b>	<b>Add'l Min</b>
0 – 10 miles	\$0.85	\$0.85
11 – 16 miles	\$0.85	\$0.85
17 – 22 miles	\$0.85	\$0.85
23 – 40 miles	\$0.85	\$0.85
40 and over miles	\$0.85	\$0.85

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES**

## Business Local Exchange Service

A. Non-Recurring Charges

Service Order Charge	\$26.00
Record Change Charge	\$6.00
New Install	\$61.00
Restoral of Service	\$26.00
No Trouble Found	\$62.00
PIC & LPIC change	\$10.00
PIC or LPIC	\$5.00

B. Recurring Charges (Monthly Unless Otherwise Specified)

Flat Rate Business Individual Line (Rate Group 1GATL)	\$12.46
Flat Rate Business Individual Line (Rate Group 2GATL)	\$14.37
Measured Business Line (Rate Group AG)	\$15.99
Measured Business Line (Rate Group BG)	\$16.99
Key Trunk Business Measured Rate Service (Rate Group AG)	\$15.99
Key Trunk Business Measured Rate Service (Rate Group BG)	\$16.99

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## Directory Services

## A. Directory Listings

Non-Listed Service	\$1.00
Alternate Directory Listing	\$4.95
Additional Listing	\$4.95
Non-Published Listing	\$1.20
White Pages Non-Published Listing	\$0.00

## B. Directory Assistance

Directory Assistance – Local	\$1.89
Directory Assistance – Regional	\$1.89
Directory Assistance – Operator Assisted	\$0.50 plus usage
Directory Assistance – Call Completion	\$0.50 plus usage

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Features

	<u>Monthly</u>
Block Busy Redial	\$0.00
Block Call Return	\$0.00
Block Three Way Call	\$0.00
Call Waiting - Cancel Call Waiting	\$6.25
Three Way Calling	\$6.25
Selective Call Forwarding	\$5.00
Call Forwarding	\$5.00
Rotary Number Charge	\$0.00
Call Forwarding - Variable	\$5.00
Non Listed Number	\$1.20
Hunting	\$0.00
Touch Call	\$0.00
Touch Tone	\$0.00
Reference to Unique Telephone Number	\$0.00
Direct Connect Block	\$0.00
900 and 976 Block	\$0.00
Selective Class of Call Screening	\$5.00
International Call Block	\$0.00
Toll Billing Exception	\$2.50
Toll Restriction	\$5.00
Call Forward Busy Do Not Answer Variable	\$2.00
Collect Call Blocking	\$2.50
Call Waiting	\$6.25
Speed dialing - 8	\$5.00
Speed Dialing 30	\$6.50
Call Forwarding Rotary	\$5.00
Call Waiting ID w/ Name	\$0.00
Distinctive Ring	\$7.50
Busy Redial	\$5.00
Call Block	\$7.50

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Features, Continued

	<u>Monthly</u>		
Touch Call Trunk	\$0.00		
Caller ID Number Only	\$8.75		
Call Forwarding Busy Line	\$4.00		
Call Forwarding Do Not Answer	\$4.00		
Call Forwarding Busy Line/No Answer Fixed	\$5.00		
Anonymous Call Block	\$4.00		
Caller ID with Name and Number	\$10.00		
Pilot Number of Hunt Group	\$0.05		
Call Forwarding Variable CP	\$0.00		
Centrex Call Pick Up	\$0.00		
Call Trace	\$0.00		
Smarter Call Pak	\$3.95		
Private Line Mileage – First mile	\$2.00		
Private Line Mileage - {PL IXC MI 1ST MI}	\$7.90		
700 Block	\$0.00		
Toll Restriction 900 Blocking	\$0.00		
Toll Restriction 976 Blocking	\$0.00		
Remote Call Forwarding Line	\$16.00		
	<u>Per Use</u>	<u>CAP</u>	<u>Monthly</u>
Call Trace (*57) Block	\$0.00	N/A	N/A
*66 - *69 - Three Way Call Block	\$0.00	N/A	N/A
Call Return (*69)	\$6.25	N/A	6.25
Custopak CL RT *69	\$3.00	N/A	3.00
Call Return	\$0.75	\$9.00	\$6.25
Automatic Callback	\$0.75	\$9.00	\$5.00
Call Trace	\$5.00	N/A	N/A
Three Way Calling	\$0.75	\$9.00	\$6.25
Busy Redial	\$0.75	\$9.00	\$5.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## Centrex Service

## A. Service Charges

Monthly

Centrex Line 3 – 25 (Rate Group AG)	\$13.85
Centrex Line 3 – 25 (Rate Group BG)	\$13.85
Business Measured Rate Service Centrex Line (Rate Group AG)	\$17.90
Business Measured Rate Service Centrex Line (Rate Group BG)	\$17.90
Business Measured Centrex Line (Rate Group AG)	\$25.00
Business Measured Centrex Line (Rate Group BG)	\$25.00

## B. Centrex Features

Monthly

Centrex Pilot Hunt	\$0.00
Centrex Feature Package 1000	\$3.50
Centranet Analog Feature Package 2000	\$4.00
Centranet - Caller Name & ID - 51-100 Lines	\$4.00
Centrex Call Forwarding Do Not Answer	\$0.00
No Restrictions CP	\$0.00
Centrex Toll Restriction	\$0.00
CPAK 700/900 Blocking	\$0.00
Centrex Call Waiting Cancel Call Waiting	\$0.00
Custopak Speed Calling (6 or 8)	\$0.00
Centrex Caller ID with Name and Number	\$6.00
Hunting CP	\$0.00
CP Basic Package	\$0.00
CTX Enhanced Bus Features & Service	\$2.00
Centrex Calling Number ID 3 to 25 Lines	\$6.00
CTX/!st BGRP/Feature Package	\$3.50
CentraNet Hunt-5E<16-P	\$0.00

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services

## A. Service Charges

Monthly

ISDN BRI Local Loop Measured Business

\$24.00

## B. ISDN Features

Monthly

ISDN Additional Number Measured URC

\$0.00

## PBX Services

Monthly

Business Trunk Measured Rate Service (Rate Group AG)

\$15.99

## Private Line Services

Monthly

1 Party VG SAL 2WIRE

\$26.75

## Key Services

Monthly

Business Trunk Multiline Flat Rate Service (Rate Group 1GATL) \$12.40

Business Trunk Multiline Flat Rate Service (Rate Group 2GATL) \$14.30

Key Trunk Access - Key Line-Measured (Rate Group BG) \$16.99

## Extended Area Service (EAS)

Monthly

Extended Area Service

\$6.00

Single Line EAS Additive

\$4.65

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## Local Usage Charges

## A. Zone 1

	<u><b>Business</b></u>	
<b><i>Day – Weekday (8:00 a.m. – 8:59 p.m.)</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.0093	\$0.0093

	<u><b>Business</b></u>	
<b><i>Evening – Weekday (9:00 p.m. – 11:59 p.m.)</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.0048	\$0.0048

	<u><b>Business</b></u>	
<b><i>Night – Weekday (12:00 a.m. – 7:59 a.m.)</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.0048	\$0.0048

	<u><b>Business</b></u>	
<b><i>All Periods – Saturday/Sunday</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.0048	\$0.0048

## B. Zone 2

	<u><b>Business</b></u>	
<b><i>Day – Weekday (8:00 a.m. – 8:59 p.m.)</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.018	\$0.018

	<u><b>Business</b></u>	
<b><i>Evening – Weekday (9:00 p.m. – 11:59 p.m.)</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.009	\$0.009

	<u><b>Business</b></u>	
<b><i>Night – Weekday (12:00 a.m. – 7:59 a.m.)</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.009	\$0.009

	<u><b>Business</b></u>	
<b><i>All Periods – Saturday/Sunday</i></b>	<b>1st Min</b>	<b>Add'l Min</b>
0 and over miles	\$0.009	\$0.009



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**SECTION 4 - LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued**
**FRONTIER WEST SERVICE AREA - SERVICE CHARGES, Continued**

## IntraLATA Toll Charges

<i><b>All Days and All Periods</b></i>	<b><u>Business</u></b>	
0 and over miles	<b>1<sup>st</sup> Min</b>	<b>Add'l Min</b>
	\$0.18	\$0.18

## Frontier West Message Rates

Message Rates: Weekdays 8:00 A.M. – 8:59 P.M.

<u>Rate Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
1- End	\$ 0.0145	\$ 0.0145	\$ 0.0145

Message Rates: All Other Times

<u>Rate Mileage</u>	<u>Day</u>	<u>Evening</u>	<u>Night</u>
1- End	\$ 0.00725	\$ 0.00725	\$ 0.00725

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES**

## Business Local Exchange Service

A.	Service Order Charges	<b><u>NRC</u></b>
	Service Order Charge	\$26.50
	New Installation (Initial Line)	\$74.00
	New Installation (Add'l Line)	\$42.00
	Record Change Charge	\$15.50
	Restoral of Service	\$25.50

## Directory Services

A.	Directory Assistance, per call	\$1.89
B.	Directory Listings	<b><u>MRC</u></b>
	Add'l Listing	\$1.00
	Alternate Call Listing	\$1.00
	Cross Reference Listing	\$1.00
	Foreign Directory Listing	\$1.00
	Add'l Directory Line	\$1.00
	Non-Published Directory Service	\$2.00
	Non-Listed Directory Service	\$2.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Service Features

<b>A.</b>	<b>Custom Calling Features</b>	<b><u>MRC</u></b>
	Each Feature Per Line Equipped:	
	Call Forwarding-All Calls	\$2.50
	Enhanced Call Forwarding I	\$2.75
	Enhanced Call Forwarding II	\$3.00
	Enhanced Call Forwarding III (all calls and busy)	\$2.75
	Call Forwarding-Remote Activation	\$5.00
	Call Waiting	\$4.00
	Call Within	\$1.00
	Hot Line	\$2.50
	Multi-Ring	\$5.00
	Outbound Call Block Feature	\$5.00
	Speed Calling-8	\$3.39
	Speed Calling-30	\$9.69
	Three Way Calling	\$2.91
	Warm Line	\$3.00
	Caller ID, per line equipped	\$8.00
	Caller ID Blocking, per call	No Charge
	Caller ID Line Blocking	Unavailable
	Caller ID with Name	\$10.00
	Selective Call Rejection	\$5.00
	Call Trace, per successful trace	\$4.00
	Selective Call Ring	\$5.00
	Selective Call Forward	\$5.00
	Repeat Dialing	\$3.75
	Repeat Dialing Blocking	No Charge
	Return Call Blocking	No Charge
	Three Way Calling Blocking	No Charge
	Call Return	\$3.75
<b>B.</b>	<b>Pay Per Use Features:</b>	<b><u>Per Use</u></b>
	Repeat Dialing	\$0.75
	Return Call	\$0.75
	Three Way Calling	\$0.75

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## Optional Service Features, Continued

C.	Remote Call Forwarding:	<b><u>MRC</u></b>
	Remote Call Forwarding Service per telephone number arranged for RCF	\$7.00
	Each Add'l transmission path, per telephone number arranged	\$5.00
D.	Call Blocking:	
	976 Prefix Blocking Service	No Charge
	900 Special Access Code Blocking Service	No Charge
	900 - 976 Blocking	No Charge
	900 – 976 Unblocking	No Charge
	1+DDD Blocking, per line	\$5.00
	Split 1+DDD Blocking, per line	\$5.00
E.	Direct Inward Dialing:	
	One-Way Analog DID Trunk, per trunk	\$26.00
	Each 100 DID Telephone Numbers	N/A
	Assigned DID Numbers, per each block of 20 numbers assigned	\$10.00
F.	Memory Number Service:	<b><u>NRC</u></b>
	Number search and Assignment-Business	\$31.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## Usage Charges

## A. InterLata Weekdays

	<u>Day</u> <u>9am – 7:59pm</u>		<u>Evening</u> <u>8pm – 11:59pm</u>		<u>Night</u> <u>12am-8:59am</u>	
<u>Rate</u> <u>Mileage</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>
0- End	\$ 0.03	\$ 0.015	\$ 0.0225	\$ 0.01125	\$0.0225	\$ 0.01125

## B. InterLata Saturday and Sunday

	<u>Day</u> <u>9am – 7:59pm</u>		<u>Evening</u> <u>8pm – 11:59pm</u>		<u>Night</u> <u>12am-8:59am</u>	
<u>Rate</u> <u>Mileage</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>
0- End	\$ 0.0225	\$ 0.01125	\$ 0.0225	\$ 0.01125	\$0.0225	\$ 0.01125

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## Usage Charges, Continued

## C. IntraLata Weekdays

	<u>Day</u> 8am-4:59pm		<u>Evening</u> 5pm-10:59pm		<u>Night</u> 11pm-7:59am	
<u>Rate</u> <u>Mileage</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>
0-10	\$0.156	\$0.062	\$0.116	\$0.046	\$0.094	\$0.037
11-16	\$0.179	\$0.080	\$0.134	\$0.061	\$0.108	\$0.048
17-22	\$0.229	\$0.113	\$0.172	\$0.085	\$0.137	\$0.069
23-28	\$0.270	\$0.143	\$0.203	\$0.108	\$0.163	\$0.087
29-40	\$0.309	\$0.160	\$0.232	\$0.119	\$0.186	\$0.096
41- End	\$0.401	\$0.192	\$0.301	\$0.144	\$0.240	\$0.115

## D. IntraLata Saturday and Sunday

	<u>Day</u> 8am-4:59pm		<u>Evening</u> 5pm-10:59pm		<u>Night</u> 11pm-7:59am	
<u>Rate</u> <u>Mileage</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>	<u>Initial</u> <u>Minute</u>	<u>Each</u> <u>Add'l</u> <u>Minute</u>
0-10	\$0.094	\$0.037	\$0.116	\$0.046	\$0.094	\$0.037
11-16	\$0.108	\$0.048	\$0.134	\$0.061	\$0.108	\$0.048
17-22	\$0.137	\$0.069	\$0.172	\$0.085	\$0.137	\$0.069
23-28	\$0.163	\$0.087	\$0.203	\$0.108	\$0.163	\$0.087
29-40	\$0.186	\$0.096	\$0.232	\$0.119	\$0.186	\$0.096
41- End	\$0.240	\$0.115	\$0.301	\$0.144	\$0.240	\$0.115

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued****Foreign Exchange Services**

Foreign Exchange Service is Interexchange service furnished through any central office of an exchange other than the exchange that regularly serves the area in which the customer is located.

Foreign Exchange Service may be provided only in connection with PBX Trunk, Key Trunk, Centrex, and individual line business or residence service.

Foreign Exchange customers are required to maintain Basic Local Exchange Service in their normal serving exchange. When a Foreign Exchange Service customer discontinues normal exchange service, the Foreign Exchange service may be discontinued thereafter.

The rates are comprised of the Channel Termination and Channel Mileage. When the Company does not provide the dial tone, the Channel Termination rate, which is applied on a per termination basis, is charged. The Channel Mileage (Interoffice Facilities) rate, which is made up of the Channel Mileage Facility (Per Mile) rate and the Channel Mileage Termination (Fixed) rate, is charged to the meet-point with the connecting company, whether dial tone is provided by the Company.

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## Centrex Services

	<b><u>MRC</u></b>
A. Centrex Transport Facilities: Dixon, Galesburg, or Galesburg	\$13.00
B. Feature Packages:	
Basic Package - First 100 lines at one location, each line	\$4.00
Lines in excess of first 100 lines at one location, each line	\$3.75
Enhanced Package, add'l charge, per line	\$1.00
Attendant Basic Package, per console	\$80.00
C. Centrex Enhanced Attendant Features:	
Attendant Access To Paging Loudspeaker (1)(2), per group	\$5.75
Attendant Access to Paging Radio (1)(2), per group	\$4.75
Attendant Large Conference, per group	\$8.00
Attendant Speed Calling, per group	\$3.00
UCD from Queue, per Group:	
With Announcement	\$6.00
Without Announcement	\$2.00
Virtual Facility Groups – Attendant Control, per group	\$2.00
Wild Card Key, per group	\$1.50
D. Centrex Basic Business Set Service:	
Basic Business Set, per line	\$1.85
E. Centrex Enhanced Business Set Features per Line:	
Add'l Software Number:	
First 2 Numbers	\$0.00
Add'l Numbers, each	\$2.00
Group Intercom	\$1.00



**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## Centrex Services, Continued

	<b><u>MRC</u></b>
F. Centrex Enhanced Features and Packages, per group	
Access To Paging – Loudspeaker	\$5.75
Access To Paging-Radio	\$4.75
Automatic Route Selection (ARS) Package	\$10.00
Code Call Access	\$10.00
Dictation Access and Control	\$10.00
Meet-Me-Conference	\$8.00
Music On Hold	\$5.00
Uniform Call Distribution	\$20.00
Virtual Facility Groups-WATS Access	\$2.00
G. Centrex Enhanced Features and Packages, per Line, per Trunk, or per Group Equipped:	
Automatic Call Distribution 8-13 Agents, per agent	\$26.00
14-19 Agents, per agent	\$23.00
20 and Over Agents, per agent	\$20.00
Call Waiting/Cancel Call Waiting, per line equipped	\$2.00
Centrex Service Rearrangement, per group, per line equipped	\$2.00
Demand Polling, per occasion	No Charge
Electronic Directory Service per line equipped	\$0.70
Multi-Ring Service, per line equipped	\$5.00
H. Station Message Detail Recording (SMDR):	
SMDR Polling and Collection, per group, per line equipped	\$0.85
SMDR Data Only per line equipped	\$0.30
Tie Trunk Access, per trunk equipped	\$20.00
Digital Call Forwarding- Remote Activation, per line	\$4.50
Direct Inward System Access, per group, per line	\$0.40
I. Centrex SMDI:	
Centrex SMDI Interface, per group	\$175.00
Message Lamp, per line	\$1.60
Stutter Dial Tone, per line	\$0.35
Uniform Message Access, per group	\$35.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services

	<b><u>MRC</u></b>
A. Basic Rate Interface (BRI) – Centrex:	
1B+D Configuration	\$2.50
2B+D Configuration	\$4.50
Circuit Switched Voice, per Bearer (B) Channel	\$3.00
Circuit Switched Data, per Bearer (B) Channel	\$5.50
Circuit Switched Voice/Data, per Bearer (B) Channel	\$6.35
Modem Pooling, per Bearer (B) Channel	\$36.50
Packet Switching, per Data (D) Channel	\$3.60
Packet Switching, per Bearer (B) Channel	\$40.00
B. Basic Rate Interface (BRI) – Basic Local Exchange Service:	
1B+D Configuration	\$7.50
2B+D Configuration	\$9.50
Circuit Switched Voice, per Bearer (B) Channel	\$3.00
Circuit Switched Data, per Bearer (B) Channel	\$5.50
Circuit Switched Voice/Data, per Bearer (B) Channel	\$6.35
Modem Pooling, per Bearer (B) Channel	\$36.50
Packet Switching, per Data (D) Channel	\$3.60
Packet Switching, per Bearer (B) Channel	\$40.00
Loop Extender, per line	\$25.00
C. High Capacity Digital Service:	
DS1 High Capacity Digital Service Non Protected:	
Channel Termination, per point of termination	\$270.00
Channel Mileage Facility, per circuit, per mile	\$20.00
Channel Mileage Termination, per termination	\$75.00
Interface Connection	\$50.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

C.	High Capacity Digital Service:	<b><u>MRC</u></b>
	DS1 High Capacity Digital Service Protected:	
	Channel Termination, per point of termination	\$310.00
	Channel Mileage Facility, per circuit, per mile	\$20.00
	Channel Mileage Termination, per termination	\$75.00
	Interface Connection	\$70.00
	DS3 High Capacity Digital Service:	
	Channel Termination, per point of termination	\$2,200.00
	Channel Mileage Facility, per circuit, per mile	\$110.00
	Channel Mileage Termination, per termination	\$500.00
	Interface Connection	\$500.00
	Rates for Optional Features and Functions:	
	Central Office Multiplexing DS3 to DS1, per arrangement	\$620.00
	Central Office Multiplexing DS1 to Voice/Data, per arrangement	\$225.00
	Rates for Fractional DS1 Service:	
	Channel Termination, per point of termination:	
	128.0 Kbps (Fractional DS1)	\$135.00
	256.0 Kbps (Fractional DS1)	\$150.00
	384.0 Kbps (Fractional DS1)	\$175.00
	Channel Mileage:	
	128.0 Kbps	\$10.00
	256.0 Kbps	\$10.00
	384.0 Kbps	\$10.00
D.	Primary Rate Interface (ISDN-PRI) Business Services:	
	Primary Rate Interface Each 23B+D Configuration	\$300.00
	Service Rearrangement	No Charge
	ISDN-PRI Business Service Arrangement with Two-Way	\$869.00
	Primary Rate Interface (23-B+D and 24-B Channels)	

**LOCAL EXCHANGE SERVICE RATES AND CHARGES**, Continued**CENTURYLINK SERVICE AREA - SERVICE CHARGES**, Continued

## ISDN Services, Continued

D.	Primary Rate Interface (ISDN-PRI) Business Services:	<b><u>MRC</u></b>
	Optional Features:	
	2 B-Channel Transfer, per PRI	\$75.00
	Call-by-Call/Integrated Service Access Feature Capability, per PRI (available with two-way PRI only)	\$50.00
	Circular Hunt, per PRI	\$25.00
	D-Channel Backup, each channel	\$50.00
	E911 Call Screening, per PRI (up to 100 station numbers)	\$125.00
	Incoming Call Identification (Caller ID Name and Number), per PRI	\$100.00
	Main Number ID Capability	\$0.00
	National ISDN-2 Protocol, per PRI	\$0.00
	Network Ring Again, per PRI (available with two-way PRI only)	\$160.00
E.	Analog Voice Grade Channel Service:	
	Channel Termination:	
	Two-wire, per point of termination	\$12.00
	Four-wire, per point of termination	\$28.25
	Channel Mileage:	
	Channel Mileage Facility, per circuit, per mile or fraction thereof	\$2.50
	Channel Mileage Termination, per terminating wire center	\$10.00
	Optional Features and Functions:	
	Central Office Bridging:	
	Data Bridging, per port, four-wire	\$5.00
	Split Band Bridging, per port, two-wire	\$5.00
	Conditioning:	
	C-Type, per channel Termination	\$5.00
	DA-Type, per channel termination	\$5.00

**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

F.	Subvoice (Metallic) Channel Service:	<b><u>MRC</u></b>
	Channel Termination, per point of termination	\$8.00
	Channel Mileage Facility, per circuit, per mile/	\$2.00
	Metallic Bridging, per port	\$2.00
G.	Basic Digital Service (BDS) Channel Service:	<b><u>MRC (\$)</u></b>
	Channel Termination, per point of termination, 2.4, 4.8, 9.6, 16.2, 56.0, or 64.0 Kbps	\$48.00
	Channel Mileage Facility, per circuit, per mile or fraction thereof, 2.4, 4.8, 9.6, 16.2, 56.0, or 64.0 Kbps	\$2.50
	Channel Mileage Termination, per wire center termination, 2.4, 4.8, 9.6, 16.2, 56.0, or 64.0 Kbps	\$10.00
	Optional Features and Functions:	
	Digital Data Bridging, per port	\$5.00
	Secondary Channel, per channel termination	\$7.50
H.	Intra-MSA Private Line Service:	
	Voice Grade Service:	
	Optional Features and Functions:	
	Conditioning	\$5.00
	Improved Attenuation	\$13.00
	Improved Envelope Delay Distortion	\$40.00
	Improved Return Loss, per point of termination:	
	Two-Wire	ICB
	Four-Wire	\$10.00
	Loopback Capability (chargeable with Channel Interface codes other than DA and DB), per point of termination equipped	ICB
	DA Type Conditioning, per point of termination	\$5.00
	Clear Channel Conditioning:	
	Two-Wire	No Charge
	Four-Wire	No Charge

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**LOCAL EXCHANGE SERVICE RATES AND CHARGES, Continued****CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

## ISDN Services, Continued

I.	Extension and PBX Mileage Channels:	<b><u>MRC</u></b>
	Channel Termination, per point of termination	\$13.50
	Channel Mileage:	
	Fixed	\$10.00
	Per Mile	\$2.50
J.	Digital Access Service:	
	Digital Trunk Interface (no line side capabilities required on the high capacity facility), per trunk:	
	Two-way, without DID	\$8.00
	One-way DID	\$13.00
	One-way DOD	\$8.00
	Two-way DIOD	\$13.00
	Digital Multiplex Interface (analog trunks or line side capabilities required on the high capacity facility):	
	One-Way Analog DID Trunk, per trunk	\$26.00
	Analog Central Office Trunk (COT) or Line, per COT or line	\$15.00

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**SERVICE AREA EXCHANGES/RATE GROUPS**
**FRONTIER LOCAL CALLING AREAS BY RATE GROUP**

<b><u>RATE GROUP</u></b>	<b><u>EXCHANGES</u></b>
C1	Abingdon, Addieville, Albany, Aledo, Alexis, Alpha, Altamont, Andover, Ashley, Bartelso, Basco, Batchtown, Bath, Beecher City, Benld, Biggsville, Bowen, Brownstown, Brussels, Bunker Hill Carlinville, Carthage, Chadwick, Chesterfield, Coffeen, Coleta, Cordova, Dallas City, Donnellson, Dow, DuBois, East Dubuque, Edgewood, Eliza, Elvaston, Erie, Farina, Ferris, Fieldon, Fillmore, Gillespie, Greenview, Gulfport, Hamburg, Hamilton, Hampton, Hardin, Hettick, Hillsdale, Hoffman, Hooppole, Hoyleton, Ina, Irvington, Jerseyville, Joy, Kampsville, Keyesport, Kilbourne, Kirkwood, Lanark, Little York, London Mills, Mason City, Matherville, Medora, Milledgeville, Monmouth, Mount Olive, Mulberry Grove, Nauvoo, New Boston, New Douglas, New Minden, Niota, North Hend, Oquawka, Patoka, Pittsburg, Polo, Port Byron, Preemption, Prophetstown, Ramsey, Rio, Roseville, Saint Elmo, Saint Pete, Sandoval, Seaton, Shannon, Shattuck, Sherrard, Shumway, Sorento, Stronghurst, Sutter, Tamaroa, Tampico, Teutopolis, Thomas, Waltonville, Warsaw, Watson, Woodlawn.
C2	Fulton
C3	Lyndon
C4	Morrison

**SERVICE AREA EXCHANGES/RATE GROUPS**, continued**AT&T LOCAL CALLING AREAS BY RATE GROUP**

<b><u>RATE GROUP</u></b>	<b><u>EXCHANGES</u></b>
1	Beardstown, Cairo, Forrest, Mound City, Mounds, Olive Branch, Tamms, Thebes.
2	Cape Girardeau
3	Beloit, Fowler, Sterling.
4	Burton, Quincy
5	Columbus, Liberty, Payson.
A	Chicago Zone 1, Chicago Zone 5, Chicago.
A1	Chicago
B	Bellwood, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 7, Chicago Zone 8, Chicago Zone 9, Chicago Zone 10, Chicago Zone 11, Chicago, Cicero, Des Plaines, Evanston, Hoffman Estates, Monee, Naperville, Oak Lawn, Oak Park, Oakbrook, Park Ridge, Poplar Creek, River Grove, Skokie.
C	Algonquin, Alton, Antioch, Arlington, Athens, Aurora, Aviston, Barrington, Bartlett, Batavia, Beckemeyer, Beecher, Belleville, Bensenfille, Bethalto, Big Rock, Blue Island, Bluford, Braidwood, Buffalo, Calumet City, Canton, Cantrall, Carlyle, Cary, Catlin, Centralia, Champaign, Chicago Zone 7, Coal City, Collinsville, Crescent City, Crete, Crystal Lake, Danville, Decatur, Deerfield, Delavan, Downers Grove, Dundee, Dwight, East Moline, East St. Louis, Edgemont, Edgington, Edwardsville, Elburn, Elgin, Elk Gove, Elmhurst, Elwood, Fairmount, Farmington, Fiatt, Fithian, Fox Lake, Frankfort, Freeburg, Galena, Gardner, Geneva, Georgetown, Germantown, Gibson City, Gilman, Glen Carbo, Glen Ellyn, Glenview, Granite City, Grant Park, Grays, Lake, Greenville, Hanna City, Harding, Harmony, Harristown, Harvard.



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**SERVICE AREA EXCHANGES/RATE GROUPS**, Continued**AT&T LOCAL CALLING AREAS BY RATE GROUP**, Continued

C (Continued)	Harvey, Herscher, Hickory Hill, Highland Park, Hillside, Hinsdale, Homewood, Huntley, Indianola, Ipava, Iuka, Joliet, Kaneville, Kankakee, Kell/Dix, Kinmundy, La Grange, La Salle, Lake Forest, Lake Villa, Lake Zurich, Lebanon, Lemont, Lewistown, Libertyville, Lisbon, Lockport, Lombard, Manhattan, Manteno, Marengo, Marine, Mazon, McHenry, Minooka, Mokena, Moline, Momence, Morris, Mount Vernon, Nashville, New Athens, New Lenox, Newark, Northbrook, Oakford, O'Fallon, Oglesby, Onarga, Orland, Oswego, Ottawa, Palatine, Palos Park, Peoria, Peotone, Petersburg, Plainfield, Plano, Plato Center, Plattville, Ridge Farm, Riverdale, Riverton, Rochester, Rock Island, Rockford, Rolling Meadows, Roselle, Round Lake, Saint Anne, Saint Jose, Salem, San Jose, Schaumburg, Schiller Park, Seneca, Spring Bay, Springfield, Sugar Grove, Summit, Tallula, Tinley Park, Trenton, Trivoli, Troy, Union, Utica, Vandalla, Verona, Warrenville, Watseka, Wauconda, Waukegan, West Chicago, Westville, Wheaton, Wheeling, Wilmette, Wilmington, Winnetka, Wood River, Woodstock, Yorkville, Zion.
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**SERVICE AREA EXCHANGES/RATE GROUPS**, Continued**FRONTIER WEST LOCAL CALLING AREAS BY RATE GROUP**

<b><u>RATE GROUP</u></b>	<b><u>EXCHANGES</u></b>
1GATL	Armstrong, Beason, Casey, Cheneyville, Cissna Park, Congerville, Danforth, Deer Creek, East Lynn, Emden, Foosland, Goodfield, Greenup, Hartsburg, Hoopeston, Kansas, Milford, Neoga, Potomac, Rankin, Secor, Stockland, Toledo, Wellington, Westfield, Woodland.
2GATL	Bondville, Collison, Fisher, Flatville, Gifford, Ivesdale, Ludlow, Ogden, Penfield, Pesotum, Philo, Rantoiul, Royal, Sadorus, Seymour, Thomasboro, Tolon.
AG	Bloomington, Carbondale, DeKalb, Freeport, Jacksonville, Marion.

**SERVICE AREA EXCHANGES/RATE GROUPS**, Continued**FRONTIER WEST LOCAL CALLING AREAS BY RATE GROUP**, Continued

<b><u>RATE GROUP</u></b>	<b><u>EXCHANGES</u></b>
BG	<p>Albers, Albion, Alexander, Allendale, Alvin, Amboy, Anna, Annapolis, Apple Canyon, Apple River, Agenta, Arrowsmith, Ashkum, Ashton, Astoria, Atlanta, Auburn, Ava, Barry, Baylis, Beavervillage, Bellflower, Bellmont, Belvidere, Bement, Benson, Benton, Bethany, Birds, Bismark, Bluffs, Bradford, Bridgeport, Brimfield, Broadlands, Brockton, Brookport, Buckley, Buda, Bureau, Burnt Prairie, Bushnell, Byron, Cabery, Calhoun, Camp Grove, Camp Point, Campus, Capron, Carlock, Carmi, Carrier Mills, Carrollton, Carterville, Castleton, Cedar Point, Cedarville, Cerro Gordo, Chapin, Chatham, Chatsworth, Chauncey, Chebanse, Chenoa, Cherry</p> <p>Valley, Chester, Chillicothe, Chrisman, Christopher, Cisco, Claremont, Clay City, Clayton, Clifton, Clinton, Cobden, Colfax, Compton, Coulterville, Creal Springs, Creston, Cropsey, Cuba, Cypress, Dakota, Dalton City, Davis, DeLand, DeSoto, Divernon, Dongola, Donovan, Dover, Downs, DuQuoin, Dundas, Dunlap, Durand, Earlville, Edelstein, El Dorado, Eldred, Elizabeth Elkhart, Elkhville, Elliott, Ellis Grove, Ellsworth, Elmira, Elmwood, Elwin, Emington, Enfield, Eureka, Evansville, Ewing, Fairbury, Fairfield, Farmer City, Fayetteville, Flora, Forreston, Franklin, Franklin Grove, Galva, Garden Prairie, Genoa, German Valley, Girard, Golconda, Goreville, Grand Ridge, Granville, Grayville, Greenfield, Griggsville, Groveland, Hammond, Hanover, Hardinville, Harrisburg, Hebron, Hecker, Hennepin, Henning, Henry, Herrin, Heyworth, Highland, Hillview, Hinckley, Homer, Hopedale, Hudson, Hurst, Hutsonville, Illiopolis, Johnston City, Joppa, Karnak, Kenney, Kewanee, Kirkland, La Moille, La Place, La Rose, Ladd, Lawrenceville, LeRoy, Leland, Lena, Lexington, Lincoln, Literberry, Loami, Loda, Long Point, Lostant</p>

**SERVICE AREA EXCHANGES/RATE GROUPS**, Continued**FRONTIER WEST LOCAL CALLING AREAS BY RATE GROUP**, Continued

<b><u>RATE GROUP</u></b>	<b><u>EXCHANGES</u></b>
BG – (Continued)	Mackinaw, Macomb, Macon, Magnolia, Mahomet, Malta, Manchester, Manlius, Mansfield, Maple Park, Marissa, Maroa, Marshall, Martinton, Mascoutah, Massbach, Maunie, McConnell, McLean, McLeansboro, Melvin, Mendota, Meredosia, Metcalf, Metropolis, Millstadt, Milton, Mineral, Minier, Minonk, Monroe Center, Monticello, Morton, Mossville, Mount Carmel, Mount Morris, Mount Sterling, Mount Zion, Murphysboro, Murrayville, Neponset, New Baden, New Berlin, New Canton, New Haven, New Hollan, New Milfor, Newman, Netwon, Niantic, Noble, Norris City, Odell, Ohio, Okawville, Olney, Omaha, Orangeville, Oreana, Oregon, Palestine, Palmyra, Paris, Parkersburg, Patterson, Paulton, Paw Paw, Pawnee, Paxton, Pearl, Pearl City, Pecatonica, Percy, Perry, Pinckneyville, Piper City, Pittsfield, Pleasant Hill, Pleasant Plains, Pontiac, Poplar Grove, Prairie City, Princeton, Princeville, Putnam, Raleigh, Reddick, Redmond, Richmond, Ridgway, Roanoke, Roberts, Robinson, Rochelle, Rock Cut, Rockport, Rockton, Roodhouse, Roscoe, Rose Hill, Rossville, Royalton, Rutland, Sailor Springs, Saint Francis, Sandwich, Saybrook, Scales Mound, Sesser, Seward, Shabbona, Shawneetow, Sheffield, Sheldon, Sheridan, Sherman, Shirland, Sibley, Sidell, Sidney, Somonauk, Sparland, Sparta, Spring Grove, Spring Valley, Stanford, Steward Stillman Valley, Stockton, Stonefort, Strawn, Streator, Sublette, Sullivan, Summerfield, Sumner, Sunnyland, Sycamore, Thawville, Thompsonville, Tilden, Tiskilwa, Toluca, Toulon, Tremont, Tuscola, Ullin, Varna, Vermillion, Vermont, Versailles, Vienna, Villa Grive, Villa Ridge, Virden, Walnut, Warren, Warrensburg, Washburn, Washington, Waterman, Waverly, Wayne City, Waynesville, Weldon, Wendelin, Wenona, West Brook, West Frank, West Salem, West Union, Westport, White Hall, Williamsville, Willow Hill, Winchester, Winnebago, Winslow, Wonder Lake, Woodson, Wyanet, WyoMing, Ziegler.

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**INTEREXCHANGE SERVICE RATES AND CHARGES****Switched and Dedicated Service Charges**

Service charges per account are based on the following schedule:

A. Switched Access Outbound Service

	<b>DAYTIME</b>		<b>EVENING</b>		<b>NIGHT</b>	
	<b>Initial</b>	<b>Add'l</b>	<b>Initial</b>	<b>Add'l</b>	<b>Initial</b>	<b>Add'l</b>
	<b>30 Sec.</b>	<b>6 Sec.</b>	<b>30 Sec.</b>	<b>6 Sec.</b>	<b>30 Sec.</b>	<b>6 Sec.</b>
<b>Intrastate</b>	\$0.0495	\$0.0099	\$0.0495	\$0.0099	\$0.0495	\$0.0099

B. Switched Access Inbound Service

	<b>DAYTIME</b>		<b>EVENING</b>		<b>NIGHT</b>	
	<b>Initial</b>	<b>Add'l</b>	<b>Initial</b>	<b>Add'l</b>	<b>Initial</b>	<b>Add'l</b>
	<b>30 Sec.</b>	<b>6 Sec.</b>	<b>30 Sec.</b>	<b>6 Sec.</b>	<b>30 Sec.</b>	<b>6 Sec.</b>
<b>Intrastate</b>	\$0.0495	\$0.0099	\$0.0495	\$0.0099	\$0.0495	\$0.0099

**INTEREXCHANGE SERVICE RATES AND CHARGES, Continued**

## Switched and Dedicated Service Charges, Continued

## C. Dedicated Access Outbound Service

	DAYTIME		EVENING		NIGHT	
	Initial	Add'l	Initial	Add'l	Initial	Add'l
	30 Sec.	6 Sec.	30 Sec.	6 Sec.	30 Sec.	6 Sec.
<b>Intrastate</b>	ICB	ICB	ICB	ICB	ICB	ICB

## D. Dedicated Access Inbound Service

	DAYTIME		EVENING		NIGHT	
	Initial	Add'l	Initial	Add'l	Initial	Add'l
	30 Sec.	6 Sec.	30 Sec.	6 Sec.	30 Sec.	6 Sec.
<b>Intrastate</b>	ICB	ICB	ICB	ICB	ICB	ICB

## Travel Card Service

Access charge per call	\$0.50
Rate per Minute	\$0.20

## Directory Assistance

Rate per access	\$0.85
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**INTEREXCHANGE SERVICE RATES AND CHARGES, Continued**
**INTEREXCHANGE CALLING TIME PERIODS**

The application periods for the service are:

	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
8:00 AMto4:59 PM	Day	Day	Day	Day	Day	Eve	Eve
5:00 PMto10:59 PM	Eve	Eve	Eve	Eve	Eve	Eve	Eve
11:00 PMto7:59 AM	Night	Night	Night	Night	Night	Night	Night

Night Rate applies to selected holidays (New Year's Day, July 4, Labor Day, Thanksgiving and Christmas). On these holidays the Night Rate applies all day, unless a lower rate would normally apply.

**INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Service Guide. Rates quoted in response to such competitive requests may be different than those specified for such Services in this Service Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.