



## **Granite Telecommunications, LLC**

100 Newport Avenue Extension  
Quincy, Massachusetts 02171

### **Telecommunications Service Guide**

*For Local and Intrastate Interexchange Telecommunications Services Provided in the State of*

## **Illinois**

This Service Guide, in conjunction with or in lieu of any existing separate Service Agreements, Tariffs, and general or service specific terms and conditions, sets forth the retail rates applicable to Granite Telecommunications LLC'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 establishes the standard rates, terms, and conditions that apply to the provision and your use of Granite Telecommunications, LLC ("Granite" or "Company") retail local exchange and interexchange long distance telecommunications Services in the State of Illinois. Your verbal or written Service Order or any use by you of Granite's Service constitutes agreement by you to all of the rates, terms, and conditions set forth in this Service Guide, including any other documents specifically incorporated herein.

The provisions of this Service Guide apply only to retail intrastate telecommunications Services furnished by Granite and do not apply, unless otherwise specified, to any other services, including, without limitation, Information Services and other unregulated services offered by Granite. Except as expressly specified in this Service Guide with respect to particular Service plans ordered by Customers, the rates and charges set forth in this Service Guide do not cover lines, facilities, or services furnished to Customers by other carriers, including, without limitation, lines, facilities, or services that are used by Customers to access Granite's long distance Services or to complete calls to or from points beyond Granite's local network calling areas. Customers are solely responsible for obtaining any customer premises equipment and for establishing suitable agreements or other arrangements with other carriers that may be needed to access and use Granite's Services.

The provisions of this Service Guide, together with any Applicable Tariffs, establish the sole and exclusive rates, terms, conditions, and understandings pertaining to Granite's provision and Customer's use of Services ordered by Customer, and supersede all prior agreements, proposals, representations, and understandings, whether written or oral, with respect to such Services. No provisions of this Service Guide or any Applicable Tariff may be changed, waived, or otherwise amended, or modified in any manner except pursuant to a Written Contract document that has been duly executed by Granite for such purpose.

In the event of any conflict between the provisions of this Service Guide and any applicable Written Contract Tariff, such conflict will be resolved by giving preference, first, to the Applicable Written Contract Tariff provisions and, second, to this Service Guide.

**BY PRESUBSCRIBING, OTHERWISE UTILIZING, OR PAYING, DIRECTLY OR INDIRECTLY FOR COMPANY'S SERVICES, YOU HEREBY AGREE TO THE RATES, CHARGES, TERMS, AND CONDITIONS WHICH FOLLOW. IF YOU BELIEVE THAT YOUR USE OF SERVICES HAS BEEN MADE IN ERROR, PLEASE CONTACT GRANITE TELECOMMUNICATIONS, LLC'S SERVICE DEPARTMENT IMMEDIATELY AT 866.847.1500.**

The rates, rules, terms, and conditions contained in this Service Guide are subject to change at Granite's sole discretion. Customers will be notified of changes through bill messages or inserts or otherwise in accordance with Applicable Law and regulations prior to the date on which changes become effective. Changes will also be posted on Granite's website at <http://www.granitenet.com/Legal>. Your continued use of Granite's Service following any such changes constitutes your agreement to such changes.

This Service Guide is governed by and interpreted according to Applicable Laws and regulations of Illinois.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Certain terms used generally throughout this Service Guide for Services of Company 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 Colorado State Corporation Commission to provide telecommunications services.

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

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Company:

Granite Telecommunications, LLC

### Contract:

A binding agreement between Customer and Company specifying terms, pricing, and other conditions of Service. A Contract for a particular Service is formed upon the Company's acceptance of a Service Order or the Customer's use of the Service provided by the Company. Except as otherwise provided in a Written document signed by the Company and the Customer, the provisions of this Service Guide, together with the applicable Service Order, constitute the Contract for the Service requested or used by the Customer.

### Customer or Subscriber:

The person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., that is provided a Service and that is responsible for the payment of charges and compliance with the terms and conditions of this Service Guide and any Written Contract for Service.

### 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.

### Emergency Number Service:

A telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the Customer may receive telephone calls dialed to the telephone number 911. The 911 Services includes lines and equipment necessary for transferring and dispatching public emergency telephone calls originated by persons within the telephone central offices areas arranged for 911 calling.



## SECTION 1 - 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 department, agency, commission, 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.

### Individual Case Basis ("ICB"):

Aa Service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer.

### Interexchange Carrier (IXC):

A Long Distance Telecommunications service provider.



## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Interruption:

The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for Service difficulties such as slow dial tone, Circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a Common Carrier or other entity other than the Company. Any Interruption allowance provided within this Service Guide by the Company shall not apply where Service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Service Guide, terminates Service because of non-payment of bills, unlawful or improper use of the Company's facilities or service, or breach of the provisions of this Service Guide, or as required by applicable law.

### 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.

### Local Telephone or Local Exchange Service:

Public switched communication service between points within an Exchange Area

### Long Distance Telecommunications ("Toll") Service:

Public switched communication service between points in different Exchange Areas.

### Monthly Recurring Charges (MRC):

Monthly charges to the Customer for Services, that continue for the agreed upon duration of the service.

### Non-Recurring Charge (NRC):

A one-time charge assessed to initiate and establish a Service or in connection with other work performed by the Company.





## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Measured Rate Service:

Measured rate service is a classification of Local Exchange Service in connection with which local exchange usage is calculated on a per-minute, time of day, and distance-called basis for the purpose of charging for the service. For this service the dial tone line is offered with a limited monthly usage option, with an Exchange Flat/Measured Rate monthly usage option or without a monthly usage option.

### Message Rate Service:

Message rate service is a classification of Local Exchange Service in connection with which local exchange message usage is calculated in terms of message units for the purpose of charging for the service. For this service the dial tone line is offered with or without a limited monthly usage option.

### Message Unit

A message unit is a unit of measurement by which the charges for certain local messages are ascertained. Each message is charged for at least one message unit except as otherwise specified.

### Network Interface Device (NID)

A device that readily permits the disconnection of all Customer Premises Wiring from the Company's network and provides access to the company network through an industry registered jack of a type provided for in 47 CFR Part 68 for testing purposes.

### Premises:

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

### Public Safety Answering Point (PSAP)

The answering point for a 911 call. A PSAP may be designated as Primary or Secondary, which refer to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only. Any person dialing 911 from a telephone number that is used for local exchange telephone network access and arranged to provide 911 service will be automatically connected to the appropriate PSAP for that telephone.

### Service(s):

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

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Station:

Each telephone on a line where no telephone number associated with the line is 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.

### V & H Coordinates:

Geographic Points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

### White Pages Directory Listing:

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

### Written; In Writing:

Both "written" and "in -writing" describe materials intended to be read, either in hardcopy document form (including fax) or transmitted through electronic media. For purposes of these rules, whenever anything is required to be provided "in writing" or in "written" form (e.g., a disclosure, a notice, or a confirmation), the requirement may be satisfied through the use of electronic media if both the Company and Subscriber parties to the communication have agreed to do so. If they have not, a tangible, hardcopy document is required. (The Company's electronic communications with customers and agreements to use electronic communications must satisfy the requirements of the federal Electronic Signatures Act, 15 USCA §§ 7001 et seq. and/or state law, as applicable.)



## SECTION 2 - 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.



## SECTION 2 - 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.



## SECTION 2 - 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



## SECTION 2 - 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.



## SECTION 2 - 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 prescribed 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;
- 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.



## SECTION 2 - 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.





## SECTION 2 - 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.



## SECTION 2 - 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.



## SECTION 2 - 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.



## SECTION 2 - 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.



## SECTION 2 - 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 below, 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.

##### **Disruption Time**

##### **Credit Amount**

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.

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## SECTION 2 - 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.



## SECTION 2 - 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.



## **SECTION 2 - 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.





## SECTION 2 - 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.



## SECTION 2 - 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.

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## SECTION 2 - RULES AND REGULATIONS, Continued

### 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.

If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty (20) days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charge billed as local taxes multiplied by five percent of 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.



## SECTION 2 - 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.



## SECTION 2 - 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	Consumer Affairs Division
Illinois Commerce Commission	Illinois Commerce Commission
527 East Capitol Avenue	160 North LaSalle, Suite C-800
Springfield, Illinois 62794-9280	Chicago, Illinois 60601-3104
Telephone: 217.782.2024	Telephone: 800.524.0795
- I. Limitations of Damages and of Period for Bringing Claims - The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever shall 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 shall be commenced more than one (1) year after the Service related to the claim is rendered. Claims applicable to overbilling against Company shall be commenced no more than two (2) years after the Service related to the claim is rendered pursuant to Section 415, U.S. Code, 47 U.S.C. §415.



## SECTION 2 - 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.



## SECTION 2 - 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.



## SECTION 2 - 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;
- 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;
- C. For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to Service;
- D. For use of Company's Services for any purpose other than that described in the application;
- 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;
- 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;
- 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.

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## **SECTION 2 - 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.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 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.



## SECTION 2 - RULES AND REGULATIONS, Continued

### 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;
- 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;
- C. A breach in the privacy or security of communications transmitted over Company's facilities;
- D. Acts, mistakes, omission, interruptions delays, errors or defects in transmission over Company's facilities or equipment;
- E. Injuries to persons or property from voltages or currents transmitted over Company-provided facilities caused by Customer-provided equipment or Premises wire;
- 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; o
- G. Violations of the obligations of the Customer under this Service Guide;
- 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;
- 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;

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## SECTION 2 - 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.

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## SECTION 2 - 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.

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## SECTION 2 - 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.



## 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.



## SECTION 2 - 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.





## **SECTION 2 - 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.



## SECTION 2 - 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.



## SECTION 2 - 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 29, 2021, of the Illinois Commerce Commission in Docket 21-0156, 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, 2021, or at the beginning of the first cycle after July 1, 2021.



## SECTION 3 - 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 Illinois Bell Telephone Company, LLC dba AT&T Illinois, Citizens Telecommunications Company of Illinois dba Frontier Citizens Communications of Illinois, Illinois Consolidated Telephone Company, Frontier Communications of the Carolinas, LLC, and Frontier North, Inc.

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.



## SECTION 3 - DESCRIPTION OF SERVICE, Continued

### 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".



### SECTION 3 - 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.



## SECTION 3 - 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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### SECTION 3 - 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.





### **SECTION 3 - 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 and 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.



**SECTION 4 – RATES AND CHARGES**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES**

4.1.1. Service Charges

Non-Recurring Charges

New Installation

1-3 lines	\$120.00
4-10 lines	\$300.00
11+ lines	\$550.00
Service Order Charge	\$37.00
Record Change	\$21.00
Restoral of Service	\$34.00
No Trouble Found	\$285.00
PIC and LPIC Change	\$10.00
PIC or LPIC	\$5.00

4.1.2. Local Exchange Service

A. Local Exchange Lines

Monthly Charge

Flat Rate Business Line - Single	\$838.00
Measured Rate Class of Service	\$617.00
Message Rate Business Service	\$617.00
Multiline Flat Rate Business Line	\$838.00

B. Remote Call Forwarding

Monthly Charge

Remote Call Forward Line	\$50.72
Remote Call Forwarding Additional Path	\$50.72

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## SECTION 4 – RATES AND CHARGES, Continued

### 4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued

#### 4.1.2. Local Exchange Service, Continued

##### C. Multi-Service Transport Mileage Charges

Multi-Service Transport Mileage Charges services are rated on an individual case basis, based on the location(s) where service is provided.

1001A Channel Area C  
2001 Channel- Area A- Long Haul Mileage  
2001 Channel- Area A- Short Haul Mileage  
2001 Channel- Area B- Long Haul Mileage  
2001 Channel- Area B- Short Haul Mileage  
2001 Channel- Area C- Long Haul Mileage  
2001 Channel- Area C- Short Haul Mileage  
2001B Channel Area B  
2001C Channel- Area C-Long Haul Mileage- STF Not Applicable  
2001D Channel Additional Appearance  
2001D Channel Additional Appearance, Rate Group A  
2001D Channel Additional Appearance, Rate Group B  
2001D Channel Area A  
2001D Channel Area A-Long Haul Mileage  
2001D Channel Area C  
2002 Channel Area B  
2002 Channel Area C  
Analog 4-Wire Termination per arrangement  
C2 Type – Two Point – Between Service Area – 4 Wire – Long Haul – Area C  
Channel Mileage  
Channel Mileage - Access Area A  
Channel Mileage - Access Area B  
Channel Mileage Terminal Access Area B  
Channel Mileage Part 2 - 2001 without Conference, First Mile  
Channel Mileage, per inter-wire center mile  
Channel Mileage Termination  
Foreign Central Office Service, per each additional 1/4 mile  
Foreign District Mileage, First Mile  
Foreign District Service- Per each additional mile  
Foreign Service - Private Line Service Channel Mileage  
Foreign Exchange Service Mileage, per half mile  
Inter Service Area Channel Long Haul Mileage Part 2 – Duplex, per Mile  
Inter Service Area Channel Long Haul Mileage - per additional mile  
Inter Service Area Local Channel - Long Haul Mileage  
Inter Service Area, Channel Type 1006, Two Point Service, per ¼ mile  
Inter Service Area Channel Type 2001, Multi-point Service without Conference capability, first ¼ mile  
Inter Service Area Channel Type 2001, Multi-point Service without Conference capability, each additional ¼ mile

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## SECTION 4 – RATES AND CHARGES, Continued

### 4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued

#### 4.1.2. Local Exchange Service, Continued

##### C. Multi-Service Transport Mileage Charges, Continued

Multi-Service Transport Mileage Charges services are rated on an individual case basis, based on the location(s) where service is provided.

Interoffice Channel Mileage - Type 2002 - Two-Wire Interface  
Interoffice Channel Mileage - Type 2002 - Two-Wire Interface  
Interoffice Channel Mileage - Type 2002 - Two-Wire Interface  
Interoffice Channel Mileage Part 2 – 2001, First Mile  
Interoffice Channel Mileage Part 2 – 2001, per Additional Mile  
Interoffice Channel Mileage Part 2 - 2001 Conference, First Mile  
Interoffice Channel Mileage Part 2 - 2001 Conference, per Additional Mile  
Interoffice Channel Mileage Part 2 - 2002 with Conference, First Mile  
Interoffice Channel Mileage Part 2 - 2002 with Conference, per Additional Mile  
Interoffice Channel Mileage Part 2 - Duplex & Half-Duplex, per 1/4 mile  
Interoffice Channel Mileage Part 2 – Metallic, per Mile  
Interoffice Channel Mileage with Conference Capability, First Mile  
Interoffice Channel Mileage with Conference Capability, additional - 1/4 mile  
Long Haul Mileage, Type 2001, with Conference, 4-Wire  
Long Haul Mileage, Type 2001A  
Long Haul Mileage, Type 2001B  
Long Haul Mileage, Type 2001C  
Long Haul Mileage, Type 2002: Four-Wire  
Long Haul Mileage, Type 2301: Two-Wire  
Long Haul Mileage, Type 2301: Two-Wire  
Long Haul Mileage, Type 3002: Four-Wire  
Long Haul Mileage - Two Point Service – Type 2002 Two-Wire Interface, first mile  
Long Haul Mileage - Two Point Service – Type 2002 Two-Wire Interface, per additional mile  
Long Haul Mileage - Two Point Service – Type 2001D Two-Wire Interface, per first mile  
Long Haul Mileage - Two Point Service – Type 2001D Two-Wire Interface, per additional mile



## SECTION 4 – RATES AND CHARGES, Continued

### 4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued

#### 4.1.2. Local Exchange Service, Continued

##### C. Multi-Service Transport Mileage Charges, Continued

Multi-Service Transport Mileage Charges services are rated on an individual case basis, based on the location(s) where service is provided.

Short Haul Mileage

Short Haul Mileage, per first 1/4 mile

Short Haul Mileage, per additional 1/4 mile

Short Haul Mileage - Type 2001

Short Haul Mileage - Type 2001, per additional 1/4 mile

Short Haul Mileage - Type 2001A, Two Point Service, per first 1/4 mile

Short Haul Mileage - Type 2001A, Two Point Service, per additional 1/4 mile

Short Haul Mileage - Type 2001B, Two Point Service, per first 1/4 mile

Short Haul Mileage - Type 2001B, Two Point Service, per additional 1/4 mile

Short Haul Mileage - Type 2001C, Two Point Service, per first 1/4 mile

Short Haul Mileage - Type 2001C, Two Point Service, per additional 1/4 mile

Short Haul Mileage - Type 2001D, Two Point Service, per first 1/4 mile

Short Haul Mileage - Type 2001D, Two Point Service, per additional 1/4 mile

Short Haul Mileage - Type 2301: Two Wire Interface, per first 1/4 mile

Short Haul Mileage - Type 2301: Two Wire Interface, per additional 1/4 mile

Short Haul Mileage - Type 2301: Four Wire Interface, per first 1/4 mile

Short Haul Mileage - Type 2301: Four Wire Interface, per additional 1/4 mile

Short Haul Mileage - Type 3002 - Two-Wire Interface, Two Point and Multi Point Service

Short Haul Mileage - Type 3002 – Two Wire Interface - Two Point Service, per first 1/4 mile

Short Haul Mileage - Type 3002 – Two Wire Interface - Two Point Service, per additional 1/4 mile

Short Haul Mileage - Type 3002 – Two-Wire Interface - Multi Point Service, per first 1/4 mile

Short Haul Mileage - Type 3002 – Two-Wire Interface - Multi Point Service, each additional 1/4 mile

Short Haul Mileage - Type 3002 – Two Wire Interface - First 1/4 mile – Two Point Service

Short Haul Mileage - Type 3002: Four-Wire

Short Haul Mileage - Type 3002: Four-Wire, First 1/4 mile

Short Haul Mileage Type 3002 - Four-Wire Interface

Type 1001A: Metallic - Short Haul Mileage, First 1/4 mile

Type 1001A: Metallic - Short Haul Mileage, per additional 1/4 mile

Type 2001A- Long Haul Mileage

Type 2002 - Two-Wire Interface

Type 2301 - Two Wire Interface, Long Haul Mileage, Per primary termination

Type 3002 - Four-Wire Interface

Type 3002 - Four-Wire Interface, Rate Group A

Type 3002 - Four-Wire Interface, Rate Group B

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.3. Custom Calling Features**

	Monthly Charge
*66 Auto Redial	\$5.00
*69 Call Return	\$7.00
900 and 976 Block	\$0.00
900 Blocking Feature	\$0.00
976 Restriction	\$0.00
Additional Alternate Routing each	\$75.00
Alarm Coupler	\$3.63
Alternate Answering	\$1.00
Anonymous Call Rejection	\$1.90
Auto Dialer Service	\$2.50
Automatic Transfer	\$0.25
Back Up Link - Disaster Recovery	\$ 0.00
Block Automatic Call Back	\$0.00
Call Again Pay Per Use Block	\$ 0.00
Call Forwarding Busy Line	\$0.60
Call Forwarding Do Not Answer	\$0.60
Call Forwarding To External Number - Centrex	\$0.00
Call Forwarding Variable	\$27.83
Call Rejection	\$5.00
Call Waiting	\$27.83
Caller ID Blocking	\$2.00
Caller ID Number Only	\$38.04
Caller ID with Name	\$2.60
Caller ID with Name and Number	\$2.60
Calling Name and Number Delivery Block	\$0.00
Calling Name Display	\$2.60
Custom Business Automatic Transfer	\$0.25
Custom Business Call Forwarding (2)	\$0.25
Customer Control for Busy Line Transfer	\$1.00
Customer Location Alternate Routing	\$17.00
Deny Originating Calls	\$0.00
Direct Connect	\$14.00
Easy Call	\$5.00
Hot Line	\$107.00
Hunting	\$0.00
Intercom Plus	\$4.28
International Call Block	\$0.00
Local Usage Plan	\$6.00
Make Busy or Break Hunt Control equipment	\$6.35

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.3. Custom Calling Features, Continued**

	Monthly Charge
Mandatory Blocking 900/976	\$0.00
Multi-Ring Service, First Number	\$5.00
No Collect/3rd Party	\$0.00
Outgoing Call Control	\$13.52
Personalized Ring Two Additional Numbers Second	\$5.00
Prestige Communication Package	\$1.95
Prestige Communications Package (PCP) II Service - Additional Line	\$1.95
Priority Ringing	\$4.65
Privacy Manager	\$55.66
Repeat Dial *66	\$0.00
Speed Dial 30	\$ 8.75
Speed Dial 8	\$21.15
Third Party Billing Block	\$0.00
Three Way Call Blocking	\$0.00
Three Way Calling	\$26.44
Toll Restriction	\$1.90
Touch Tone Business	\$0.00
Usage Sensitive 3-Way Calling	\$0.00
Voice Connecting Arrangement	\$2.42

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.4. Directory Listings		Monthly Charge
Additional Listing		\$6.00
Cross Reference Listing		\$6.00
Directory Listing		\$6.00
Secondary Directory Number		\$0.25
Non-Listed Service		\$3.50
Non-Published Listing		\$4.35

4.1.5. Directory Assistance		Monthly Charge
Local		\$6.99
Regional		\$6.99
Call Completion, excluding usage		\$1.50
Operator Assistance, excluding usage		\$6.99

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.6. CENTREX Service**

**A. CENTREX Services**

Monthly Charge

Additional Main Line	\$346.00
Centrex Intercommunication Access Service	\$346.00
Centrex - Extension Bridged - Station Line Secondary	\$0.00
Centrex Bridged Different Premise	\$0.00
Centrex Electronic Key Line	\$356.00
Centrex Network Access Line	\$12.32
Centrex Network Access Line, Rate Group A	\$5.09
Centrex Network Access Line, Rate Group B	\$8.78
Exchange Access Station Line Fully Restricted	\$12.32
Exchange Access Station Line Fully Restricted, Rate Group A	\$5.09
Exchange Access Station Line Fully Restricted, Rate Group B	\$8.78

**B. CENTREX Features**

Monthly Charge

3-Card Shelf - 3 Svc Channels	\$90.00
411 & 555 Blocking	\$0.00
Assume Dial 9 - Centrex Feature	\$3.25
Automatic Callback	\$5.00
Billing Terminal - Centrex	\$0.00
Call Detail Reporting Service	\$40.00
Call Diverting	\$0.00
Call Forward All Calls In Only	\$0.00
Call Park	\$0.00
Call Park	\$0.00
Call Transfer AC-3WC Consult Hold - Centrex	\$0.00
Call Waiting	\$0.00
Calling Name Display on Intercom	\$0.25
Cancel Call Waiting	\$0.00
Centrex Call Pick-up	\$0.00
Central Office Premise Facility	\$0.00
Central Office Recorded Announcement	\$40.00
Centrex Call Forward Busy	\$0.00
Centrex Call Forward Do Not Answer	\$0.00
Centrex Call Forwarding Variable	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.6. CENTREX Service, Continued**

**B. CENTREX Features, Continued**

	Monthly Charge
Centrex Call Forwarding Variable Intragroup	\$0.00
Centrex Call Hold	\$0.00
Centrex Call Pick Up	\$0.00
Centrex Call Screening	\$2.50
Centrex Call Transfer Three Way Calling Call Hold	\$0.00
Centrex Call Waiting - Terminating	\$0.00
Centrex Caller ID - Name and Number	\$8.00
Centrex Distinctive Ring	\$0.00
Centrex Line - Additional Features	\$2.40
Centrex Line Three Additional Features	\$3.60
Centrex Line Five Additional Features	\$5.00
Centrex Mate, per station	\$0.40
Centrex Multipath Call Forward Variable	\$0.00
Centrex Premium Feature Package	\$1.00
Centrex Services - Additional Features	\$1.20
Centrex Speed Calling 30	\$0.40
Centrex Speed Dial Short List	\$0.00
Centrex Station Identification, per Tie Trunk	\$5.00
Centrex System Charge	\$5.00
Centrex Telephone Charge	\$1.00
Centrex-Local Call Detail	\$0.00
Centrexmate, per System Charge	\$60.00
Change Centrex - Mate Telephone Number Centrex or Other Network Service Vendor	\$0.40
CO Termination with Touch Tone	\$0.00
Common Block for Centrex Service	\$0.00
Conference Calling - 6 Port	\$60.00
Conference Calling 3 Way	\$0.00
Conference Services, Linking with four additional conference ports, each arrangement	\$40.00
Conferencing Station Controlled (Small) Station	\$2.28
Deny Terminating Calls	\$0.00
Dial Intercept Trunks	\$0.00
Display Communication	\$0.50
Distinct Ring/Call Wait Tone	\$0.00
Electronic Tel-Set Service	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.6. CENTREX Service, Continued**

**B. CENTREX Features, Continued**

	Monthly Charge
Enhanced Feature Package - Area A	\$15.00
Enhanced Feature Package - Area B	\$15.00
Enhanced Feature Package - Area C	\$15.00
Facility Restriction	\$0.00
Flexible Route Selection (FRS) aka Automatic Route Selection (ARS)	\$20.35
Ground Start Area C	\$4.00
Ground Start Conditioning	\$10.00
Ground Start Operation	\$1.00
Incoming Call Queue Slots	\$0.21
Intercept Arrangement	\$2.00
Intercept Services	\$0.00
Intercom	\$5.86
Intercom Caller ID	\$0.60
Interface To CPE Announcement	\$18.00
Multiple Appearance Directory Number - Multiple Call Arrangement	\$0.25
Music On Hold	\$18.00
Off Premise Extension: Type 2001E	\$19.05
Standard Announcement, Access Trunk, Each	\$10.90
Load Dependent First Delay Announcement, ACD-ESS, each	\$101.77
Route Selection Deluxe	\$0.00
Simplified Message Desk Interface (SMDI)	\$305.50
Simultaneous Call Forwarding	\$5.00
Speed Calling Changeable - 30 Code List	\$6.80
Station Intercommunication	\$0.00
Station Line Arrange For Queuing	\$2.35
Stationed Controlled Conference (6 Port)	\$0.00
System Charge, per system	\$5.00
Basic Private Line Termination	\$34.75
Senderized Private Line Termination	\$32.47
Trunk Answering Service	\$0.00
UCD Per Console Line with Queuing	\$9.50
UCD with queue Call Waiting Lamps (each)	\$2.42
UCD, Per Console Line without Queuing	- \$1.50
Unif CI Dist	\$0.97

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.7. Private Branch Exchange (PBX) Service**

**A. PBX Services**

	Monthly Charge
Direct Inward Dial Message Trunk with 3 Way Calling Transfer	\$ 6.00
Direct Inward Dial Trunk	\$617.00
Measured PBX Business Trunk	\$617.00
Measured PBX Business Trunk- Inward	\$617.00
Message Business Trunk - PBX	\$617.00
Outward Measured PBX Trunk	\$617.00
PBX Flat Rate Trunk Service	\$1,331.00
PBX Services	\$617.00
PBX Toll Trunk	\$617.00
T-1 Digital Trunk- with line side capabilities	\$4,220.00
T-1 Digital Trunk-No line side capabilities	\$3,500.00
Trunk Make Busy Arrangement - Additional Line	\$4.95

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.7. Private Branch Exchange (PBX) Service, Continued

B. PBX Features

	Monthly Charge
Busy Out Arrangement	\$116.00
Direct Inward Dial, Each Group of 10 Direct Inward Dial Station Numbers	\$72.00
Direct Inward Dial Main Station Line	\$0.00
Direct Inward Dial Trunk Termination	\$480.00
Digital Channel Service - Additional Equipment Charge – Modules 1, 2, and 3	\$5,530.00
E and M Signaling Arrangement for Type2001B Channels	\$0.32
Group of 10 Reserved Direct Inward Dial Station Numbers	\$39.00
Night Termination	\$116.00
PBX Services HOS CL ID Service	\$25.10
PBX Trunk Touch Tone Service	\$0.00
Recorded Announcement Intercept Service Per Trunk Group	\$0.00
Secretarial Answering Service - Answer L	\$0.00
Selective Call Screening - PBX Trunk	\$13.18
Signaling Feature - Area A	\$0.10
Signaling Feature - Area B	\$0.15
Signaling Feature - Area C	\$12.25
Type A Signaling Arrangement - Area A	\$12.25
Type A Signaling Arrangement - Area B	\$15.65
Type A Signaling Arrangement - Area C	\$16.40
Type B Signaling Arrangement - Area A	\$12.25
Type B Signaling Arrangement - Area B	\$15.60
Type B Signaling Arrangement - Area C	\$16.10
Type B Signaling Arrangement – Inter Service Area C	\$10.25
Type C Signaling - Area A	\$3.00
Type C Signaling - Area B	\$13.65
Type C Signaling - Area C	\$14.35

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.8. Integrated Services Digital Network (ISDN) Service**

**A. ISDN Services**

	Monthly Charge
Integrated Voice Access Line – Measured	\$6.00
ISDN Central Office Termination	\$1,781.00
ISDN Centrex – Custom Line	\$12.00
ISDN Circuit Switched Data Service	\$8.00
ISDN Circuit Switched Voice B Channel	\$3.00
ISDN Direct Line	\$9.41
ISDN Direct Service, 1SO	\$0.00
ISDN Direct Service, P2L	\$85.00
ISDN Direct Service, Rate Group A	\$1,354.00
ISDN Direct Service, Rate Group B	\$719.00
ISDN Direct Service, Rate Group C	\$279.00
ISDN Direct - Business Measured	\$0.00
ISDN Direct - Business Message	\$0.00
ISDN Flat Rate Access Charge	\$74.80
ISDN PRI Access T1 Facility - 238B/D, Each	\$9,639.00
ISDN PRI Prime Connection	\$9,639.00
ISDN National Line	\$12.00
ISDN Virtual Foreign Exchange	\$0.00
ISDN Terminal Service Profile	\$0.00

**B. ISDN Features**

	Monthly Charge
Additional Call Offering	\$3.00
ISDN Calling Name ID Feature	\$85.00
ISDN-Flexible 3-Way Calling	\$0.00
ISDN-PRI Assigned DID Station Number	\$0.20
Secondary Directory Appearance	\$2.50
Usage and Network Access	\$1,000.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services

A. Business Data Service Services

	Monthly Charge
Private Line – Two Point Service Channel Type 2001B	\$52.55
Private Line – Two Point Service Channel Type 2001B	
Rate Group A	\$22.40
Rate Group B	\$25.85
Private Line Channel Type 2001B - Short Haul Mileage	
Rate Group A	\$21.60
Rate Group B	\$25.85
Private Line Channel Mileage	\$25.00
Series 1000 Private Line Channel - Interoffice Channel Mileage Part 2 –	
Metallic, per Additional Mile	\$157.00
1001A Channel- Intra Service Area	
Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00
One-Way Out Trunks over Enhanced Multipath	\$0.00
2001 Channel Area A - with conference capability	\$29.45
2001 Channel- Area A- Without Conferencing Capability-	
STF Not Applicable	\$7.05
2001 Channel Area B - Without conference capability	\$30.60
2001 Channel Area B - With conference capability	\$30.40
2001 Channel- Area B- Without Conferencing Capability- STF Not Applicable	\$9.55
2001 Channel- Area C	\$50.40
2001 Channel- Area C- Without Conferencing Capability-	
STF Not Applicable	\$19.50
2001A Channel Area B	\$15.60
2001A Channel Area C	\$25.70
2001B Channel Area A	\$12.70
2001B Channel Area C, Rate Groups A, B, and C only	\$2.75
2001C Channel Area A	\$19.85
2001C Channel Area B	\$19.75
2001D Channel Additional Appearance	\$15.00
2001D Channel Area A	\$13.80
2001D Channel Area B	\$12.78
2001D Channel Area C	
Rate Groups 1 to 5, C	\$1,666.00
Rate Group A	\$1,455.00
Rate Group B	\$1,566.00
2001E Channel Area B	\$ 6.59
2001E Channel Area C	
Rate Group B	\$10.71
Rate Group C	\$12.25
2002 Channel Area C	\$38.50

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services

A. Business Data Service Services, Continued

	Monthly Charge
3002 Channel Area A	
Rate Groups 1 to 5,C	\$3,345.00
Rate Group A	\$1,666.00
Rate Group B	\$1,905.00
3010 Channel Area B	
Rate Groups 1 to 5, C	\$2,745.00
Rate Group A	\$1,300.00
Rate Group B	\$1,692.00
6000 Channel	\$14.87
Alternate Circuit Switched Data Services (Voice)	\$10.50
Channel - Type 1001A	
Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00
Channel Service: Type 2001 without Conference Capability	
Rate Groups 1 to 5, C	\$1,284.00
Rate Group A	\$735.00
Rate Group B	\$901.00
Channel Service: Type 2001B	\$52.55
Circuit Switched Date per B Channel Equipped	\$9.00
Circuit Switched Service Element per B-Channel	\$21.00
Circuit Switched Voice per B Channel equipped	\$4.00
Circuit Switched Voice/Data Line	\$9.00
Distance Extension	\$22.50
DS1 Local Distribution Channel	\$5,035.00
Inter Service Area Local Channel - Type 1001A	
Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00
Inter Service Area Local Channel - Type 2002 - Two-Wire Interface - Area C	
Rate Groups 1 to 5, C	\$1,495.00
Rate Group A	\$1,185.00
Rate Group B	\$1,264.00
Inter Service Area Local Channel (Channel Area C)	\$52.55
Inter Service Area STF Not Applicable - Type 3002	
Rate Groups 1 to 5, C	\$4,258.00
Rate Group A	\$1,648.00
Rate Group B	\$2,727.00
Inter Service Area STF Not Applicable - Type 3002, Rate Group A	\$587.00
Inter Service Area STF Not Applicable - Type 3002, Rate Group B	\$ 970.00
Inter Service Area Co Ter, Rate Groups A, B, and C only	\$10.85

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services

A. Business Data Service Services, Continued

	Monthly Charge
Intra Service Area Local Channel - Type 2001	
Rate Groups 1 to 5, C	1,185.00
Rate Group A	\$735.00
Rate Group B	\$901.00
Intra Service Area Local Channel B - Type 2001	
Rate Groups 1 to 5, C	1,185.00
Rate Group A	\$735.00
Rate Group B	\$901.00
Intra Service Area Local Channel - Type 2001C	
Rate Groups 1 to 5, C	\$1,363.00
Rate Group A	\$1,143.00
Rate Group B	\$1,323.00
Intra Service Area Local Channel - Type 2001C	
Intra Service Area Local Channel – Type 2001E –	
Connect to Type 7 Answering Service	\$10.71
Intra Service Area Local Channel - Type 2001E –	
Connect other than Type 7 Answering Service	\$12.25
Intra Service Area Local Channel Termination Area A	\$44.50
Intra Service Type 3002 Four-Wire Interface per CO termination	\$9.35
Local Area Channel - Type 2001	
Rate Groups 1 to 5, C	\$1,185.00
Rate Group A	\$735.00
Rate Group B	\$901.00
Local Channel - Type 2001 - Area A	
Rate Groups 1 to 5, C	\$1,185.00
Rate Group A	\$735.00
Rate Group B	\$901.00
Local Channel - Type 2001C	
Rate Groups 1 to 5, C	\$1,455.00
Rate Group A	\$1,053.00
Rate Group B	\$1,116.00
Local Channel - Type 2001C – Area A	
Rate Groups 1 to 5, C	\$1,363.00
Rate Group A	\$1,143.00
Rate Group B	\$1,323.00
Local Channel - Type 2001D	
Rate Groups 1 to 5, C	\$1,666.00
Rate Group A	\$1,455.00
Rate Group B	\$1,566.00
Local Channel - Type 2001D – Area A	
Rate Groups 1 to 5, C	\$1,111.00
Rate Group A	\$970.00
Rate Group B	\$1,044.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services

A. Business Data Service Services, Continued

	Monthly Charge
Local Channel - Type 2001D – Area B	
Rate Groups 1 to 5, C	\$1,666.00
Rate Group A	\$1,455.00
Rate Group B	\$1,566.00
Local Area Channel Type 1000 Series - 4 Wire - Intra Service Area – STF Not Applicable - Area B	\$102.10
Local Channel - Type 1001A - Access Area A	
Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00
Local Channel - Type 2001	
Rate Groups 1 to 5, C	\$1,284.00
Rate Group A	\$753.00
Rate Group B	\$901.00
Local Channel - Type 2002	
Rate Groups 1 to 5, C	\$1,410.00
Rate Group A	\$1,053.00
Rate Group B	\$1,116.00
Local Area Channel - Type 3002	
Rate Groups 1 to 5, C	\$3,345.00
Rate Group A	\$1,666.00
Rate Group B	\$1,905.00
Local Area Channel - Type 3002 – Area B	
Rate Groups 1 to 5, C	\$2,745.00
Rate Group A	\$1,666.00
Rate Group B	\$1,905.00
Local Area Channel - Type 3002 – Area C	
Rate Groups 1 to 5, C	\$3,345.00
Rate Group A	\$1,666.00
Rate Group B	\$1,905.00
Local Channel - Type 2001 - Area B	\$18.00
Local Channel - Type 2001C	\$647.00
Local Channel - Type 2001C - Area A	\$606.00
Local Channel - Type 2001D	\$741.00
Local Channel - Type 2002	\$627.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services

A. Business Data Service Services, Continued

	Monthly Charge
Local Channel - Type 3002	\$1,190.00
Local Channel - Type 3002, Rate Group A	\$593.00
Local Channel - Type 3002, Rate Group B	\$678.00
Local Channel - Type 3002 - Area B	\$976.00
Local Channel - Type 3002 - Area B, Rate Group A	\$593.00
Local Channel - Type 3002 - Area B, Rate Group B	\$678.00
Local Channel - Type 3002 - Area C	\$1,190.00
Local Channel - Type 3002 - Area C, Rate Group A	\$593.00
Local Channel - Type 3002 - Area C, Rate Group B	\$678.00
Local Channel - Type 3002 - Area C, Long Haul Mileage	
Rate Groups 1 to 5, C	\$1,830.00
Rate Group A	\$1,111.00
Rate Group B	\$1,270.00
Local Channel – Type 3002, Four Wire Interface - Two Point Service, Long Haul Mileage	
– STF not applicable	\$3,345.00
Local Channel – Type 3002, Four Wire Interface - Two Point Service, Short Haul Mileage	
– STF not applicable	\$2,745.00
Local Channel Type 1006	\$50.75
Local Channel Type 2301 Four Wire Interface	\$40.90
Local Channel Distribution, DS1 All Access Areas, per point of termination	\$5,035.00
Local Distribution Channel, Base Rate Service, per point of termination	
Access Area A	\$10,018.00
Access Area B	\$8,127.00
Access Area C	\$8,127.00
Multi-point Intra-S.A. Signaling Feature (Without Conference Capability), Per Circuit	\$15.95
Private Line 1001A Channel Inter Service Local Area	
Rate Groups 1 to 5, C	\$774.00
Rate Group A	\$502.00
Rate Group B	\$660.00
Private Line 1001A Channel Inter Service Local Area	
Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00
Private Line 2001 Channel Inter Service Local Area	
Rate Groups 1 to 5, C	\$1,284.00
Rate Group A	\$735.00
Rate Group B	\$901.00
Private Line - Intra Service Area Local Channel - Type 3002	\$45.20
Private Line Two Point Service per Channel	\$6.00
Private Line - 2001B Channel Area B	\$47.85
Series 1000 Channel - Type 1001A	
Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services, Continued

A. Business Data Service Services, Continued

	Monthly Charge
Series 1000 Private Line Channel - Interoffice Channel Mileage Part 2 - Metallic - Additional Mile	\$105.00
Series 2000 Intra Service Area Local Channel	\$54.85
Type 2001B - PBX TO PBX - AREA B STF Not APPLICABLE	\$33.40
Type 1001A - Intra Service Area Channel Rate Groups 1 to 5, C	\$1,161.00
Rate Group A	\$753.00
Rate Group B	\$990.00
Type 1001A - Intra Service Area Channel, Rate Group A	\$268.00
Type 1001A - Intra Service Area Channel, Rate Group B	\$352.00
Type 2002 Four-wire Interface, Long Haul	\$41.15
Type 3002 Two-Wire Interface, Rate Group A only	\$19.45
Type B Signaling-Inter S.A.- Type 2001C Channels	\$ 9.15
Type D Conditioning per Station - Series 3000 Channel Services	\$10.80
Type 2001D Channel Area C	\$0.50
Local Channel Type 2301 Four Wire Interface	\$18.90
Local Channel Type 2301 Four Wire Interface, Rate Group A	\$10.25
Local Channel Type 2301 Four Wire Interface, Rate Group B	\$18.90
Local Channel Type 2301 Four Wire Interface, Rate Group C	\$40.90
Local Distribution Channel Access Area A	\$4,453.00
Access Area B	\$3,612.00
Access Area C	\$3,612.00
Off Premise Extension: Type 2001A	\$29.00
Private Line Intra Service - per CO Termination - Type 3002 Four Wire Termination \$9.35	
Two Wire Analog Data TTY Card	\$16.00
Two Wire Channel Facility Required for Provisioning Only	\$0.00
2002 Channel - Area B - Four Wire Interface- STF not Applicable	\$35.10
2301 Channel Area A	\$7.85
Four Wire Analog Data TTY Card	\$22.00
Advanced Telephone Card	\$25.00
Analog Private Line Services - 3002 Channel Area B	\$36.50
Call Forwarding Over Private Facilities	\$0.00
Connecting Arrangement	\$3.15
Diverse Route	\$2.91
Foreign Exchange Termination Arrangement	\$21.71
High Voltage Protection	\$40.00
Inter Service Area Local Channel - Type 1006 - Network Access Area A	\$23.65
Inter Service Area Local Channel - Type 1006 - Network Access Area C	\$53.75

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

**4.1.9. Business Data Services, Continued**

**A. Business Data Service Services, Continued**

	Monthly Charge
Local Channel Type 2301 Two Wire Interface	\$21.25
Local Distribution Channel, Access Area A	\$30,460.00
Module 2 per DS1 Equipped - High Capacity Service - Enhanced	\$31,975.00
Module 3 per DS1 Equipped - High Capacity Enhanced Service Arrangement – Flat Service 3	\$9,865.00
Off Premise Extension: Type 2001A	\$13.12
Private Line - 2301 Channel - 2 Wire Interface - Area A	\$21.05
Private Line - 2301 Channel - 2 Wire Interface - Area B	\$26.95
Private Line - 2301 Channel - 2 Wire Interface - Area C	\$36.90
Power Card 130/120VAC to -24VDC	\$17.00
Power Card 48VDC to -24VDC	\$17.00
Remote Metering/Supervisory Control	\$0.00
Series 2301 - Four Wire Interface	\$41.35
Signaling Arrangement for use with a Multi-Point Type 2001 Channel Service (with Conference)	\$ 32.50
Two - Point Inter Signal Arrangement per Circuit	\$ 5.40
Two - Point Intra Signal Arrangement, per Circuit	\$22.00
TWX Remote Relay Card	\$40.00
Type 2301- Two Wire Interface- Series 2000 Channel Per Termination	\$12.78
15KV Lightning Arrestor Assembly	\$7.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE AREA - SERVICE CHARGES, Continued**

4.1.9. Business Data Services, Continued

B. Business Data Service Mileage

Monthly Charge

Channel Mileage Termination Access Area A	\$1,678.00
Channel Mileage Termination	\$1,554.00
DS1 Channel Mileage, per mile	\$250.00
DS1 Channel Mileage Termination	\$746.00

4.1.10. Local Usage Charges

A. Local

1. Local Measured Service

Per Minute

Zone 1	\$0.63
Zone 2	\$0.63
Zone 3	\$5.62
Zone 4	\$5.62

2. Local Message Service

Zone 1, per call	\$0.93
Zone 2, per minute	\$1.84
Zone 3, per minute	\$2.76
Zone 4, per minute	\$3.68

B. IntraLATA

Per Minute

IntraLATA, per minute	\$5.62
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**SECTION 4 – RATES AND CHARGES, Continued**

**4.2. CENTURYLINK<sup>1</sup> SERVICE AREA - SERVICE CHARGES**

4.2.1. Service Charges

Non-Recurring Charges

New Installation

1-3 lines	\$90.00
4-10 lines	\$250.00
11+ lines	\$335.00
Service Order Charge	\$22.00
Record Change	\$17.00
Restoral of Service	\$32.00
PIC and LPIC Change	\$10.00
PIC or LPIC	\$5.00

4.2.2. Local Exchange Service

A. Local Exchange Lines

Monthly Charge

Advantage Business	\$14.00
Advantage Business Enhanced	\$14.00
Advantage Plus	\$16.00
One Party Access Line - Business	\$29.00
Key System Trunk	\$29.00
Multi Line One Party Business	\$29.00

B. Remote Call Forwarding

Monthly Charge

Remote Call Forwarding	\$9.00
Remote Call Forward Single Line	\$23.00

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<sup>1</sup> Gallatin River Communications dba CenturyLink.

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.2. CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

4.2.3. Custom Calling Features

Monthly Charge

900/976 Blocking	\$0.00
Advantage Business	\$14.00
Advantage Business Enhanced	\$14.00
Advantage Plus	\$16.00
Call Forward Busy	\$6.00
Call Forward Busy Da/By Overflow B	\$7.00
Call Forward Group - Busy for Lines w/ Rotary/Hunt	\$6.00
Call Forward Group Do Not Answer	\$2.50
Call Forward No Answer	\$6.00
Call Forward/Remote	\$9.00
Call Forwarding	\$5.00
Call Return Block	\$0.00
Call Return Business *69	\$5.00
Call Waiting	\$6.00
Caller ID Name and Number	\$10.00
Circular Hunt Number	\$0.00
Circular Hunt Pilot	\$0.00
CTL Toll Block	\$5.00
Hunt Number	\$0.00
International Call Block	\$0.00
Key Line Hunt	\$0.00
Package Automatic Dial (Hot Line)	\$5.00
Package Safety Line (Warm Line)	\$5.00
Pilot Number	\$0.00
Repeat Dial Block	\$0.00
Repeat Dial Business *69	\$5.00
Restrict 3rd Number & Collect Calls	\$2.00
Speed Call 30 # Business	\$9.69
Speed Dial 8	\$5.00
Three Way Call Block	\$0.00
Three Way Calling	\$5.00
Toll Restriction with 800 Access Allowed	\$5.00
Warm Line-Business	\$5.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.2. CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

4.2.4.	Directory Listings	Monthly Charge
	Additional Listing - Business	\$7.00
	Annual Foreign Listing – Business	\$7.00
	Cross Reference – Business	\$7.00
	Foreign Listing – Business	\$7.00
	Directory Non-Listed Number Business	\$9.00
	Non-Published Number – Business	\$9.00
4.2.5.	Directory Assistance	Monthly Charge
	Local	\$6.99
	Regional	\$6.99
	Call Completion, excluding usage	\$1.50
	Operator Assistance, excluding usage	\$6.99
4.2.6.	CENTREX Service	
A.	Centrex Services	Monthly Charge
	Centrex Analog Line	\$15.00
B.	Centrex Features	Monthly Charge
	Basic Package 1-100 Lines	\$4.00
	Centrex Transport Facility	\$13.00
	Enhanced Package	\$1.00
4.2.7.	Private Branch Exchange (PBX) Service	Monthly Charge
	PBX Trunk	\$32.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.2. CENTURYLINK SERVICE AREA - SERVICE CHARGES, Continued**

4.2.7. Integrated Services Digital Network (ISDN) Service

Monthly Charge

BRI Access Line-Bus	\$30.00
BRI ISDN 2B+D	\$4.50

4.2.8. Business Data Services

Monthly Charge

Circuit Switched Voice/Data	\$6.35
Tie Line Same Building - 4 Wire	\$28.25

4.2.9. Local Usage Charges

A. Local Measured Service

Charge

Local Measured Service, per minute	\$0.03
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B. IntraLATA Service

	First Minute	Each Additional Minute
0 to 10 miles, per minute	\$0.156	\$0.062
11 to 16 miles, per minute	\$0.179	\$0.08
17 to 22 miles, per minute	\$0.229	\$0.113
23 to 28 miles, per minute	\$0.27	\$0.143
29 to 40 miles, per minute	\$0.309	\$0.16
More than 41 miles, per minute	\$0.401	\$0.192

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL SERVICE AREA - SERVICE CHARGES**

4.3.1. Service Charges

Non-Recurring Charges

New Installation

1-3 lines	\$65.00
4-10 lines	\$170.00
11+ lines	\$405.00
Service Order Charge	\$20.00
Record Change	\$19.00
Restoral of Service	\$20.00
PIC and LPIC Change	\$10.00
PIC or LPIC	\$5.00

4.3.2. Local Exchange Service

A. Local Exchange Lines

	Rate Group	Monthly Charge
Business Access Line Rural	1	\$52.00
	2	\$52.00
	3	\$56.00
	4	\$56.00
Business Access Line Urban	1	\$47.00
	2	\$47.00
	3	\$51.00
	4	\$51.00
Business Access	1	\$47.00
	2	\$47.00
	3	\$51.00
	4	\$51.00
Key System Trunk Rural	1	\$38.83
	2	\$41.28
	3	\$43.68
	4	\$46.13
Key System Trunk Urban	1	\$32.58
	2	\$34.98
	3	\$37.43
	4	\$39.88

B. Remote Call Forwarding

	Monthly Charge
Remote Call Forward-Call Path	\$1.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL SERVICE AREA - SERVICE CHARGES, Continued**

**4.3.2. Local Exchange Service, Continued**

**C. Extended Area Service**

Monthly Charge

Extended Area Svc Arcola	\$2.50
Extended Area Svc Arthur	\$1.60
Extended Area Svc Ashmore	\$2.10
Extended Area Svc Atwood	\$2.50
Extended Area Svc Charleston	\$0.00
Extended Area Svc Cowden	\$3.05
Extended Area Svc Edinbrg	\$2.50
Extended Area Svc Effnghm	\$2.50
Extended Area Svc Farmrvl	\$2.05
Extended Area Svc Fitchfield	\$0.00
Extended Area Svc Gays	\$3.35
Extended Area svc Hillsboro	\$0.00
Extended Area Svc Humbltd	\$2.40
Extended Area Svc Irving	\$2.50
Extended Area Svc Kincaid	\$1.70
Extended Area Svc Morsnvl	\$2.90
Extended Area Svc Nokomis	\$0.00
Extended Area Svc Oakland	\$3.35
Extended Area Svc Owaneco	\$2.00
Extended Area Svc Pana	\$0.00
Extended Area Svc Raymond	\$2.50
Extended Area Svc Shelbvl	\$2.90
Extended Area Svc Sigel	\$2.90
Extended Area Svc Stewdsn	\$1.90
Extended Area Svc Stongtn	\$2.50
Extended Area Svc Strasbg	\$2.90
Extended Area Svc Taylrvl	\$1.55
Extended Area Svc Towr HI	\$3.05
Extended Area Svc Windsor	\$3.80
Extended Area Svc Witt	\$2.35
Extended Area Svs Mattoon	\$0.00
Extended Area Svs Wesrvlt	\$1.75

**D. Mileage**

Monthly Charge

Dry Copper Loop, per mile	\$9.70
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**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL SERVICE AREA - SERVICE CHARGES, Continued**

4.3.3. Custom Calling Features

	Monthly Charge
1010 Blocking	\$0.00
2 Feature Package	\$3.75
3 Feature Package	\$4.75
3 Way Call Package	\$2.50
4 Feature Package	\$5.50
5 Feature Package	\$6.00
900 Restriction	\$0.00
Advantage Package	\$13.95
Advantage Package W/Name	\$15.00
Alarm Dialer Voice Couple	\$6.40
Anonymous Call Rejection	\$2.50
Auto Redial	\$3.00
Auto Redial PPU	\$1.00
Block Dial-A-Ro	\$0.00
Blocking 900 Service	\$0.00
Call Forward Busy	\$2.50
Call Forward No Answer	\$2.50
Call Forwarding	\$2.50
Call Forwarding Busy/No Answer	\$3.00
Call Management Package	\$8.95
Call Management Pack W/Name	\$9.95
Call Return	\$3.00
Call Return PPU	\$1.00
Caller ID Name	\$3.00
Caller ID Number	\$6.00
Cancel Call Waiting	\$1.50
Cancel Call Waiting - Off	\$1.50
Deny Auto Redial	\$0.00
Distinctive Ring	\$5.00
Hunting Circular	\$0.00
Hunting Regular	\$0.00
International Call Block	\$0.00
Off Prem Loop-14A App Cse	\$1.20
Off Prem Mileage No Port	\$1.20
Off Premise Mileage	\$1.20
Privacy Pack	\$6.00
Remote Access Call Forwarding	\$2.00
Restrict Intern	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL SERVICE AREA - SERVICE CHARGES, Continued**

4.3.3. Custom Calling Features, Continued

Monthly Charge

Screening-1+800	\$0.00
Selective Call Accept	\$2.50
Selective Call Forwarding	\$2.50
Speed Call 30	\$2.50
Speed Call 8	\$2.50
Three Way Calling	\$2.50
Touch Tone	\$1.00
Value Package with Calling Name	\$8.95
Value Package	\$9.50

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL SERVICE AREA - SERVICE CHARGES, Continued**

4.3.4.	Directory Listings	Monthly Charge
	Extra Listing	\$0.80
	Non-Published	\$0.80
4.3.5.	Directory Assistance	Monthly Charge
	Local	\$6.99
	Regional	\$6.99
	Call Completion, excluding usage	\$1.50
	Operator Assistance, excluding usage	\$6.99
4.3.6.	CENTREX Service	
	A. Centrex Services	Monthly Charge
	Centrex Service	\$27.05
	B. Centrex Features	
		Monthly Charge
	Basic Feature Package	\$3.15
	Centrex Key/PBX	\$15.00
	Off Premise Extension	\$2.40
4.3.7.	Private Branch Exchange (PBX) Service	
	[Reserved for Future Use]	

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL SERVICE AREA - SERVICE CHARGES, Continued**

4.3.8. Integrated Services Digital Network (ISDN) Service

[Reserved for Future Use]

4.3.9. Business Data Services

[Reserved for Future Use]

4.3.10. Local Usage Charges

A. Local Measured Service

Local Measured Service (Flat rated service)

Charge

\$0.00

B. IntraLATA Service

	First Minute	Each Additional Minute
0 to 10 miles, per minute	\$0.15	\$0.07
11 to 22 miles, per minute	\$0.15	\$0.09
More than 22 miles, per minute	\$0.215	\$0.14

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC SERVICE AREA - SERVICE CHARGES**

4.4.1. Service Charges

Non-Recurring Charges

New Installation

1-3 lines	\$125.00
4-10 lines	\$275.00
11+ lines	\$350.00
Service Order Charge	\$45.00
Record Change	\$20.00
Restoral of Service	\$41.00
PIC and LPIC Change	\$10.00
PIC or LPIC	\$5.00

4.4.2. Local Exchange Service

A. Local Exchange Lines

	Rate Group	Monthly Charge
Access Line	C1	\$29.00
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33
Business One Party	C1	\$29.00
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33
Business One Party Flat Rate Access Line	C1	\$29.00
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33
Business One Party Usage Sensitive Access Line	C1	\$23.99
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33
Key Line Flat Rate	C1	\$29.00
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33
Measured Business Multi-Line Key	C1	\$23.99
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC SERVICE AREA - SERVICE CHARGES, Continued**

4.4.2. Local Exchange Service, Continued

A. Local Exchange Lines, Continued

	Rate Group	Monthly Charge
Telephone Line - Business	All	\$29.00
Telephone Line - Business-Flat	C1	\$29.00
	C2	\$31.68
	C3	\$33.23
	C4	\$29.33

B. Remote Call Forwarding

	Monthly Charge
Remote Call Forwarding	\$26.00
Call Forward Remote Access	\$26.00

C. Extended Area Service

	Monthly Charge
Extended Area Service	\$0.30
Extended Area Service – Fulton	\$4.05
Extended Area Service Area 06 Morrison	\$1.70
Extended Area Service – Shipman	\$0.76
Extended Area Svc- LKS KIR	\$1.57

D. Mileage Charge

	Monthly Charge
Extension Station Mileage, per mile	\$2.00
Off Premises Mileage Minimum, per mile	\$3.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC SERVICE AREA - SERVICE CHARGES, Continued**

4.4.3. Custom Calling Features

Monthly Charge

2w Voice Grade Analog Loop	\$28.40
3rd Party Blocking	\$2.00
3rd Party Verification I/I	\$0.00
700 Block Service	\$0.00
900 Blocking	\$0.00
976 Blocking	\$0.00
Adjustment Bell Chime	\$5.65
Anonymous Call Rejection	\$0.00
Billed No Collect Billing	\$1.00
Billed Number Screening	\$0.00
Block all Service Providers	\$0.00
Block all Service Providers	\$0.00
Block all Service Providers	\$0.00
Block all Service Providers	\$0.00
Block Collect or Third-Party Calls	\$2.00
Block PIC Change - IntraLTA	\$0.00
Busy Number Redial *66	\$6.99
Call Forward Busy	\$7.00
Call Forward Busy/No Answer	\$7.00
Call Forwarding	\$7.00
Call Forwarding Busy Line - Fixed	\$7.00
Call Waiting	\$7.50
Call Waiting / Caller ID	\$0.50
Call Waiting / Cancel Call Waiting	\$7.50
Caller ID Name & Number	\$13.00
Caller ID Number-Bus	\$9.00
CFF Warmline	\$0.50
Continuous Redial Delete	\$0.00
DIGITONE	\$0.00
Directory Number Hunting	\$1.25
Feature 5 Pack	\$11.95
International Blocking	\$5.00
International Toll Blocking	\$5.00
Last Call Return - Block	\$0.00
Name And Address Restrict	\$0.00
No Collect Billing	\$2.00
No Third Party Billing	\$2.00
Per Call Blocking	\$0.00
Priority Call	\$5.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC SERVICE AREA - SERVICE CHARGES, Continued**

4.4.3. Custom Calling Features, Continued

Monthly Charge

Rotary Hunt Service	\$1.25
Reserved Number No Current Svc	\$5.00
Speed Dialing 30 - Bus	\$6.99
Speed Dialing 8 - Bus	\$4.75
Three Way Calling	\$9.00
Toll/Call Restriction	\$5.00
Touch Call Service - Business	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC SERVICE AREA - SERVICE CHARGES, Continued**

4.4.4.	Directory Listings	Monthly Charge
	Additional Listing Business	\$6.00
	Business Line of Information	\$6.00
	Cross Reference Listing	\$6.00
	Foreign Listing Business	\$6.50
	Non-Listed Service	\$6.00
	Non-Published	\$6.50
4.4.5.	Directory Assistance	
	Local	\$6.99
	Regional	\$6.99
	Call Completion, excluding usage	\$1.50
	Operator Assistance, excluding usage	\$6.99
4.4.6.	CENTREX Service	
	A. Centrex Services	Monthly Charge
	Centrex Access Line. 2 - 25 lines, per line	\$17.90
	Centrex Line TT-Measured Service Bra	\$17.00
	B. Centrex Features	Monthly Charge
	Centranet Feature	\$2.00
	Centrex Feature Package	\$1.50
	C. Centrex Mileage	Monthly Charge
	Centrex Mileage	\$8.50

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.4. FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC SERVICE AREA - SERVICE CHARGES, Continued**

4.4.7. Private Branch Exchange (PBX) Service

A. Private Branch Exchange (PBX) Service

	Rate Group	Monthly Charge
Direct Inward Dial Trunk Term Stored Pro	All	\$50.00
PBX Trunk Flat Rate	1	30.00
	2	\$28.35
	3	\$29.90
	4	\$26.00

B. Private Branch Exchange (PBX) Features

	Monthly Charge
Block of 100 Telephone Numbers	\$25.00
DCS Activation – PBX Trunk	\$14.00
Direct Inward Dial Additional Trunk Termination	\$25.00

4.4.8. Integrated Services Digital Network (ISDN) Service

[Reserved for Future Use]

4.4.9. Business Data Services

[Reserved for Future Use]

4.4.10. Local Usage Charges

A. Local Measured Service

	Charge
Zone 1, per minute	\$0.093
Zone 1, call connection charge	\$0.0188
Zone 2, per minute	\$0.018
Zone 2, call connection charge	\$0.03

B. IntraLATA Service

Per minute	\$5.62
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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES**

4.5.1. Service Charges

Non-Recurring Charges

New Installation

1-3 lines	\$95.00
4-10 lines	\$195.00
11+ lines	\$295.00
Service Order Charge	\$29.00
Record Change	\$18.00
Restoral of Service	\$35.00
PIC and LPIC Change	\$10.00
PIC or LPIC	\$5.00

4.5.2. Local Exchange Service

A. Local Exchange Lines

	Rate Group	Monthly Charge
Access Line	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Business Key Line Measured Rate	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Business Line Measured	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Business Line Flat Rate	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Foreign Exchange Measured Rate MultiLine	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Foreign Exchange Business Key Line Measured Rate	AG	\$21.63
	BG	\$22.15

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.2. Local Exchange Service

A. Local Exchange Lines, Continued

	Rate Group	Monthly Charge
Key Line – Flat Rate	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Key Line – Measured	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
SWD Low Speed Single Line	All	\$38.11

B. Remote Call Forward

	Monthly Charge
Remote Call Forward Measured - Business	\$28.84
Remote Call Forwarding-B	\$28.84
Remote Call Forward – Additional	\$28.84

C. Extended Area Service

	Monthly Charge
Extended Area Service 1 Localities: Armstrong, Cheneyville, Congerville, Danforth, Deer Creek, Emden, Goodfield, Hartsburg, Neoga, Rankin and Stockland	\$1.03
Extended Area Service 2 Locality: Cissna Park	\$2.06
Extended Area Service 3 Localities: Casey, Greenup, Hoopeston, Milford, Potomac and Toledo	\$3.09
Extended Area Service 4 Locality: Rantoul	\$6.18
Extended Area Service 5 Localities: Bondville, Collison, Fisher, Ivesdale, Pesotum, Philo, Sadorus, Seymour and Tolono	\$9.27
Extended Area Service 6 Localities: Flatville, Ludlow, Ogden, Penfield, Royal and Thomasboro	\$11.33
Extension Station Mileage, Non-Continuous	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.3. Custom Calling Features

	Monthly Charge
*66 - *69 - Three Way Call Block	\$0.00
*66 Automatic Busy Redial	\$0.00
*66/*69/ 3-Way Calling Block	\$0.00
*69 Auto Call Return	\$0.00
1PTY VG Special Access Line - 2-Wire	\$27.55
3-Way Calling	\$9.79
700/900/976 Blocking Service	\$0.00
900 Blocking Service	\$0.00
900/976 Blocking Service	\$0.00
976 Blocking Service	\$0.00
AIN Call Forwarding-Busy	\$9.27
Anonymous Call Block *77-B	\$6.70
Anonymous Call Rejection	\$0.00
Automatic Busy Redial *66	\$7.20
Billed Number Screening - Collect Call Blocking	\$2.58
Billed Number Screening No Collect or Third-Party Calls	\$2.58
Block-Call Return *69	\$0.00
Block 700 Calls	\$0.00
Block All Service Providers	\$0.00
Block Busy Redial	\$0.00
Block Call Return	\$0.00
Block DA Call Connection	\$0.00
Block Three Way Call	\$0.00
Blocks Outdialing 976 Block K	\$0.00
Business Feature Package 2	\$13.39
Busy Redial *66	\$7.20
Call Block *60 - Business	\$7.73
Call Forward No Answer	\$9.27
Call Forwarding	\$9.27
Call Forwarding Busy Line - Fixed	\$9.27
Call Forwarding Busy/No Answer	\$9.27
Call Restriction	\$5.15
Call Return (*69)	\$7.20
Call Waiting	\$9.79
Call Waiting / Cancel Call Waiting	\$9.79
Call Waiting and Call Forwarding	\$3.40
Caller ID Name & Number	\$14.42
Caller Id-Number Only-Bus	\$11.07
Complete Block-Law Agency	\$0.00
Conditioning C - Per Special Access Line	\$1.55

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.3. Custom Calling Features, Continued

	Monthly Charge
Custom Redirect Service - Group Call Volume up to 10,000	\$82.40
Custom Redirect Service 1-50 Numbers	\$2.58
Direct Connect Block	\$0.00
Directory Assistance Call Completion Block	\$0.00
Distinctive Ring - Bus	\$7.73
Do Not Disturb	\$5.15
International Call Block	\$0.00
Line Hunt Service	\$0.00
Multi Simultaneous Call F	\$11.33
No Collect Billing	\$2.58
Operator Call Screening-Inbound	\$2.58
Personalized Telephone#-B	\$2.06
Pilot Number of Hunt Group	\$0.05
Select Call Forwarding	\$7.20
Selective Call Screen - Business	\$5.15
Smarter Call Pak	\$4.07
Speed Calling 8 - Business	\$7.20
Speed Dialing 30 - Business	\$7.20
Third Number Screening	\$2.58
Three Way Calling	\$9.79
Toll Restriction - Business	\$5.15
Toll Restriction 900 Blocking	\$0.00
Toll Restriction 976 Blocking	\$0.00
Total Toll Restriction	\$5.15
Touch Call Service - Business	\$0.00
VG-Conditioning Arrangement	\$13.98
VIP Alert	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.4.	Directory Listings	Monthly Charge
	Additional Listing - White Pages	\$6.18
	Additional Directory Listing-B	\$6.18
	Cross Reference Listing-B	\$6.18
	Directory Listings - Cross Reference	\$6.18
	Executive Directory List	\$6.18
	Alternate Call Listing-B	\$6.18
	Foreign Directory Listing-B	\$6.70
	Local Foreign Directory List	\$6.70
	X-Ref Foreign Listing-Business	\$6.70
	Non-Published Listing	\$6.70
	Not Listed In Directory	\$6.18
4.5.5.	Directory Assistance	Monthly Charge
	Local	\$6.99
	Regional	\$6.99
	Call Completion, excluding usage	\$1.50
	Operator Assistance, excluding usage	\$6.99

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.6. CENTREX Service

A. Centrex Services

	Rate Group	Monthly Charge
Business Measured Centrex Line	1GATL	\$28.84
	2GATL	\$28.84
	AG	\$25.75
	BG	\$25.75
Centranet Access 2-25 Ln, Month-to-Month	1GATL	\$22.30
	2GATL	\$22.30
	AG	\$22.30
	BG	\$20.24
Centranet Station Line (3-5 Lines)	1GATL	\$22.30
	2GATL	\$18.22
	AG	\$18.22
	BG	\$18.22
Centrex Measured Acc 2-25 Ln	1GATL	\$22.30
	2GATL	\$22.30
	AG	\$22.30
	BG	\$22.30
CENTREX Digital Access Line	1GATL	\$21.37
	2GATL	\$21.37
	AG	\$21.37
	BG	\$21.37
CENTREX Flat Access 2-25 Line	1GATL	\$22.30
	2GATL	\$22.30
	AG	\$22.30
	BG	\$22.30
CENTREX Flat Rate Access Line	1GATL	\$28.84
	2GATL	\$28.84
	AG	\$25.75
	BG	\$25.75
CENTREX Measured Acc 26-50 Line	1GATL	\$18.13
	2GATL	\$18.13
	AG	\$18.13
	BG	\$18.13
CENTREX Measured Line	1GATL	\$28.84
	2GATL	\$28.84
	AG	\$25.75
	BG	\$25.75
CENTREX Measured Station Lines 6-25	1GATL	\$14.16
	2GATL	\$14.16
	AG	\$14.16
	BG	\$14.16

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.6. CENTREX Service

A. Centrex Services

	Rate Group	Monthly Charge
CUC Reserved Number	1GATL	\$0.00
	2GATL	\$0.00
	AG	\$0.00
	BG	\$0.00
Customized Multi-Line Service (Centrex Measured Rate Analog 2-25 Line)	1GATL	\$22.30
	2GATL	\$22.30
	AG	\$22.30
	BG	\$22.30
Customized Multi-Line Service (Centrex Measured Rate Analog 26-50 Line)	1GATL	\$18.13
	2GATL	\$18.13
	AG	\$18.13
	BG	\$18.13
Customized Multi-Line Service (Centrex Measured Rate Analog 26-50 Line)	1GATL	\$18.13
	2GATL	\$18.13
	AG	\$18.13
	BG	\$18.13

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.6. CENTREX Service, Continued

B. Centrex Features, Continued

	Monthly Charge
Analog CentraNet Feature Package 1000	\$3.61
Call Forwarding Variable CP	\$0.00
Call Transfer	\$0.00
Centranet - Caller Name & ID - 51-100 Lines	\$4.12
Centranet Analog Feature Package 2000	\$4.12
Centranet Feature Package 3000	\$4.64
Centrex Call Forward Variable	\$0.00
Centrex Call Forwarding Busy Line Do Not Answer	\$0.00
Centrex Call Forwarding Do Not Answer	\$0.00
Centrex Call Forwarding Variable Group - All	\$0.00
Centrex Call Pick Up	\$0.00
Centrex Call Waiting/Cancel Call Waiting	\$0.00
Centrex Caller ID with Name and Number	\$6.18
Centrex Calling Number ID 3 to 25 Lines	\$ 6.18
Centrex Each Additional Access Line	\$20.50
Centrex Feature Package 1000	\$3.61
Centrex Feature Package 2000	\$4.12
Centrex-Caller Name & ID (2-25 lines)	\$30.90
Centrex - Call Restriction 5	\$0.00
Centrex - Call Restriction 7	\$0.00
Centrex Call Forward-No Ans	\$0.00
Centrex Call Fwd - Busy	\$0.00
Centrex Call Fwd-Busy/NA Fix	\$0.00
Centrex Call Waiting/Cancel Call Waiting	\$0.00
Centrex Caller ID- Name and Number	\$6.18
Centrex Caller Id/Number	\$5.15
Centrex Caller Id-Group/25	\$30.90
Centrex Enhanced Bus Features & Service	\$2.06
Centrex Group Call Pick-Up	\$0.00
Centrex Opt Ftrs - CF Fix All	\$0.00
Centrex Opt Ftrs-Call PckpGrp	\$0.00
Centrex Opt Ftrs-Hunt Grp Plt	\$0.00
Centrex Optl Ftr-Blk 7/9/976	\$0.00
Centrex Pilot Number Hunt	\$0.05
Centrex Speed Calling	\$0.00
Centrex /!st BGRP/Feature Package	\$3.61

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.6. CENTREX Service, Continued

B. Centrex Features, Continued

	Monthly Charge
Customer Code Restriction 900 700 and 976 Restrict	\$0.00
Custopak Auto Call Back	\$0.00
Custopak Call Return	\$3.09
Custopak Speed Calling	\$0.00
CX Call Forward Fxd Busy	\$0.00
CX Call Pickup Directed	\$0.00
CX CF Fxd Busy	\$0.00
Code Restriction 1010XXX	\$0.00
Dial Call Waiting - Originating - CPAK	\$0.00
Digital CTX Feature Pkg	\$4.12
International Call Block	\$0.00
No Restrictions CP	\$0.00

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.7. Private Branch Exchange (PBX) Service

A. Private Branch Exchange (PBX) Service

	Rate Group	Monthly Charge
Business Key Trunk Measured Rate Service	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
Business Trunk Multiline Flat Rate Service	1GATL	\$18.95
	2GATL	\$19.57
Centranet /PBX- Key Term per Centranet Line	1GATL	\$10.30
	2GATL	\$10.30
	AG	\$10.30
	BG	\$10.30
Direct Inward Dial/PBX Trunk Measured Rate Line	1GATL	\$23.07
	2GATL	\$23.07
	AG	\$21.63
	BG	\$22.15
Key Trunk Business Measured Rate Service	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
PBX Direct Inward Dial - Trunk Termination	1GATL	\$15.71
	2GATL	\$15.71
	AG	\$15.71
	BG	\$15.71
PBX Trunk - Flat Rate	1GATL	\$18.95
	2GATL	\$19.57
	AG	\$21.63
	BG	\$22.15
PBX Trunk - Measured	1GATL	\$23.07
	2GATL	\$23.07
	AG	\$21.63
	BG	\$22.15
PBX Trunk Direct Outward Dialing (DOD) - Measured	1GATL	\$23.07
	2GATL	\$23.07
	AG	\$21.63
	BG	\$22.15

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.7. Private Branch Exchange (PBX) Service, Continued

B. Private Branch Exchange (PBX) Features, Continued

Monthly Charge

Direct Outward Dialing Additional Trunk Term	\$25.75
Direct Outward Dialing Block of 100 Numbers	\$25.75
Direct Outward Dialing Block of 20 Numbers	\$10.30
Direct Outward Dialing Trunk Termination	\$15.71
DIOD Trunk Termination	\$15.71
Each Additional Direct Outward Dialing -SPC TK TERM, Additional Block of 100	\$25.75
PBX Direct Outward Dialing Trunk Term Init	\$51.50

4.5.8. Integrated Services Digital Network (ISDN) Service

A. Integrated Services Digital Network (ISDN) Service

Monthly Charge

Additional ISDN Directory Numbers	\$0.52
ISDN BRI Flat Access	\$24.91
ISDN BRI Flat Access Pk/Mo	\$94.25
ISDN BRI Flat Rate Local Loop	\$25.72
ISDN BRI Local Loop Measured Business	\$24.72
ISDN Single User Access	\$94.25

B. Integrated Services Digital Network (ISDN) Features

Monthly Charge

ISDN BRI Measured Access Pack, per month	\$24.00
DCS – Activation	\$9.27

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**SECTION 4 – RATES AND CHARGES, Continued**

**4.5. FRONTIER NORTH, INC. SERVICE AREA - SERVICE CHARGES, Continued**

4.5.9. Business Data Services

A. Business Data Services

Monthly Charge

Initial – Direct Inward Dial Store Program Central Trunk Termination	\$51.50
Voice Grade Special Access Line- Two Wire	\$27.55
Voice Grade Special Access Line- Four Wire	\$36.56
Private Line Service - Special Access Line – Two Wire	\$27.55
Private Line Signaling Arrangement	\$14.42
Single Line-HI Voltage Protector - Four-Wire without Common Equipment	\$75.19

B. Business Data Service Features

Monthly Charge

Private Line Voice Grade Special Transport – Two Wire	\$2.94
Voice Grade Data Conditioning, per Special Access line	\$2.06

C. Business Data Service Mileage Charges

Monthly Charge

Private Line Sta Mileage, per quarter mile	\$2.06
Private Line Voice Grade Foreign Exchange	\$2.85
Private Line Mileage, first mile	\$2.06
Private Line Mileage, private line interexchange mileage per first mile	\$7.90
Voice Grade - Private Line Mileage	\$2.47
Voice Grade Special Transport	\$2.85
Voice Grade Mileage	\$1.75

4.5.10. Local Usage Charges

A. Local Measured Service

Charge

Zone 1, per minute	\$0.093
Zone 2, per minute	\$0.018
Zone 2, call connection charge	\$0.0145

B. IntraLATA Service

Per minute	\$0.18
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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS**

**5.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE  
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	BUFFALOGRV, CHCZ 1, CHICAGO, CHICGOZN01, CHICGOZN02, BELLWOOD
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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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS**

**5.1. ILLINOIS BELL TELEPHONE COMPANY, LLC DBA AT&T ILLINOIS SERVICE  
LOCAL CALLING AREAS BY RATE GROUP, Continued**

**RATE GROUP**  
C (Continued)

**EXCHANGES**

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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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS, Continued**

**5.2. CENTURYLINK SERVICE AREA LOCAL CALLING AREAS**

**EXCHANGES**

Avon, Cameron, Dixon ForestCity, Galesburg, Granddtour, Green Valley, Harmon, Havana, Knowville, Lacon, Manito, Mt. Carroll, North Pekin, Pekin, Savanna, South Pekin, Talbott, Topeka, Wataga

**5.3. ILLINOIS CONSOLIDATED TELEPHONE COMPANY LOCAL CALLING AREAS**

<u>RATE GROUP</u>	<u>EXCHANGES</u>
1	ASSUMPTION, BLUE MOUND, FARMERSVIL, MOUNT AUBU, STEWARDSON
2	ARCOLA, ARTHUR, ATWOOD, HILLSBORO, LITCHFIELD, NOKOMIS, PANA, RAYMOND, WESTERVELT, WITT
3	CHARLESTON, COWDEN, EDINBURG, EFFINGHAM, IRVING, KINCAID, MORRISONVI, SHELBYVILL, SIGEL, STONINGTON, STRASBURG, TAYLORVILL, TOWER HILL
4	ASHMORE, GAYS, HUMBOLDT, MATTOON, OAKLAND, OWANECO, WINDSOR

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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS, Continued**

**5.4 FRONTIER COMMUNICATIONS OF THE CAROLINAS, LLC LOCAL CALLING AREAS**

<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, Fooseland, 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.

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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS, Continued**

**5.5. FRONTIER NORTH, INC. SERVICE AREA LOCAL CALLING AREAS**

<b><u>RATE GROUP</u></b>	<b><u>EXCHANGES</u></b>
AG	Bloomington, Carbondale, DeKalb, Freeport, Jacksonville, Marion, Normal
BG	Albers, Albion, Alexander, Allendale, Alvin, Amboy, Anna, Annapolis, Apple Canyon, Apple River, Agenta, Arrowsmith, Ashkum, Ashton, Astoria, Atlanta, Auburn, Ava, Barry, Baylis, Beavervillage, Bellflower, Belmont, 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 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

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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS, Continued**

**5.5. FRONTIER NORTH, INC. SERVICE AREA 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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**SECTION 5 - SERVICE AREA EXCHANGES/RATE GROUPS, Continued**

**5.5. FRONTIER NORTH, INC. SERVICE AREA LOCAL CALLING AREAS BY RATE GROUP, Continued**

<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

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**SECTION 6 - 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

	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>	\$0.0495	\$0.0099	\$0.0495	\$0.0099	\$0.0495	\$0.0099

B. Switched 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>	\$0.0495	\$0.0099	\$0.0495	\$0.0099	\$0.0495	\$0.0099

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**SECTION 6 - INTEREXCHANGE SERVICE RATES AND CHARGES, Continued**

Switched and Dedicated Service Charges, Continued

C. Dedicated Access Outbound Service

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

D. Dedicated Access Inbound Service

	DAYTIME		EVENING		NIGHT	
	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 6 Sec.	Initial 30 Sec.	Add'l 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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## SECTION 6 - 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.



## SECTION 7 - FEDERAL GOVERNMENT SERVICE AGREEMENTS

### GENERAL

The Company may enter into contracts for the use of all authorized Federal agencies; authorized federal contractors; agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local and tribal governments, and other organizations. All organizations listed in General Service Administration (GSA) Order ADM 4800.2E (as updated) are eligible.

### ENTERPRISE INFRASTRUCTURE SERVICES (EIS)

In addition to services covered elsewhere in this Service Guide, the Company may offer services pursuant to the EIS contractual agreement.

A. Terms and Conditions

1. EIS Services are only available pursuant to the EIS contractual agreement.
2. The Company reserves the right to limit the locations where services will be offered.

B. Rates and Charges

1. The nonrecurring charge below applies for the installing, connecting or moving of EIS Services.
2. If the Company continues to provide service after the expiration of the customer's term without a further agreement, the customer's monthly recurring term rate shall continue to apply until the customer enters into a new service agreement or the service is disconnected.
3. The following maximum rates and charges apply.

	NONRECURRING CHARGE	MONTHLY RATE
• Commercial Analog Business Lines (POTS)	ICB	ICB
• Analog PBX Trunks	ICB	ICB
• Digital PBX Trunks	ICB	ICB
• ISDN Basic rate Interface (BRI)	ICB	ICB
• ISDN Primary rate Interface (PRI)	ICB	ICB

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## **SECTION 8 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY**

### **GENERAL**

The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Service Guide language contained herein.

### **TSP PROGRAM COMPONENTS**

The TSP program has two components, restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.



## **SECTION 8 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### **TSP REQUEST PROCESS – RESTORATION**

To request a TSP restoration priority assignment, a prospective TSP user must:

1. determine that the user's telecommunications service supports an NS/EP function under one of the following TSP categories.
  - a. National Security Leadership
    1. National Security Posture and U.S. Population Attack Warning
    2. Public Health, Safety, and Maintenance of Law and Order
    3. Public Welfare and Maintenance of National Economic Posture.
2. identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as Customer Premises Equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.



## **SECTION 8 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### **TSP REQUEST PROCESS – PROVISIONING**

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed above for restoration priority assignment except for the following differences. The user should:

1. certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. verify that the Company cannot meet the service due date without a TSP assignment.
3. obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.





## **SECTION 8 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### **RESPONSIBILITIES OF THE END USER**

End-users or entities acting on their behalf must perform the following:

1. Identify telecommunications services requiring priority.
2. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
3. Accept TSP services by the service due dates.
4. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
5. Pay the Company any authorized costs associated with priority services.
6. Report to the Company any failed or unusable services with priority levels.
7. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
8. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.



## **SECTION 8 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### **RESPONSIBILITIES OF THE COMPANY**

The Company will perform the following:

1. Provide TSP service only after receipt of a TSP authorization code.
2. Revoke TSP services at the direction of the end-user or OPT.
3. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
6. Confirm completion of TSP service order activity to the OPT.
7. Participate in reconciliation of TSP information at the request of the OPT.
8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
9. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
10. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
11. Disclose content of the NS/EP TSP database only as may be required by law.
12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.



## **SECTION 8 - EMERGENCY/CRISIS/DISASTER/RESTORATION AND PROVISIONING – TELECOMMUNICATIONS SERVICE PRIORITY, Continued**

### **PREEMPTION**

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted Customer of the action to be taken.



## **SECTION 9 - CRITICAL FACILITIES ADMINISTRATION SERVICE**

### **PROGRAM OVERVIEW**

Facilities-based carriers are responsible to provide data on the physical path of qualified circuits to customers who request such information. Such carriers are required to maintain facilities associated with qualified circuits in such a manner as to ensure that notification of a change in the physical routing of a qualifying circuit is communicated quickly to the affected customer, and the physical path data promptly updated. Such carriers will maintain the data and establish appropriate methods of identification and authentication to secure the data and restrict access by each customer to information relative to that customer's qualifying circuits.

Customers are required to demonstrate for each qualifying circuit that the circuit has been registered under the federal Telecommunications Service Priority program in order to participate.

### **CUSTOMER RESPONSIBILITIES**

Customers participating under the Critical Facilities Administration program will be required to:

Identify critical facilities by enrolling circuits in the federal Telecommunications Service Priority program, and demonstrating the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the federal Telecommunications Service Priority program. Such circuits will be referred to as "qualifying circuits."

Subscribe to the Critical Facilities Administration service offered by their carrier and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."



## SECTION 9 - CRITICAL FACILITIES ADMINISTRATION SERVICE, Continued

### CARRIER OBLIGATIONS

Facilities-based carriers will be obligated to identify the physical path of each subscribed circuit as follows:

Physical path information will be provided by reference to the latitude and longitude coordinates of suitable points along the circuit's path (e.g., cable entrances to buildings, manholes, riser poles, cross boxes, carrier equipment cabinets, and other circuit access points in the outside plant of the carrier) so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.

Physical path information for newly provisioned subscribed circuits is to be available to the customer within 5 business days after the circuit has been installed, and within 15 business days for existing, in-place subscribed circuits.

Any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit are to be communicated at least 24 hours in advance to the customer, and information related to a move, change, or rearrangement that was as a result of unplanned activity is to be provided within 24 hours of the change.

Updated information regarding the revised physical path of subscribed circuits would be available to the customer within 5 business days for planned actions, and within 15 business days for unplanned activities.

Provision of the service would be suspended altogether in the instance of a major telephone outage. Once restored to service, current physical path information for a subscribed circuit would be developed and made available to the customer within ninety days of the restoration of service.

The carrier must establish a secure database or other means that would allow the customer to obtain information of the physical path for only its subscribed circuits, subject to appropriate authentication and authorization. Where practicable, the information should be made available on a 24 hour by seven-day basis.

### RATES

Rates for CFA are based upon the time required to collect the circuit path data. The company will give the customer a good faith estimate of the time period needed to perform the requested service. The customer will be billed those charges, along with the charges established by any connecting carrier for the service.

Critical Facilities Administration, Per Hour

\$120.00

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