

TARIFF APPLICABLE TO  
ILLINOIS COMPETITIVE COMMUNICATIONS SERVICES  
PROVIDED BY

**CIMCO Communications, Inc.**

1901 South Meyers, Suite 700  
Oakbrook Terrace, Illinois 60181

(C)

This tariff contains the descriptions, regulations and rates applicable to the furnishing of exchange telecommunications services provided by CIMCO Communications, Inc. ("CIMCO") within the State of Illinois. This tariff is on file with the Illinois Commerce Commission ("Commission"). Copies may be inspected during normal business hours at the Company's principal place of business: 1901 South Meyers, Suite 700, Oakbrook Terrace, Illinois 60181.

(C)

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Issued: February 25, 2005

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Issued By:

William A. Capraro, Jr.  
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(C)

**CHECK SHEET**

The Title Sheet and Sheets 1 through 77 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s).

<u>SHEET</u>	<u>REVISION</u>
Title	First Revised
1	Seventeenth Revised*
2	Ninth Revised*
3	Twelfth Revised*
3.1	Second Revised*
4	Original
5	Original
6	Original
7	Second Revised
8	Original
9	Original
10	First Revised
11	First Revised
12	Original
13	Original
14	Original
15	Original
16	First
16.1	Original
17	First
18	Original
19	First Revised
20	First Revised
26	First Revised
21	First Revised
22	Second Revised
23	First Revised
24	First Revised
25	First
27	Second Revised

\* Indicates tariff sheets submitted with this filing.

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**CHECK SHEET, Continued**

<u>SHEET</u>	<u>REVISION</u>
28	Second Revised
29	Second Revised
30	First Revised
31	Second Revised
32	Second Revised
33	Second Revised
34	Third Revised
35	Third Revised
36	Second Revised
36.1	First Revised
36.2	Original
36.3	Original
36.4	Original
36.5	Original
36.6	Original
36.7	Original
36.9	Original
37	Second Revised
38	Second Revised
38.1	Original
38.2	Original
38.3	First Revised
38.31	Original
38.32	Original
38.33	Original
38.4	Original
38.5	Original
39	Third Revised
40	Third Revised
41	Original
42	Third Revised*
43	Original
44	Third Revised*
44.1	First Revised*
45	Second Revised
46	Second Revised*

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**CHECK SHEET, Continued**

<u>SHEET</u>	<u>REVISION</u>
47	Second Revised*
48	First Revised
49	First Revised
50	First Revised
51	First Revised
52	First Revised
53	First Revised
54	First Revised
55	First Revised
56	Second Revised*
57	First Revised
58	First Revised
59	First Revised
60	First Revised
61	Second Revised
62	Fifth Revised*
63	Second Revised
64	Second Revised
65	First Revised
66	Original
67	Original
68	Original
69	Original
70	Original
71	Original
72	Original
73	First Revised
74	Second Revised*
75	Second Revised*

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**CHECK SHEET, Continued**

<u>SHEET</u>	<u>REVISION</u>
75.1	Original
75.2	First Revised
75.3	First Revised
75.4	First Revised
75.5	First Revised
75.6	First Revised
75.61	Original
75.7	First Revised
75.71	First Revised*
75.72	Original
75.8	Original
Second Revised*	
First Revised*	
Original	
Original	
76	Original
77	Ninth Revised*

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

**EXPLANATION OF SYMBOLS AND ABBREVIATIONS**

- (C) To signify **changed** condition or regulation
- (D) To signify **deleted or discontinued** rate, regulation or condition
- (I) To signify a change resulting in an **increase** to a Customer's bill
- (M) To signify that material has been **moved from** another tariff location
- (N) To signify a **new** rate, regulation condition or sheet
- (R) To signify a change resulting in a **reduction** to a Customer's bill
- (T) To signify a change in **text** but no change to rate or charge

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**TARIFF FORMAT**

- A. **Sheet Numbering** - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, occasionally, when a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of code is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find if a particular sheet is the most current on file with the Commission.

**APPLICATION OF TARIFF**

This tariff contains the rates, terms and conditions applicable to the provision of specialized intrastate local exchange telecommunications services to Commercial subscribers by CIMCO Communications between various locations within the State of Illinois.

(T)

Pursuant to Article 13, Section 502 of the Illinois Public Utilities Act, all services furnished by the Company under this tariff are classified as competitive.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

Business Service:

A service which conforms to one of more of the following criteria:

- A. used primarily for a 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.

CO:

Central Office

Called Station:

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

Carrier or Common Carrier:

Any individual, partnership, association, corporation or other entity engaged in intrastate communication for hire by wire or radio between two or more exchanges.

Channel:

A communications path between two or more points of termination.

Commission:

Illinois Commerce Commission

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

Company:

CIMCO Communications, Inc. ("CIMCO")

Credit Card:

A valid bank or financial organization card, representing an account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

Customer:

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

Disconnect or Disconnection:

The termination of a circuit connection between the originating station and the called station.

District:

An exchange or group of exchanges within MSA-1 used to identify the appropriate rate to be applied to a Customer's service.

E911 Service Area:

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

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.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

Market Service Area 1

Market Service Area 1 ("MSA-1") was established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services. MSA-1 serves the greater Chicago Metropolitan Area.

Premises:

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

Station:

Each telephone on a line where no telephone 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.

Subscriber:

See "Customer" definition.

Trunk:

A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

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**SECTION 2 - RULES AND REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY**

- 2.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the State of Illinois.
- 2.1.2. Company is a provider of local exchange telecommunications to Customers for their direct transmission and reception of voice, data and other types of communications. (C)
- 2.1.3. Company provides access, switching, transport and termination services. (C)
- 2.1.4. The 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.
- 2.1.5. Request for service under this tariff will authorize the Company to conduct a credit search on the Customer. The 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.

**2.2. LIMITATIONS**

- 2.2.1 Service is offered subject to availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.
- 2.2.2. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.3. 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 the Company.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.2. LIMITATIONS, Continued**

- 2.2.4. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.5. The Company reserves the right to classify service as business or residential. The Company may, at its discretion, levy charges for services which have been misclassified.
- 2.2.6. The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.

**2.3. USE**

- 2.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which the service is technically suited.
- 2.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.
- 2.3.3. Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.
- 2.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices, including providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity or the credit-worthiness of the Customer.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.3. USE, Continued**

- 2.3.5. A business Customer may extend service capable of two-way communications to the location of another business Customer for the purpose of performing clerical services, which include the answering and originating of telephone calls. All regulations governing the use of service and the charges normally associated with the provision of service are applicable.
- 2.3.6. Service will not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass the called party.
- 2.3.7. Service will not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.
- 2.3.8. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this tariff until the indebtedness is satisfied.

**2.4. LIABILITIES OF THE COMPANY**

- 2.4.1. The liability of the Company for damages arising out of mistakes, omission, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For the purpose of computing such amount, a month is considered to have thirty (30) days. In no event will the Company be responsible for consequential damages for lost profits suffered by a Customer or end user as the result of interrupted or unsatisfactory service.
- 2.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.3. Company shall be indemnified and held harmless by the Customer against:
- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over Company's facilities; and
  - B. Claims for patent infringement arising from combining or connecting Company's facilities with apparatus and systems of the Customer; and
  - C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.
- 2.4.4. The Company is not liable for any defacement of, or damage to, the equipment or premises of a Customer resulting from the furnishing of services when such defacement or damage is not the result of the Company's negligence.
- 2.4.5. Company shall not be liable for, and the Customer indemnifies and holds harmless from, any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by 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 equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.
- 2.4.6. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.7. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier, including acts of nature, storms, fire, floods, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the company or of any department, agency, commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this tariff to the contrary, the unlawful acts of the Company's agents and employees.
- 2.4.8. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps, including obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as the Customer's agent, to the Company's network.
- 2.4.9. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Illinois law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.
- 2.4.10. The Company shall not be liable 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 the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

2.4.11. 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. The 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, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (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, including equipment or software suggested by the Company.
  
- B. Neither is the 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 the 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 the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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\*Material Moved to Sheet No. 17

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

2.4.11. With respect to Emergency Number 911 Service:

- C. Pursuant to Illinois Public Act 91-0518 and Section 726.205 Illinois Administrative Code,
  - 1. For Customers located in buildings having their own street address and containing workspace of 40,000 square feet or less, Company shall transmit one Automatic Location Identifier (“ALI”) to the 9-1-1 system that will include the building's street address associated with the Customer’s primary Billed Telephone Number.
  - 2. For Customers located in buildings having their own street address and containing workspace of more than 40,000 square feet, location identification shall include the building's street address (ALI) and one Distinct Location Identification (“DLI”) per 40,000 square feet of workspace associated with each Customer’s primary Billed Telephone Number. ALI and DLI information shall be transmitted to the 9-1-1 system. The DLI shall, as accurately as possible, specify the location from which the 9-1-1 call is being placed. For example, if the area contains multiple floors, the DLI shall specify all floor numbers included in the 40,000 square feet of workspace. The DLI must be able to identify the entire 40,000 square feet of workspace.
  - 3. Additional DLIs will be transmitted to the 9-1-1 system for each subtending working telephone number associated with a primary Billed Telephone Number, to the extent that Customer provides the DLI to Company.
  - 4. Customer is responsible for the accuracy of each ALI and DLI provided to the Company and for correlation of ALI and DLI to specific Customer telephone numbers.

(N)

(N)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.12. In the absence of gross negligence or willful misconduct, 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, will attach to the Company.
- 2.4.13. The 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 exchange service affected during the period covered by the directory in which the error or omission occurs.
- 2.4.14. As part of providing any private listing or semi-private listing services, the 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. The Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- 2.4.15. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, the 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, upon request of such governmental authority. By subscribing to service under this tariff, the Customer agrees to the release of such information under the above provision.
- 2.4.16. The Company will use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of, and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.
- 2.4.17. The Company will operate as specified in its agreement with Customer during the 20<sup>th</sup> and 21<sup>st</sup> centuries. The Company will make reasonable efforts to cure any material failure to provide Services caused solely by Year 2000 defects in the Company's hardware, software or systems. Due to the interdependence among telecommunications companies and the interrelationship with non-Company processes, equipment and systems, the Company is not responsible for failures caused by circumstances including, but not limited to, failures caused by: (1) other carriers, (2) customer premise equipment; or (3) Customer. In addition, the Company does not ensure compatibility between Company services and non-Company services used by Customer.

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\*Material Moved from Sheet No. 16.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.5. EQUIPMENT AND FACILITIES**

- 2.5.1. The Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provisioned equipment is connected to the facilities furnished under this tariff, the responsibility of the Company will be limited to the furnishing of facilities offered pursuant to this tariff. Beyond this responsibility, the 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; or
  - B. the reception of signals by Customer-provided equipment; or
  - C. network control signaling when performed by Customer-provided network control signaling equipment.
- 2.5.2. At the request of the Customer, installation or maintenance may be performed outside of the 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 the 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.
- 2.5.3. IN NO EVENT WILL THE COMPANY OR ITS SUPPLIERS BE LIABLE FOR ANY LOST REVENUE, PROFIT, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT EVEN IF THE COMPANY OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. In no event shall the Company's or its suppliers' liability to the Customer, whether in contract, tort (including negligence), or otherwise, exceed the price of the equipment paid by the Customer. The foregoing limitations shall apply even if the standard of the Company's warranty or its suppliers fails of its essential purpose.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.5. EQUIPMENT AND FACILITIES, Continued**

2.5.4. Customers of the Company's IntelliTone™ Plus product receive Company-owned equipment and must return this equipment in good working condition to the Company once this service is discontinued.

**2.6. CUSTOMER RESPONSIBILITIES**

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

2.6.2. The Customer is responsible for compliance with applicable regulations set forth in this tariff.

2.6.3. The name(s) of the Customer(s) desiring to use the service must be properly verified.

(D)

(D)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

- (D)
- (D)
- 2.7. RESTORATION OF SERVICE** (C)
- 2.7.1. The use and restoration of service in emergencies shall 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. (C)
- 2.7.2. When a Customer's service has been disconnected in accordance with this tariff 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. (C)
- 2.8. MINIMUM SERVICE PERIOD** (C)
- The minimum service period is one month (30 days).
- 2.9. PAYMENTS AND BILLING** (C)
- 2.9.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until canceled by the Customer on not less than thirty (30) days notice. (C)
- 2.9.2. The Customer is responsible for the payment of all charges for services furnished to the customer. Charges are based on actual usage and contractual obligations, and are billed monthly in arrears. (C)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

- 2.9. PAYMENTS AND BILLING, Continued** (C)
- 2.9.3. Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance, or the maximum allowable under state law. (C)
- 2.9.4. Bills may be paid by mail, by telephone using a credit card, or by debit as prearranged by the Customer, in accordance with the Company's guidelines and capability. All charges for services are payable only in United States currency. Payment by mail may be made by check, money order or cashier's check. (C)
- 2.9.5. A charge of \$20.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written. (C)
- 2.9.6. If, during a twelve (12) month period, the Customer remits to the Company on more than one (1) occasion a check or draft which is dishonored by the institution on which it is written, the Company may refuse acceptance of further checks or drafts and place the Customer on a guaranteed payment basis. Under a guaranteed basis, the Company may refuse acceptance of anything as payment other than money orders, cashier's checks or guaranteed instruments denominated in U.S. dollars and guaranteed by, or issued by, a third party acceptable to the Company. The Company will advise the Customer in writing of the transfer to a guaranteed basis and of the various payment options. (C)
- 2.9.7. Billing disputes should be addressed to Company's customer service organization via telephone to 800.922.4626. Customer service representatives are available twenty-four (24) hours per day, seven (7) days per week. (C)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.9. PAYMENTS AND BILLING, Continued**

2.9.8. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

- A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount.
- B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Consumer Affairs Division of the Illinois Commerce Commission for its investigation and decision.

The addresses and telephone numbers of the Consumer Affairs Division are:

Consumer Affairs Division Illinois Commerce Commission 527 East Capitol Avenue Springfield, Illinois 62794-9280 Telephone: 217.782.2024	Consumer Affairs Division Illinois Commerce Commission 160 North LaSalle, Suite C-800 Chicago, Illinois 60601-3104 Telephone: 800.524.0795
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**2.10. CANCELLATION BY CUSTOMER**

2.10.1. Customer may cancel service by providing written notice to Company thirty (30) days prior to renewal date of any contract between Company and Customer.

2.10.2. Customer is responsible for usage charges while still connected to the Company's service.

2.10.3. In the event Customer terminates a contract between Company and Customer prior to the notice provision of 2.10.1, Customer shall pay Company fifty (50) percent of the Customer's average monthly usage on the contract times the number of months remaining on the contract.

(C)  
|  
(C)

**SECTION 2 - RULES AND REGULATIONS, Continued**

- 2.10. CANCELLATION BY CUSTOMER, Continued** (C)
- 2.10.4. If Customer determines that services purchased from Company do not satisfy such Customer quality standards for performance of such services, the Customer shall notify Company in writing of such dissatisfaction and Company shall have thirty (30) days to rectify such dissatisfaction. In the event Company can not rectify the problem to the Customer's reasonable satisfaction, Customer may terminate services with Company without further liability, except for payment in full for all telephone usage charges associated with services through the termination date of any contract. (C)
- 2.10.5. Any non-recoverable cost of company expenditures shall be borne by the Customer if: (C)
- A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some the period mutually agreed with the Customer for the non-recoverable portions of expenditures; or
  - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
  - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

- 2.11. CANCELLATION BY COMPANY (C)**
- 2.11.1. Company reserves the right to immediately discontinue furnishing the service to customers without incurring liability: (C)
- A. In the event of a condition determined to be hazardous to the Customer, to other customers of the utility, to the utility's equipment, the public or to employees of the utility; or
  - B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or
  - C. For unlawful use of the service or use of the service for unlawful purposes; or
  - D. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction; or
  - E. In the event that the facilities have been abandoned or are being used by unauthorized persons.
- 2.11.2. Company may discontinue service according to the following conditions upon five (5) days written notice: (C)
- A. For violation of Company's filed tariffs; or
  - B. For the non-payment of any proper charge as provided by Company's tariff, including one for the same class of service furnished to the applicant or Customer at the same or another location, or where the applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another applicant or Customer; or
  - C. For failure to make payment in accordance with the terms of a deferred payment agreement as defined in 83 Illinois Administrative Code, Part 735; or

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.11. CANCELLATION BY COMPANY, Continued (C)**

**2.11.2., Continued (C)**

D. When the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection; or

E. Failure to meet or maintain the Company's credit requirements; or

F. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services; or

G. For Customer's breach of the contract for service between the Company and Customer; or

H. Unauthorized resale of equipment or service.

2.11.3. 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. (C)

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

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

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**SECTION 2 - RULES AND REGULATIONS, Continued**

- 2.12. INTERCONNECTION** (C)
- 2.12.1. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with the Company. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service and the signals emitted into the 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 agent fails to properly maintain and operate its equipment and/or system of that of its agent, the Company may, upon written request, require the use of protective equipment at the Customer's expense. (C)
- 2.12.2. Service furnished by Company may be interconnected with services or facilities of other authorized communications common 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 shall be provided at the Customer's expense. (C)
- 2.12.3. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way and other such arrangements necessary for interconnection. (C)
- 2.13. ESTABLISHMENT OF CREDIT** (C)
- 2.13.1. In order to assure the proper payment of all Customer-incurred charges for service, the Company will require applicants for service and Customers to establish and maintain acceptable credit. (C)
- 2.13.2. The establishment or re-establishment of credit by an applicant or Customer will not relieve the applicant or Customer from compliance with other responsibilities, including the payment advance payments or bills, and in no way modify the provisions concerning disconnection and termination of service for failure to pay Customer-incurred charges for service rendered by the Company. (C)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.13. ESTABLISHMENT OF CREDIT, Continued**

2.13.3. The Company may refuse to furnish service to an applicant that has not paid charges for service of the same classification previously furnished by any telephone company until, at the option of the Company, the applicant pays any past due bill and/or makes deposit arrangements suitable to the Company.

(D)

(D)

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(C)

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.13. ESTABLISHMENT OF CREDIT, Continued**

- 2.13.4. Applicants for business service may establish credit 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). (T)
- 2.13.5. If verification of an applicant's credit is required, the Company will provide service if the applicant furnishes advance payment of both the applicable charges for connection of service and the estimated charges for the first thirty (30) days of service. (T)
- 2.13.6. If the verification of credit results in unsatisfactory credit information, the applicant will be informed of the reason or reasons for denial of credit, after which the Company may refuse to provide or continue service until the Customer provides a deposit, pursuant to section 2.15. (T)
- 2.13.7. An existing Customer may be required to reestablish credit by the payment or increase of a cash deposit, pursuant to section 2.15., when any of the following conditions occur: (T)
- A. During the first twelve (12) months that a customer receives service, the Customer pays late three (3) times or has service disconnected by the Company for nonpayment two (2) times; or
  - B. After the first twelve (12) months that the Customer has received service, the Customer has had service disconnected two (2) times by the Company or the Company provides evidence that the Customer used a device or scheme to obtain service without payment; or
  - C. After the first twelve (12) months that a business Customer has received service, the business Customer pays late at least three (3) times during any twelve (12) month period.
- 2.13.8. Payment by a Customer of past-due bills will not, of itself, relieve the Customer from the obligation of establishing credit. (T)

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(C)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.13. ESTABLISHMENT OF CREDIT, Continued**

- 2.13.9. A Customer may be required to reestablish credit when the nature of service furnished or the basis on which credit was established has significantly changed. (T)
- 2.13.10. If a Customer fails to reestablish credit as required by the Company, service may be disconnected no sooner than five (5) days after delivery, or eight (8) days after mailing, of written notice of intention to disconnect. (T)

**2.14. DEPOSITS**

- 2.14.1. Pursuant to 83 Illinois Administrative Code, Sections 735.100 and 735.110, the Company may request deposits of applicants for service and existing customers. All deposits will be based on the following:
  - A. An applicant for Service may be required to pay an amount not to exceed four (4) months of the applicant's estimated monthly billing, based upon the average monthly bill for that class and type of service. (T)
  - B. A Customer may be required to pay an amount not to exceed four (4) months, based upon the Customer's average monthly billing for the past six (6) months. If the Customer has had service for less than six (6) months, the amount of the deposit will not exceed four (4) months of the estimated monthly billing for that class and type of service. (D)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

- 2.14. DEPOSITS, Continued** (C)
- 2.14.2. For all applicants, one-half (1/2) of the amount of any deposit will be due prior to initiation of service. For all existing customers, one-half (1/2) of the amount of any deposit will be due within twelve (12) days from the date that a request for a deposit is made. The remaining one-half (1/2) of any deposit will be paid over the next two (2) billing periods. At the option of the applicant or Customer, a deposit may be paid on a more expedited schedule. (C)
- 2.14.3. The amount of a deposit may be adjusted when the character or degree of the Customer's use of service has materially changed, or when it can be determined that the character or degree of the Customer's use will materially change, and such change is not temporary. (C)
- 2.14.4. The Company will pay interest on all deposits made for the purpose of establishing credit at the percentage rate determined by the Commission, and will be compounded annually. In no case will interest be allowed for a period extending beyond the date a refund is due or the date service is terminated, whichever date is earlier. Interest will be computed from the date the deposit is paid and will be distributed to the Customer in accordance with the following: (C)
- A. As an annual credit to the Customer's account, not to be performed more than once in a twelve (12) month period; or
  - B. As an annual payment, not to be distributed more than once in a twelve (12) month period, as requested by the Customer; or
  - C. As part of a refund of the entire deposit; or
  - D. As part of the application of the deposit to an unpaid bill of the Customer in accordance with 2.14.6.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.14. DEPOSITS, Continued**

2.14.5. The Company will refund deposits, including accrued interest, within twelve (12) months upon surrender of the properly-endorsed receipt for the certificate of deposit or delivery of a cancellation receipt for the deposit, if the Company so requests, when all of the following are satisfied:

- A. The Customer has paid any past due bill for service owed to the Company; and
- B. Service has not been discontinued for nonpayment; and
- C. The Customer has not been delinquent in paying monthly bills a total of three (3) times; and
- D. The Company has not presented evidence that the Customer used a device or scheme to obtain service without payment.

2.14.6. When service is terminated or the application is canceled and there are charges due the Company, the deposit and the interest will be applied to the charges, and the balance, if any, will be returned to the Customer or applicant.

**2.15. TAXES**

Taxes are not included in the tariffed rates. The Customer is responsible for payment of all federal, state and local taxes, franchise, excise and other fees applicable to the Services, including, but not limited to: gross receipts tax, sales, use, excise, franchise, access, universal service, 911 services and handicapped services.

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**2.16. FULL FORCE AND EFFECT**

Should any provision or portion of this tariff be held by a court or administrative agency of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions of this tariff will remain in full force and effect.

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.17. TELECOMMUNICATIONS RELAY SERVICE (C)**

2.17.1 The Company concurs in the rates, rules and regulations governing: (1) intrastate telecommunications provisions for the hearing- and voice-impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 tariff; (2) intrastate telecommunications provisions for the deaf and severely hearing-impaired for dual party relay service as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 2 tariff. (C)

2.17.2. The Company extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 and ILL. C.C. No. 2 tariffs. (C)

2.17.3. The Company hereby expressly reserves the right to cancel and made void this statement of concurrence at any time. (C)

**2.18. [Reserved for Future Use] (C)**  
(D)

**2.19. [[Reserved for Future Use] (C)**  
(D)

(D)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.19.** [[Reserved for Future Use]

(C)

(D)

(D)

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(C)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.20.** [[Reserved for Future Use]

(C)

(D)

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(C)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.20.** [[Reserved for Future Use]

(C)

(D)

(D)

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(C)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.20.** [[Reserved for Future Use]

(C)

(D)

(D)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS**

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

2.21.1. 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 all installation and move orders of single lines used for basic local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act and includes, but is not limited to, single line service, PBX trunks, and CentraNet lines. The term “Basic Local Exchange Service” specifically does not include vertical services Company official lines, records work only or services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Federal Telecommunications Act of 1996, including, but not limited to ISDN, DSL, TX, T1 and DS3. (D)  
(D)

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(C)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS, Continued**

2.21.1. Definitions, Continued

E. Emergency Situation – means a single event that causes an interruption or 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. The term “single event” shall include:

1. 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
2. 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.
3. 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.

The term Emergency Situation does not include:

1. A single event caused by high temperature conditions alone; or
2. A single event caused by acts or omissions of the Company, its agents, employees or contractors; or
3. A service interruption that occurs during a single event listed in above, but not caused by those single events; or
4. 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.

(N)

(N)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS, Continued**

2.21.1. Definitions, Continued

- F. Link-Up – means the Link-Up Assistance Program defined and established at 47 C.F.R. Section 54.411 *et seq.* as amended.
- G. Monthly Recurring Charge – means monthly access/usage rate, end user common line charge and tariffed vertical services.
- H. 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.

2.21.2. 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 2.21.3 (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 2.21.3 (B) following.

(N)

(N)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS, Continued**

2.21.2. Company Commitments, Continued

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. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.21.3 (C) 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.

2.21.3. Customer Credits for Missed Company Commitments – Except as stated in Section 2.21.4 following, the Company will provide credit to any Customer whenever the Company fails to install or repair service pursuant to paragraphs 2.21.2 (A) and (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. In the absence of an installation charge or where installation is pursuant to the Link-Up program, the credit will be in the amount of \$25.00.

(N)

(N)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS, Continued**

**2.21.3. Customer Credits for Missed Company Commitments, Continued**

**A. Customer Credits – Installation, Continued**

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. In the absence of an installation charge or where installation is provided pursuant to the Link-Up program, the Company will provide a credit of \$50.00.

In the case where the Company is utilizing the network or network elements of another carrier, the above credits will be provided if the Company fails to install service within eight (8) business days after provisioning is complete.

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), or beyond eight (8) days after completed provisioning of service where the company is utilizing the network or network elements of another carrier, the Company will also provide the Customer with either Alternative Telephone Service as defined in paragraph 2.21.1 (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.

(N)

(N)

**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS, Continued**

2.21.3. Customer Credits for Missed Company Commitments, Continued

B. Customer Credits for Out of Service Repair

Except as stated in Section 2.21.4 following, and subject to the provisions of Section 2.4 of this tariff, if the Company fails to repair an out of service condition for basic local exchange service within 24 hours, the Company will provide the affected Customer with a credit according to the following schedule. It is the Customer's responsibility to provide the Company with notice of the out of service condition.

<u>Disruption Time</u>	<u>Credit Amount</u>
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**

**2.21. CUSTOMER CREDITS, Continued**

2.21.3. Customer Credits for Missed Company Commitments, Continued

C. Customer Credits For 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 2.21.2 (C) preceding, of the Company's inability to keep the appointment.

(N)

(N)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21. CUSTOMER CREDITS, Continued**

**2.21.4. Conditions Under Which Customer Credits Do Not Apply**

The credits shown in paragraphs 2.21.3 (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 2.21.1 (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.

(N)

(N)

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.22. DIGITAL DIVIDE ELIMINATION PROGRAM**

(N)

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.

(N)

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**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.1. TIMING OF CALLS**

- 3.1.1. 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 answered and terminated when either party hangs up.
- 3.1.2. There is no billing for incomplete calls.

**3.2. SERVICE AREA**

- 3.2.1. Local exchange access services are available only in MSA-1, 2, 3, 6, 7, 9, 15 and the 358 LATA.
- 3.2.2. The Company's description of service area in no way compels the Company to provide any service in an area where facilities or other extenuating factors limit the Company's ability to provide service.
- 3.2.3. CIMCO's Local Business and Business Line Offering products are offered in three general access areas for which rates differ. Customers are grouped into Access Areas A, B or C based upon the exchange in which the Customer's premises are located. These areas are described in Illinois Bell Telephone ILL C.C. No. 20, PART 4, Section 2.

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(C)

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES**

- 3.3.1. The rate for Company's service is based on the following factors:
  - A. The monthly calling volume; and
  - B. The duration of the call; and
  - D. The type of service subscribed to.

**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

3.3.2. Customers may choose from the following basic products for exchange services.

A. CIMCO's Basic Exchange Access Service **Local Business** (D)  
product is offered to customers who may subscribe to the following applications:

1. POTS Lines
2. Centrex Lines
3. ISDN
4. Various Features
5. Business Line Offering
6. netSelect Integrated, Flexible
7. netSelect Integrated, Fixed
8. PRI Metro

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**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

3.3.2. Continued

B. CIMCO's **Business Line Offering** product allows customers to subscribe to a specified number of lines, while utilizing T-1 access, as an alternative to POTS service. A T-1 is a dedicated connection with 24 channels. Every **Business Line Offering** Plus customer receives a full T-1 but only pays for the number of lines activated. This is possible because every customer receives a channel bank, which separates the lines, making them seem like traditional POTS lines. **Business Line Offering** requires a minimum of 12 lines and is available in additional blocks of two (2) lines, and in blocks of four (4) lines for DID trunks.

This product offers basic feature capabilities including DID. Every line receives 900/976 blocking, hunting and uniform call distribution at no charge.

Customers in the Illinois 358 LATA may choose CIMCO's **Business Line Offering** product, which provides full Direct Inward and Outward Dial/Direct Outward Dial T-1 PBX business service.

Currently **Business Line Offering** is available only in specified areas of the Illinois 358 LATA. Pricing consists of usage-based rates for local access and a monthly recurring charge for the T-1 or PRI.

(N)

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Effective Date: February 28, 2005

**SECTION 3 - GENERAL DESCRIPTION OF SERVICE****3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

3.3.2. C. CIMCO's **netSelect** product is a integrated bundled telecommunications and high-speed Internet access service product. **netSelect** is available in two plans: **netSelect Flexible**, and **netSelect Fixed**. Customers may select among high-speed Internet access, CLASS feature, and term plan options for under each plan. Additional Monthly E911, PICC and EUCL charges apply.

1. **netSelect Flexible Plan.** CIMCO's **netSelect Flexible Plan** is available in three service options: Standard, Elite, and Platinum.

a. **netSelect Standard:** The **netSelect Standard** plan is available for Analog DID and/or POTS line users and includes the following features:

- ATM based Integrated Access Device
- Battery Backup System
- 12 analog lines with 512Kbps or 1.54Mbps Internet access
- Local Usage
- Ancillary CLASS Features

b. **netSelect Standard:** The **netSelect Elite** plan is available for digital T-1 users and includes the following features:

- ATM based Integrated Access Device
- Battery Backup System
- 12 digital trunks with 512Kbps or 1.54Mbps Internet access
- Local Usage
- Ancillary CLASS Features

c. **netSelect Standard:** The **netSelect Platinum** plan is available for PRI users and includes the following features:

- ATM based Integrated Access Device
- Battery Backup System
- 23 B and D trunks
- Local Usage
- Ancillary CLASS Features

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(N)

(N)

**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

3.3.2. C. Continued

2. **netSelect Fixed Plan.** CIMCO's **netSelect Fixed Plan** is available in a six or eight line option. Customers may select transmission speeds of 348K bps, 512K bps, 768K bps or 1.54Mkbps. Additional DID trunks, and local and long distance usage are available., Caller ID, Call Forward – Busy Line/Don't Answer/Variable, Call Transfer, and Three way conference call included

3. **netSelect Integrated PRI – Fixed.** CIMCO's **netSelect Integrated PRI – Fixed** is a T-1 prgrammed facility used to support PRI and Internet access over the same circuit. The service offers multiple options, supports DIOD on all voice lines., and is available in fractional speeds 382K, 512K, and 768K bps.

D. CIMCO's **PRI Service** provides PRI circuits and local usage with DID online billing and cost management options to Customers.

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**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

3.3.2. Continued

E. CIMCO's **Solutions Savings Package** services consist of integrated bundled telecommunications and high-speed broadband Internet access service products for enterprise Customers. **Solutions Savings Packages** are available in two package plans: **CIMCO's Enterprise Package Plans**, and **CIMCO's Continuity Package Plans**.

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**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

**3.3.2. E., Solutions Savings Package Plan,** Continued

1. **Enterprise Package Plans.** CIMCO's **Enterprise Package Plans** offering is available in three service options: **Priority Enterprise, Premier Enterprise and Platinum Enterprise.** Customers may select among type of broadband Internet access, CLASS features, firewall, and Internet features. Additional Monthly E911, PICC and EUCL charges apply.

a. The **Priority Enterprise** package provides a single T-1 facility and includes the following features:

- Integrated PRI
- SafePath Routing [
- Caller ID with name
- WiseEye PIX 501 firewall 50-user capability
- WiseEye PRI Outage Notification
- SecureBiz virus, content and spam detection/blockage for up to 100 users

b. The **Premier Enterprise** package provides T-1 facilities with 10 to 23 lines CBL and includes the following features:

- Enhanced CLASS features
- NetSelect Internet Platinum T-1, router and firewall
- WiseEye Monitoring on netSelect Platinum
- Sec SecureBiz virus, content and spam detection/blockage for up to 100 users

c. The **Platinum Enterprise** package provides T-1 facilities and includes the following features:

- Integrated PRI
- NetSelect Internet Platinum T-1, router and firewall
- SafePath Routing
- Caller ID with name
- WiseEye Monitoring on netSelect Platinum
- Sec SecureBiz virus, content and spam detection/blockage for up to 100 users

(N)

(N)

**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.3. CIMCO COMMUNICATIONS TELECOMMUNICATIONS SERVICES,**  
Continued

3.3.2. E., **Solutions Savings Package Plan**, Continued

2. **Continuity Packages.** CIMCO's **Continuity Package Plans** offering is available in two service options: **Basic Voice Continuity Package** and **Enhanced . Basic Voice Continuity Package**. Customers may select among type circuit redundancy, routing, and outage notification support. Additional Monthly E911, PICC and EUCL charges apply.

- a. The **Basic Voice Continuity Package** includes the following features:
  - Facility redundancy/backup per customer specifications
  - SafePath Routing
  - WiseEye On-Net Outage Notification
  
- b. The and **Enhanced Basic Voice Continuity Package** includes the following features:
  - Integrated PRI circuit
  - Facility redundancy/backup per customer specifications
  - SafePath Routing
  - WiseEye On-Net Outage Notification
  - Sec SecureBiz virus, content and spam detection/blockage for up to 100 users

(N)

(N)

**SECTION 3 - GENERAL DESCRIPTION OF SERVICE**

**3.4. GRANDFATHERED SERVICES**

3.4.1. Services contained in this section are available to customers who had the services prior to the date of grandfathering. These services are not available to new customers.

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3.4.2. CIMCO's **IntelliTone™ Plus** product allows customers to subscribe to separate lines (C) ranging from 10 to 24, while utilizing T-1 access. A T-1 is a dedicated connection with 24 channels. Every IntelliTone™ Plus customer receives a full T-1 but only pays for the number of lines activated. This is possible because every customer receives a channel bank, which separates the lines, making them seem like traditional POTS lines.

This product offers basic feature capabilities including DID application and extension dialing. Every line receives 900/976 blocking, hunting and uniform call distribution at no charge.

Customers in the Illinois 358 LATA may choose CIMCO's **IntelliTone™** product, (C) which provides full Direct Inward and Outward Dial/Direct Outward Dial T-1 PBX business. (C)

Direct Outward Dial T1 (DOD T1) is a channelized T-1 on which only outbound calls may be placed. Incoming calls will be blocked. Direct Inward and Outward Dial T-1 (DIOD T1) is a channelized T-1 on which calls may be placed and received. Primary Rate ISDN (PRI T1) allows calls to be placed inward and outbound on 23 channels. The 24<sup>th</sup> channel is the ISDN D channel. The D Channel is dynamic.

Currently IntelliTone™ is available only in specified areas of the Illinois 358 LATA. (C) Pricing consists of usage-based rates for local access and a monthly recurring charge for the T-1. (C)

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(Material Moved from Page 38)

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**SECTION 4 - RATES**

**4.1. SERVICE CHARGES**

Service charges per account are based on the following schedules:

**4.1.1. Service Ordering Charges**

Service ordering charges are applied to Customers upon a request for service and when a Customer requests subsequent facility, software or account changes.

**A. New Order Charges, Basic Exchange Access Service Local Business**

<b>Type of Order</b>	<b>Business Service*</b>	<b>Foreign Central Office, Foreign District and Foreign Exchange Services</b>	<b>Base Rate (C)</b>
Establish	\$34.85	\$175.43	\$136.00
Add or Change	\$50.00 (I)	\$107.58	\$126.00
Record Work Only	\$0.00	\$31.98	\$9.69

\*Order charges apply to Local Business service only.

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.1. Service Ordering Charges, Continued**

**B. Line Connection Charges, Basic Exchange Access Service  
 Local Business**

<b>Type of Order</b>	<b>Local Business</b>	<b>Foreign District &amp; Exchange Services</b>	<b>CO, &amp; Foreign Foreign</b>	<b>Base Rate *</b>
Establish	\$18.62		\$270.41	\$23.26
Add or Change	\$50.00 (I)		\$ 67.84	\$23.26

\* Includes all D.D.S. except 56 Kbps which carries a \$71.72 fee per line to establish, add or change.

**C. Service Charges, Business Line Offering**

Installation, per line	\$15.00
Change Order, per line	\$50.00
Move Order, per line	\$200.00

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**SECTION 4 - RATES, Continued****4.1. SERVICE CHARGES, Continued****4.1.2. Basic Exchange Access Service**

A. Basic Exchange Access Service provides a Customer with a voice-grade communications channel and a unique telephone number address on the public-switched telecommunications network. An Exchange Access Service allows a user to:

1. receive calls from other stations on the public-switched telecommunications network; and
2. access other services offered by the Company as set forth in this tariff; and
3. access certain interstate and international calling services provided by the Company; and
4. access (at no additional charge) the operators contracted for by the Company; and
5. access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
6. access services provided by other common carriers which interconnect with the Company pursuant to tariff, agreement or some other Company-approved manner.

B. Basic exchange access service provides the Customer with a single, voice-grade communications channel connecting the Customer's premises and the Company's designated carrier's central office.

C. Basic exchange access service customers are entitled to a voice-grade communications channel. Provision of this service does not guarantee a Customer access to any other facility requirement, including a communications path capable of supporting data transmissions.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.2. Basic Exchange Access Service, Continued**

D. Rates for basic exchange access service are based upon a particular class of service, which are defined in section 1 of this tariff, and access areas, which are defined in section 3.2.3. and 4.1.3.B. All rates are incurred on a monthly basis, unless indicated otherwise.

E. Basic Exchange Access Service Rates

1. Local Business Service (D)

<b>Type of Service</b>	<b>Access Area A</b>	<b>Access Area B</b>	<b>Access Area C</b>
Customer Owned Pay Line	\$7.13 (I)	\$10.97(I)	\$14.50(I)
COPTS Coin Line	\$9.73(I)	\$13.57(I)	\$17.10(I)
Business Direct Line Single-Line Subscribers (Per Line)	\$11.59 (I)	\$15.29 (I)	\$17.45 (I)
Business Direct Line Multi-Line Subscribers (Per Line)	\$11.59 (I)	\$15.29 (I)	\$19.45 (I)
P.B.X. Trunk* Single-Line Subscribers (Per Trunk)	\$11.59 (I)	\$15.29 (I)	\$19.45 (I)
P.B.X. Trunk* Multi-Line Subscribers (Per Trunk)	\$11.59 (I)	\$15.29 (I)	\$19.45 (I)

\* P.B.X. Trunk rates and associated end user common line charges are applicable to convenience trunks.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.2. Basic Exchange Access Service, Continued**

**E. Basic Exchange Access Service Rates, Continued**

**2. IntelliTone™ Plus Service**

<b>Type of Service</b>	<b>Access Area A</b>	<b>Access Area B</b>	<b>Access Area C</b>
Business Direct Line (10 line minimum)	\$13.00	\$14.00	\$16.50
DID Trunk*	\$20.00	\$20.00	\$20.00
Block of DID Numbers (10)	\$0.20	\$0.20	\$0.20

\*A line charge for the access area also applies.

F. In addition to the charges for basic exchange access service described in 4.1.2.D. above, the following charges apply to each individual exchange access service line unless otherwise specified:

1. The end user common line charge, as set forth in Ameritech Operating Companies Tariff F.C.C. No. 2, Section 4; and
2. The 911 telecommunications surcharge; and
3. The ITAC supplemental charge, as set forth in the Illinois Bell Telephone Companies tariff ILL. C.C. No. 20, Part 8, Section 6; and
4. Any applicable municipal, state or federal taxes, franchise fees or other charges; and
5. Casual traffic charges that are derived from third-party calls and utilize the Company's system, including 10XXX, 900/976 and third-party calls initiated by a Customer through the Company's system.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.3. Local Usage Service**

A. Customers subscribing to the Company's exchange access service may utilize local usage services to place calls to and receive calls from parties located in the Company's local usage service area. Service is available on a measured or flat rate basis, with the exception of Band C. (N)

B. The Company's local usage service area is separated into three (3) distinct rate categories or "rate bands" in MSA-1. Rate Bands A and B define the approximate mileage of the call, with Band A representing calls of the shortest distance and Band B representing calls of the longest distance. Any local calls made from an exchange within which the Company provides exchange access service will be rated as A and B. Exact usage charges vary by band, time of day and duration of calls. Usage bands A and B are listed by originating district in Illinois Bell Telephone tariff ILL. C.C. No. 20, PART 4 - Section 2, Paragraph 4.4 (G). Band C is all traffic beyond 15 miles and within the same LATA.

**C. Business Usage Service Rates**

**1. Local Business Service for MSA-1,2,3,6,7,9 and 15**

Band	Initial Minute		Additional Minute	
	Measured	Flat	Measured	Flat
A	\$0.0425	\$0.0275	\$0.0175	\$0.0275
B	\$0.0825	\$0.0325	\$0.0425	\$0.0325
C	\$0.1225		\$0.1225	

**Business Line Offering**

Band	Initial Minute	Additional Minute
A	\$0.0125	\$0.0125
B	\$0.0225	\$0.0225
C	\$0.0325	\$0.0325

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.3. Local Usage Service, Continued**

**C. Business Usage Service Rates**

2. netSelect, Flexible and Fixed

<b>Band</b>	<b>Initial Minute</b>	<b>Additional Minute</b>
A	\$0.0125	\$0.0125
B	\$0.0225	\$0.0225
C	\$0.0325	\$0.0325

4. IntelliTone™, Measured Rate Option

<b>Band</b>	<b>Contract Length</b>					
	1 Year		2 Year		3 Year	
	Initial Min.	Add'l Min.	Initial Min.	Add'l Min.	Initial Min.	Add'l Min.
A	\$0.2015	\$0.0174	\$0.0214	\$0.0174	\$0.0195	\$0.0214
B	\$0.0330	\$0.0230	\$0.0325	\$0.0225	\$0.0320	\$0.0220
C	\$0.0425	\$0.0350	\$0.0415	\$0.0340	\$0.0405	\$0.0330

5. IntelliTone™, Flat Rate Option

<b>Band</b>	<b>Contract Length</b>	
	1 Year	2 - 3 Year
	A	\$0.1890
B	\$0.0289	\$0.0249
C	\$0.0450	\$0.0349

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.3. Local Usage Service, Continued**

[Reserved for Future Use]

(N)  
(D)

(D)

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**SECTION 4 - RATES**

**4.1. SERVICE CHARGES, Continued**

**4.1.4. CENTREX Service**

**A. System Charges**

<b>Service</b>	<b>Monthly Rate</b>	<b>NRC</b>
2-50 lines/CYA1X/	\$11.50 (I)	\$250.00
51-100 lines/CYA2X/	\$11.50 (I)	\$400.00
101-200 lines/CYA3X/	\$11.50 (I)	\$575.00
201-500 lines/CYA4X/	\$11.50 (I)	\$1,000.00
501 or more lines/CYA5X/	\$11.50 (I)	\$1,500.00
per OmniPresence Remote System, 2-6 OmniPresence remote lines/CYAXA/	\$11.50 (I)	\$100.00

**B. CENTREX Lines**

Each 7+ line categories include CENTREX mate.

<b>Basic Line/NUM/</b>	<b>Monthly Rate</b>
2+ line category	\$13.00 (I)
7+ line category	\$13.00 (I)
25+ line category	\$13.00 (I)
50+ line category	\$13.00 (I)
100+ line category	\$13.00 (I)
200+ line category	\$13.00 (I)

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**SECTION 4 - RATES**

**4.1. SERVICE CHARGES, Continued**

**4.1.4. CENTREX Service, Continued**

C. Electronic Key Lines

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
2+ line category	\$21.50 (I)	\$15.00
7+ line category	\$21.50 (I)	\$15.00
25+ line category	\$21.50 (I)	\$15.00
50+ line category	\$21.50 (I)	\$15.00
100+ line category	\$21.50 (I)	\$15.00
200+ line category	\$21.50 (I)	\$15.00

D. ISDN Custom/National Line

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
Custom 2+ line category	\$15.35 (I)	\$15.00
National 2+ line category	\$15.35 (I)	\$15.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features**

In addition to the Company-provided exchange access services, Customers may purchase one or more enhanced features. These features are available only when purchased in combination with a Company-provided exchange access service. All services are subject to availability and may not be available in certain areas. Unless otherwise specified, all charges listed apply to CIMCO's Local Business Product. Features for IntelliTone™ Plus customers are offered as part of a feature package described at Section 4.1.6.C.

A. **Call Waiting** provides a tone signal when a second call comes through a line in use.

Class of Service	Monthly Charge
Business	\$5.00

B. **Call Forwarding** permits a Customer to automatically transfer all incoming calls to another dialable telephone number. Local usage charges also apply.

There are four different types of services available:

1. **Call Forwarding - Busy** automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.
2. **Call Forwarding - No Answer** automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.
3. **Call Forwarding - Variable** allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.
4. **Selective Call Forwarding** permits the forwarding of incoming calls originating from pre-designated telephone numbers.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

**B. Call Forwarding, Continued**

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$5.00

C. **Three-Way Calling** allows a Customer to add a third-party to an established connection without operator assistance.

<b>Class of Service</b>	<b>Monthly Charge</b>	<b>Per Access Charge</b>
(D)	(D)	(D)
Business	\$5.00	\$0.75

D. **Call Trace**, upon Customer activation, permits a Customer to automatically trace the telephone number of the line used for the last call received by the Customer. The traced number will not be provided by the Company, but will be provided to law enforcement officials upon the written request of the Customer.

(D)

<b>Class of Service</b>	<b>Per Access Charge</b>
(D)	(D)
Business	\$5.00

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

E. **Distinctive Ringing** allows a Customer to designate up to ten (10) telephone numbers from which incoming calls will have a distinctive ring. For Customers with Call Waiting, a distinctive Call Waiting signal will be received if a call from one of the designated telephone numbers is waiting. This service has been grandfathered and is only available to customers who previously requested the service.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$5.00

F. **Call Screening** permits a Customer to designate up to ten (10) telephone numbers for one of the following features:

1. **Selective Call Acceptance** permits only selected incoming calls will be allowed to connect.
2. **Selective Call Rejection** routes selected incoming calls to a pre-recorded announcement that calls are not being accepted.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$5.00

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

G. **Caller ID** provides for the display of incoming telephone numbers on a Customer-provided display device attached to the Customer's telephone line or on a Customer-provided telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$7.50

H. **Caller ID with Name** is available to Customers being served by appropriately-equipped central offices and subscribing to Caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a Customer-provided display device. The Company will forward all calling names subject to technical limitations.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$9.50

**SECTION 4 - RATES**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

I. **Multi Ring Service** is a local exchange telecommunications service that enables a Customer to have as many as three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two (2) or three (3) separate numbers without having a second or third access line. Distinctive ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, to Customers subscribing to the Call Waiting feature.

<b>Class of Service</b>	<b>Monthly Charge (Per Line)</b>
(D)	(D)
Business	\$5.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

J. **Busy Line Transfer** is a feature that, in the event the called telephone number is busy, automatically forwards incoming calls to a predetermined telephone number served by the same central office switch, or provides inter-switch forwarding to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously, provided there are sufficient facilities to accept the calls. Additional local usage charges may apply. NOTE: This feature is not compatible with Call Waiting or Direct Inward Dialing service.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.60

K. **Alternate Answering** is a feature that, in the event the telephone number is not answered within the Company-designated parameters, normally three to four rings, will automatically forward incoming calls to a predetermined telephone number or a different central office switch. Multiple calls will be transferred simultaneously, provided there are sufficient facilities to accept the calls.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.60

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

L. **Customer Control Option** permits a Customer to activate/deactivate the Busy Line Transfer and Alternate Answering features and to change the number to which the calls are forwarded is a feature that, in the event the telephone number is not answered within the Company-designated parameters, normally three to four rings, will automatically forward incoming calls to a predetermined telephone number or a different central office switch. Multiple calls will be transferred simultaneously, provided there are sufficient facilities to accept the calls.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$1.00

M. **Message Waiting Tone** allows for an audible signal, stutter dial tone to be present on the line when a message is waiting.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.30

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

N. **Easy Call** permits automatic dialing of a telephone number when the Customer's line is taken off-hook, at seven (7) second intervals.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$5.00

O. **Special Delivery Service** is a feature that, when a busy or do not answer condition exists on an outgoing call, will automatically forward the calling party to a pre-determined telephone number.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.15

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

P. **Call Control** provides the Customer with the ability to block or allow outgoing calls. Customers can block long-distance, operator assisted, specific telephone numbers, prefix and/or area codes, or all outgoing calls. This feature can be activated or deactivated through the use of a PIN. The feature is available with basic exchange access service and ISDN service.

<b>Class of Service</b>	<b>Monthly Charge</b>
Business	N/A

Q. **Remote Call Forwarding** [CO based] allows for the automatic transfer of all incoming calls to another dialed number. The dialed number is user-defined and can be either 7 or 10 digits long [POTS]. The number can be changed via a service order. No physical telephone is required at the subscribed dialed number. Business service ordering and line connection charges apply.

<b>Class of Service</b>	<b>Monthly Charge, Per Call Path</b>
Business	\$18.50

**R. RCA Remote Call Forwarding**

<b>Class of Service</b>	<b>Monthly Charge</b>
Business	\$15.45 (I)

**SECTION 4 - RATES**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

**S. 900 Special Access Code Blocking** permits blocking of access from a Company-provided exchange access service to Customer-dialed 900 numbers.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.00

**T. 976 Prefix Blocking** permits blocking of access from a Company-provided exchange access service to Customer-dialed 976 numbers.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.00

**SECTION 4 – RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

U. **Speed Dialing** allows a Customer to dial up to 30 pre-selected numbers using an abbreviated dialing sequence.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$2.50

V. **Call Return** permits a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code.

<b>Class of Service</b>	<b>Monthly Charge</b>	<b>Per Access Charge</b>
(D)	(D)	(D)
Business	\$2.00	\$0.60

W. **Repeat Dialing** allows for the automatic continuous redialing of a busy number until the line is free.

<b>Class of Service</b>	<b>Monthly Charge</b>	<b>Per Access Charge</b>
(D)	(D)	(D)
Business	\$2.00	\$0.60

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**SECTION 4 – RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.5. Optional Exchange Access Service Enhancement Features, Continued**

X. **Priority Call** permits a Customer to identify critical incoming calls. A Customer can designate up to six (6) numbers. When a call is originated from one of the designated incoming numbers, a distinctive ring identifies the call.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$2.00

**4.1.6. IntelliTone™ Plus Feature Package**

This package includes all of the following features for a monthly charge of \$5.00:

Call Forward	Call Forward Busy
Call Waiting-Cancel Call Waiting	3-Way Calling
Call Forward/No Answer Variable	

Caller ID w/Name is also available for an additional monthly charge of \$10.00.

**SECTION 4 – RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.7. Directory Services**

Directory services allow Customers to customize the manner in which their Company-assigned telephone numbers appear in published directory and/or are used by dialable directories and operators. This section applies only to services provided by the Company and is subject to the liability provisions of section 2.4.

A. **Alphabetical Directory Listing** provides for one listing without charge in the alphabetical section of the directory of the local exchange area in which the Customer’s premises are located. This listing is the primary listing and is provided for each line provided pursuant to the Company’s exchange access service. Where two or more lines are arranged to hunt, all lines so arranged constitute a separate Customer service.

<b>Class of Service</b>	<b>Monthly Charge</b>
(D)	(D)
Business	\$0.00

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.7. Directory Services, Continued**

B. **Extra Listings** allow for any listing of a name or information in connection with a Customer's access line number beyond that provided pursuant to the alphabetical directory listing service provided above.

<b>Class of Service</b>	<b>Monthly Charge</b>
Business	\$1.70

C. **Additional Listing** charges apply if a customer has more than one telephone number that he or she would like listed.

<b>Class of Service</b>	<b>Monthly Charge</b>
Business	\$5.00 (I)

D. **Private Listing** is a telephone number which is not listed in either the directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of exchange access customers.

<b>Class of Service</b>	<b>Monthly Charge</b>
Business	\$1.40

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.7. Directory Services, Continued**

E. **Semi-Private Listing** is a telephone number which is not listed in that section of the directory containing the regular alphabetical list of names of exchange access customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party.

<b>Class of Service</b>	<b>Monthly Charge</b>
Business	\$0.76

F. **Directory Assistance Call** provides the Customer with either automated or operator-assisted access to the Company's directory services database on a dial-up basis. A maximum of two (2) number requests will be accommodated per directory assistance.

<b>Class of Service</b>	<b>Per Access Charge Local Number</b>	<b>Per Access Charge Non-Local Number</b>
Business	\$.95	\$1.99 (I)

Directory Assistance charges are waived for Customers who have documented that they are blind or sight impaired to the Company.

**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.7. Directory Services, Continued**

**G. Information Call Completion** is available as an add-on service to the Company's Directory Assistance Call service. Information Call Completion allows the Customer to connect directly to a number requested using the Company's Directory Assistance Call service.

<b>Class of Service</b>	<b>Per Call Completed Charge</b>
(D)	(D)
Business	\$0.21

**4.1.8. Operator Assistance Surcharges**

Operator Assistance Surcharges apply when a Customer utilizes either an automated or live Company-provided operator for purposes of completing or billing a call. Operator Assistance Surcharges in addition to any local or long-distance usage services.

Basic Operator (operator handled, sent-paid station-to-station service, per call	\$2.00	(T)(I)
Operator Station (consumer dialed 0+) collect, billed to third number, coin call, or billed to a calling card:	\$3.19	(N)
Operator Station (operator dialed 0-) collect, billed to third number, coin call, or billed to a calling card:	\$4.78	(T)(R)
Person-to-Person (consumer dialed 0+ and operator dialed 0-) billed to a calling card:	\$5.73	(T)(I)
Person-to-person (consumer dialed 0+) collect, billed to third number, or coin call:	\$5.73	(N) (N)

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.8. Operator Assistance Surcharges**

Person-to-person (operator dialed 0-) collect, billed to third number, or coin call:	\$7.34	(N)
Busy Line Verification (BLV) and Emergency Interrupt (BLV/I)		
BLV, per call	\$5.00	
BLV/I, per call	\$7.50	

**4.1.9. Integrated Services Digital Network (ISDN) Services**

These services provide integrated voice/data communications capability for transmission and combination of circuit-switched voice/data and packet-switched data signals on an incoming and outgoing basis over a single ISDN line. This service requires two (2) 64 Kbps “B” channels to transmit any combination of circuit-switched voice/data or high-speed packet-switched data and one “D” channel to carry network signaling and user originated packet-switched data at speeds up to 9.6 Kbps (2B+D). It is available from specially equipped digital-switching equipment located in the central offices of the Company’s underlying carrier(s), where facilities permit and where capacity is available within specified distances from the serving central office. A maximum of eight (8) devices may be connected directly to an ISDN line and only two (2) of these devices are permitted to access the two (2) “B” channels.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.9. Integrated Services Digital Network (ISDN) Services, Continued**

<b>Service</b>	<b>Monthly Rate*</b>	<b>Install Charge</b>
ISDN C.O. Term	\$23.00 (I)	\$50.00
ISDN Direct C.O. Term	\$23.00 (I)	\$50.00
ISDN National/Direct Line		
Access Area A	\$7.00 (I)	\$17.50
Access Area B	\$10.50 (I)	\$17.50
Access Area C	\$14.80	\$17.50
Distance Extension Charge for Customers beyond normal transmission range, per line	\$22.50	\$0.00

\*All charges referenced at 4.1.2. apply.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.9. Integrated Services Digital Network (ISDN) Services, Continued**

<b>Service</b>	<b>Monthly Rate</b>	<b>Install Charge</b>
Circuit Switched Service Element per "B" Channel, VOICE	\$4.00	\$15.00
Circuit Switched Service Element per "B" Channel, DATA	\$4.00	\$15.00
Additional Call Offering	\$2.50	\$5.00
Additional Multiple Call Appearances, Each	\$2.00	\$5.00
Intercom Calling	\$2.50	\$5.00
Secondary Telephone Numbers, Each	\$2.00	\$5.00
Station Controlled Conferences - 6 Port	\$14.00	\$15.00
Message Waiting Indicator, Each	\$2.50	\$5.00
On Demand Packet Switched Data "B" Channel	\$20.00	\$50.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.9. Integrated Services Digital Network (ISDN) Services, Continued**

<b>Service</b>	<b>Monthly Rate</b>	<b>Install Charge</b>
Alternate Circuit Switched Voice/Data	\$9.00	\$15.00
Packet Switched Data "B" Channel (Standard capabilities and features, per "B" Channel equipped)	\$85.00	\$100.00
Packet Switched Data "D" Channel (Standard capabilities and features per "D" Channel equipped)	\$6.50	\$15.00
Subsequent Changes for Circuit Voice and/or Circuit Switched Data and/or Packet Switched Data rearrangements to add line appearances or move line or feature appearance, per line, per occasion	N/A	\$15.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.10. Direct Inward Dial (DID) Service**

Direct Inward Dial (DID) service permits incoming dialed calls to be dialed directly by a calling party station associated with a switching system located on the Customer premises. These lines support inbound calling traffic only.

**A. DID Trunk Termination Charges**

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
Common Equipment, per DID Trunk Group	\$0.00	\$0.00
Each DID trunk termination in central office, per trunk	\$20.84	\$32.95
Subsequent additions, deletions or rearrangements of DID trunk terminations in addition to above charges, per occasion	N/A	\$276.22

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.10. Direct Inward Dial (DID) Service, Continued**

**B. DID Number Charges**

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
Each group of 10 assigned DID station numbers or fraction thereof, per group	\$0.20	N/A
Each group of 10 reserved DID station numbers or fraction thereof, per group	\$0.20	N/A

**C. DID Service from a Remote Central Office**

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
Each new installation, addition or rearrangement of trunks which provide DID service from a Remote Central Office, per occasion	N/A	\$43.61

Mileage charges apply in addition to the preceding specified rates. Mileage charges are those specified for Foreign District Service as appropriate.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.11. 2-Way Direct Inward Dialing (DID) Service With Call Transfer**

2-Way Direct Inward Dialing (DID) with Call Transfer is a service that permits incoming calls to reach Customer-provided equipment, without the assistance of an attendant, and allows the transfer of those calls to another line. Touch tone is a standard feature of this service.

A. Access Area A

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
With initial DID Service - per Trunk Group	N/A	\$175.00
Subsequent to establishment of DID Service - per Trunk Group	N/A	\$175.00
2-Way DID Trunk with Call Transfer	\$15.00	N/A

B. Access Area B

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
With initial DID Service - per Trunk Group	N/A	\$175.00
Subsequent to establishment of DID Service - per Trunk Group	N/A	\$175.00
2-Way DID Trunk with Call Transfer	\$20.00	N/A

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.11. 2-Way Direct Inward Dialing (DID) Service With Call Transfer, Continued**

C. Access Area C

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
With initial DID Service - per Trunk Group	N/A	\$175.00
Subsequent to establishment of DID Service - per Trunk Group	N/A	\$175.00
2-Way DID Trunk with Call Transfer	\$21.00	N/A

D. All Areas

<b>Service</b>	<b>Monthly Rate</b>	<b>Non-Recurring Charge</b>
Change in Outpulsing, start dial or signal type - per Trunk Group	N/A	\$28.50
Change or Redesign in signaling or transmission interface - per Occurrence	N/A	\$150.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.11. 2-Way Direct Inward Dialing (DID) Service With Call Transfer, Continued**

E. Conversions (All Areas)

Service	Monthly Rate	Non-Recurring Charge
Of entire DID Trunk Group to 2-Way DID or entire 2-Way DID Trunk Group to DID	N/A	\$300.00
Of individual DID Trunks to a new 2-Way DID Trunk Group, per Trunk Group	N/A	\$175.00
Change in Outpulsing, start dial or signal type - per Trunk Group	N/A	\$28.50
Change or Redesign in signaling or transmission interface - per Occurrence	N/A	\$150.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.12. Foreign District Service**

Foreign District Service allows for a Customer to receive the Company's exchange access service in a district other than the one in which the Customer's premises are located. A Customer that subscribes to a Foreign District Service will be considered to reside in the Customer-selected district for purposes of rating and billing the Company's tariffed services. This service is only available in MSA's 4, 5, 10, 12, 13 and 16.

The rate for Foreign District Service is based upon: (1) the usage rate in effect in the Foreign District for the class of service furnished; (2) the access rate for the access area in which the Customer is physically located; and (3) the following mileage charges:

<b>Class of Service</b>	<b>Per First Airline Mile, or Fraction Thereof</b>	<b>Per Additional Airline Mile, or Fraction Thereof</b>
(D)	(D)	(D)
Business	\$27.00	\$1.60

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(C)



**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.14. IntelliTone™**

**B. Line Rates**

Terms	1-Year Contract		2-Year Contract		3-Year Contract	
	Monthly Charge	Installation Charge	Monthly Charge	Installation Charge	Monthly Charge	Installation Charge
DOD T1	\$375.00	\$600.00	\$350.00	\$500.00	\$325.00	\$400.00
DIOD T1	\$475.00	\$600.00	\$450.00	\$500.00	\$425.00	\$400.00
PRI	\$575.00 (I)	\$600.00	\$550.00 (I)	\$500.00	\$525.00 (I)	\$400.00
DID Block	\$0.20	\$25.00/ order	\$0.20	\$25.00/ order	\$0.20	\$25.00/ order

**4.1.15. IntraLATA Message Telecommunications (Toll) Services**

**A. Local Business**

Miles	DAY	EVENING	NIGHT/WEEKEND
	Initial/Additional Minute	Initial/Additional Minute	Initial/Additional Minute
0-10	\$0.1215/\$0.0605	\$0.1116/\$0.0570	\$0.0819/\$0.0525
11-16	\$0.1715/\$0.0785	\$0.1566/\$0.0729	\$0.1119/\$0.0561
17-22	\$0.2295/\$0.1095	\$0.2088/\$0.1008	\$0.1467/\$0.0747
23-40	\$0.2295/\$0.1095	\$0.2088/\$0.1008	\$0.1467/\$0.0747
40+	\$0.2581/\$0.1845	\$0.2400/\$0.1683	\$0.2253/\$0.1197

**B. IntelliTone™ and IntelliTone Plus™**

CONTRACT LENGTH	INITIAL MINUTE	ADDITIONAL MINUTE
1 Year	\$0.0425	\$0.0350
2 Years	\$0.0415	\$0.0340
3 Years	\$0.0405	\$0.0330

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**SECTION 4 - RATES, Continued**

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**4.1. SERVICE CHARGES, Continued**

4.1.16. Business Line Offering

A. Line Charges

<b>Customer Location</b>	<b>Per Line Charge, Minimum of 12 lines</b>
Access Area A	\$5.09
Access Area B	\$8.29
Access Area C	\$11.95
*DID Trunk (blocks of 4)	\$20.00 per trunk

\*If DID trunks are requested the charge is the DID trunk and the access line charge. EUCL is applied per line.

B. Feature Packages

<b>Basic Package</b>	<b>Enhanced Package</b>
Call Forward – Busy Line	Call Forward – Busy Line
Call Forward – Don’t Answer	Call Forward – Don’t Answer
Call Forward – Variable	Call Forward – Variable
Caller ID	Caller ID
	Call Transfer
	Call Conference – 3 way

<u>Feature</u>	<u>Monthly Recurring Charge</u>
Basic Package	\$5.00
Enhanced Package	\$10.00
Caller ID with Name	\$10.00

All features packs are applied and charged on a per line basis.

C. Non-Recurring Charges

<b>Term</b>	<b>Charge</b>
Install per line	\$15.00
Change order per line	\$50.00
Move Charge	\$200.00

All regulatory fees, surcharges and taxes are in addition to the pricing above.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.17. netSelect Integrated Flexible – Standard

A. 12 line analog w/512K bps Internet

	<u>1 year</u>	<u>2 year</u>	<u>3 year</u>
Monthly Recurring Charge	\$479.00	\$479.00	\$479.00
Non Recurring Charge	\$1,300.00	\$900.00	\$0.0

B. 12 line analog w/1.54M bps Internet

	<u>1 year</u>	<u>2 year</u>	<u>3 year</u>
Monthly Recurring Charge	\$549.00	\$549.00	\$549.00
Non Recurring Charge	\$1,300.00	\$900.00	\$0.0

C. Ancillary Products

Service Type	MRC	NRC
DID Capability *	\$100	\$0
DID Numbers (per block of 10)	\$1	\$0
Hunting	\$0	\$0
Caller Name Delivery Service (POTS Only) (Bundled with Caller Name ID)	\$2	\$0

\* ALL DID Trunks assigned in groups of 4 and must be ordered with a minimum configuration of 8 POTS lines.  
 Note: Additional Monthly charges for E911, PICC and EUCL apply.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.18. netSelect Integrated Flexible – Elite

A. 12 digital trunks w/512K bps Internet

	<u>1 year</u>	<u>2 year</u>	<u>3 year</u>
Monthly Recurring Charge	\$529.00	\$529.00	\$529.00
Non Recurring Charge	\$1,300.00	\$900.00	\$0.0

B. 12 digital trunks w/1.54M bps Internet

	<u>1 year</u>	<u>2 year</u>	<u>3 year</u>
Monthly Recurring Charge	\$579.00	\$579.00	\$579.00
Non Recurring Charge	\$1,300.00	\$900.00	\$0.0

C. Ancillary Products

Service Type	<b>MRC</b>	<b>NRC</b>
DID Numbers (per block of 10)	\$1	\$0
POTS only - Feature Pack Call Forward Universal, Busy & Don't Answer Call Waiting with Cancel Three Way Calling	\$10	\$0
Hunting	\$0	\$0
POTS only - Caller Number ID	\$8	\$0
POTS only - Caller Name Delivery Service (Bundled with Caller Name ID)	\$2	\$0

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Note: Additional Monthly charges for E911, PICC and EUCL apply.

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.20. netSelect Integrated Flexible – Ancillary Charges

A. DS0 Integrated Access Lines

Adds Changes or Deletes, any feature, per DS0	\$200.00 (I)
Expedite, per DS0	\$200.00 (I)

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.21. netSelect Integrated Fixed

1. netSelect Integrated Fixed (T)

6 Line Packages	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
6 outbound lines with 384k	\$249	↑	\$249	↑	\$249	↑
6 outbound lines with 512k	\$279		\$279			
6 outbound lines with 768k	\$319	↓ \$900	\$319	↓ \$500	\$319	↓ \$0
6 outbound lines with 1M	\$379		\$379			

8 Line Packages	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
8 outbound lines with 384k	\$269	↑	\$269	↑	\$269	↑
8 outbound lines with 512k	\$299		\$299			
8 outbound lines with 768k	\$349	↓ \$900	\$349	↓ \$500	\$349	↓ \$0
8 outbound lines with 1M	\$399		\$399			

DID Options	MRC
DID Trunk (blocks of 4)	\$20 per trunk

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**SECTION 4 - RATES, Continued**

(N)

**4.1. SERVICE CHARGES, Continued**

4.1.22. netSelect Integrated Fixed

2. Flat Rate Option

Outbound Long distance, per minute \$0.028  
Unlimited Local usage, bands A and B

Standard 6 Line Packages	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
6 outbound lines with 768k	\$369	\$900	\$369	\$500	\$369	\$0
6 outbound lines with 1M	\$399	↓	\$399	↓	\$399	↓

Elite 8 Line Packages	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
8 outbound lines with 512k	\$369	\$900	\$369	\$500	\$369	\$0
8 outbound lines with 768k	\$399	↓	\$399	↓	\$399	↓
8 outbound lines with 1M	\$429		\$429		\$429	

Platinum 6 Line Packages	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
10 outbound lines with 512k	\$429	\$900	\$429	\$500	\$429	\$0
10 outbound lines with 768k	\$459	↓	\$459	↓	\$459	↓

DID Options	MRC
DID Trunk (blocks of 4)	\$20 per trunk

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.23. netSelect Integrated Fixed – Ancillary Charges

<b>Feature Packs</b>		
<b>Package</b>	<b>Features</b>	<b>MR C</b>
<b>Basic</b>	<ul style="list-style-type: none"> <li>• Call Forward – Busy Line</li> <li>• Call Forward – Don't Answer</li> <li>• Call Forward – Variable</li> <li>• Caller ID</li> </ul>	<b>\$5</b>
<b>Enhanced</b>	<ul style="list-style-type: none"> <li>• Call Forward – Busy Line</li> <li>• Call Forward – Don't Answer</li> <li>• Call Forward – Variable</li> <li>• Caller ID</li> <li>• Call Transfer</li> <li>• Call Conference – 3 Way</li> </ul>	<b>\$10</b>
<b>Caller ID with Name</b>	Caller ID with Name	<b>\$10</b>
All features and feature packs are applied on a per line basis		

Change Order, per line	\$100.00
Move Order, per line	\$200.00
Expedite, per order	\$500.00 (N) (M)

Material moved to Sheet No. 75.71

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.24. netSelect Integrated Fixed – Additional Services

Wise Eye reporting allows customers to view the utilization reporting for their Internet usage

	MRC
WiseEye Router Reporting	\$59.00
WiseEye Router and Firewall Reporting	\$99.00

On0Net Alarm Notification	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
Notification provided by CIMCO to designated customer contact (voice and data) of Integrated Fixed T1 Failure)	\$30	\$200	\$30	\$100	\$30	\$0

Usage

Band A, per minute	\$0.0125	(I)
Band B, per minute	\$0.0225	
Band C, per minute	\$0.0325	
Interstate, Intrastate toll, per minute	\$0.0330	

NRC

Change Order, per line	\$50.00
Change Order, move charge	\$200.00

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

**4.1.25. netSelect Integrated PRI - Fixed**

(N)

<b>Standard – Integrated PRI/348K</b>	<b>1 Year</b>		<b>2 Year</b>		<b>3 Year</b>	
	<b>MRC</b>	<b>NRC</b>	<b>MRC</b>	<b>NRC</b>	<b>MRC</b>	<b>NRC</b>
17 voice (B) channels and one (D) channel/348K	\$529	\$1,000	\$529	\$500	\$529	\$0

<b>Elite – Integrated PRI/512K</b>	<b>1 Year</b>		<b>2 Year</b>		<b>3 Year</b>	
	<b>MRC</b>	<b>NRC</b>	<b>MRC</b>	<b>NRC</b>	<b>MRC</b>	<b>NRC</b>
15 voice (B) channels and one (D) channel/512K	\$569	\$1,000	\$569	\$500	\$569	\$0

<b>Platinum – Integrated PRI/768K</b>	<b>1 Year</b>		<b>2 Year</b>		<b>3 Year</b>	
	<b>MRC</b>	<b>NRC</b>	<b>MRC</b>	<b>NRC</b>	<b>MRC</b>	<b>NRC</b>
11 voice (B) channels and one (D) channel/768K	\$609	\$1,000	\$609	\$500	\$609	\$0

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**SECTION 4 - RATES, Continued**

(N)

**4.1. SERVICE CHARGES, Continued**

4.1.26. PRI Metro

A. Circuit Rates

	MRC	NRC
1 Year	\$650.00	\$1,000.00
2 Year	\$500.00	\$500.00
3 Year	\$350.00	\$0.00

4.1.27. PRI Bundled

Bundle Elements	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
1 PRI Circuit	\$600	\$1000	\$450	\$500	\$300	\$0
DID Billing Billed by blocks of 100 DID #	\$30	\$300	\$30	\$300	\$30	\$300
Cost Center Management	\$10	\$0	\$10	\$0	\$10	\$0
CIMPatrol	\$10	\$0	\$10	\$0	\$10	\$0
All Features in the package must be purchased to receive the above rates.						

(N)

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.28. PRI Metro - Local Usage

	1 Year	2 Year	3 Year
Band A	\$0.0214	\$0.0184	\$0.0125
Band B	\$0.0314	\$0.0274	\$0.0225
Band C	\$0.0475	\$0.0374	\$0.0325

4.1.29. PRI Metro - Local Usage, IntraLATA

1 Year	\$0.0345
2 Year	\$0.0345
3 Year	\$0.0345

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

4.1.30. PRI Metro – Ancillary Features

	Per Use	MRC	NRC
Caller ID (Number Only)		Included	
Caller ID with Name		\$75	\$0 at time of install \$200 if after install
Initial Path for Remote Call Forward		\$19.50	\$0 at time of install \$200 if after install
Additional path for Remote Call Forward		\$14.95	\$30 at time of install \$200 if after install
Billing by DID number - (per 100 DID numbers)		\$35	\$300
Virtual Exchange (Inbound only by rate center) – based on availability (N)		\$75	
Multi-Exchange (Inbound only requires additional circuit) – based on availability (N)		\$450	\$200
Alternate Routing – Programmed by BTN		\$75.00	
Local Directory Assistance	\$1.99(I)		
National Directory Assistance	\$1.99		

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**SECTION 4 - RATES, Continued**

**4.1. SERVICE CHARGES, Continued**

(N)

4.1.30 PRI Metro – Ancillary Features, Continued  
(M)

	Per Use	MRC	NRC
Operator Service Person-to-Person (N)	\$5.00 (N)		
Operator Service Station-to-Station (N)	\$2.25 (N)		
Operator Dialed – Surcharge (N)	\$1.75 (N)		
Additional Directory Listing (N)		\$4.00 (N)	
PICC (Applicable for PRIs only) (N)		\$10.58 (N)	
Change Order Charge (M)*	\$200 (M)		
Move Order Charge (N)	\$200 (N)		
Expedite (per order)	\$500 (D)		

On0Net Alarm Notification	1 Year		2 Year		3 Year	
	MRC	NRC	MRC	NRC	MRC	NRC
Notification provided by CIMCO to designated customer contact (voice and data) of Integrated Fixed T1 Failure)	\$30	\$200	\$30	\$100	\$30	\$0

\*Material moved from Sheet No. 75.9.

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**SECTION 4 - RATES, Continued**

(N)

**4.1. SERVICE CHARGES, Continued**

4.1.29 Solutions Savings Packages

1. Enterprise Package Plans:

Priority Enterprise Plan, per month	\$729.00
Premier Enterprise Plan, per month	\$859.00
Platinum Enterprise Plan, per month	\$989.00

2. Continuity Package Plans:

Basic Voice Continuity Package Plan, per month	\$425.00
Enhanced Basic Voice Continuity Package Plan, per month	\$775.00

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**SECTION 4 - RATES, Continued**

**4.2. TIME PERIODS**

The periods for service are:

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
8:00 AM to 9:00 AM	Shoulder Peak	Shoulder Peak	Shoulder Peak	Shoulder Peak	Shoulder Peak	Off-Peak	Off-Peak
9:00 AM to 11:00 AM	Peak	Peak	Peak	Peak	Peak	Off-Peak	Off-Peak
11:00 AM to 2:00 PM	Shoulder Peak	Shoulder Peak	Shoulder Peak	Shoulder Peak	Shoulder Peak	Off-Peak	Off-Peak
2:00 PM to 8:00 PM	Peak	Peak	Peak	Peak	Peak	Off-Peak	Off-Peak
8:00 PM to 9:00 PM	Shoulder Peak	Shoulder Peak	Shoulder Peak	Shoulder Peak	Shoulder Peak	Off-Peak	Off-Peak
9:00 PM to 8:00 AM	Off-Peak	Off-Peak	Off-Peak	Off-Peak	Off-Peak	Off-Peak	Off-Peak

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**SECTION 4 - RATES, Continued**

**4.3. OTHER CHARGES**

4.3.1. Annual Line Charge

Pursuant to the Order dated June 6, 2007, of the Illinois Commerce Commission in Docket No. 07-0231, Company will impose a supplemental charge of six cents per month per line for all subscriber lines other than Centrex-type and PBX lines, a charge of 1.2 cents for each Centrex-type line, and a charge of 30 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced multi-channel services shall mirror Company's application of 9-1-1 charges. These charges shall be effective with bills rendered on or after July 1, 2007 or at the beginning of the first billing cycle after July 1, 2007.

4.3.2. Illinois Universal Service Fund

This represents a mandatory surcharge on the local and within state long-distance portion of a customer's bill. Funds raised by this levy are used to keep basic local phone service affordable for subscribers of telecommunications carriers located in rural and high cost areas within the state. This charge was approved in September of 2001 and is set as follows:

<u>Plan Year</u>	<u>Surcharge</u>
October 1, 2004 – September 30, 2005	0.230%

4.3.3. Network Access Recovery Charge. The charge is imposed on each Residence and Business Account Balance before Taxes to fund costs associated with accessing the Company's network.

Network Access Recovery charge per account: 3.89%

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