

Consolidated Communications Enterprise Services, Inc.  
d/b/a Consolidated Communications Network Services  
d/b/a Consolidated Communications Public Services  
d/b/a Consolidated Communications Operator Services

Illinois C.C. Tariff No. 1  
Original Sheet No. 1  
Cancels I.C.C. Tariff No. 1  
formerly known as  
Consolidated Communications Network Services, Inc.  
Cancels I.C.C. Tariff No. 3  
formerly known as  
Consolidated Communications Public Services, Inc.  
Cancels I.C.C. Tariff No. 1  
formerly known as  
Consolidated Communications Operator Services, Inc.  
in their entirety

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### **TELECOMMUNICATIONS SERVICES**

This competitive tariff, filed pursuant to Section 13-502 of the Public Utilities Act, applies to the Telecommunications Services furnished by Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Network Services, d/b/a Consolidation Communications Public Services, and d/b/a Consolidated Communications Operator Services between one or more points in the State of Illinois. This tariff is on file with the Illinois Commerce Commission, and copies may be inspected, during normal business hours, at Consolidated Communications' principal place of business, 350 South Loop 336 West, Conroe, Texas 77304.

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By:

Michael Shultz, Vice President - Regulatory and Public Policy  
350 South Loop 336 West  
Conroe, Texas 77304



**CHECK SHEET Cont'd**

The sheets of this tariff are effective as of the date shown at the bottom of the respective sheets. Original and revised sheets as named below comprise all changes from the original tariff that are currently in effect as of the date at the bottom of this sheet

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
105	1 <sup>st</sup> Revised *	134	Original		
106	Original	135	Original		
107	Original	136	1 <sup>st</sup> Revised *		
108	Original	137	Original		
109	Original	138	Original		
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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

McLeodUSA Telecommunications Services, Inc

**OTHER PARTICIPATING CARRIERS**

None

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### **TARIFF FORMAT**

Sheet Numbering. Sheet numbers appear in the upper right hand corner of the sheets. Sheets are numbered sequentially. From time to time new sheets may be added to the tariff. When a new sheet is added between existing sheets, a decimal is added to the preceding sheet number. For example, a new sheet added between sheets 5 and 6 would be numbered 5.1.

Sheet Revision Numbers. Revision numbers also appear in the upper right corner of sheets. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Sheet No. 24 cancels the 3rd Revised Sheet No. 24.

Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level, as shown by the following example:

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)

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 (\*). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current one on file with the Commission.

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**TARIFF FORMAT** (Cont ' d)

Explanation of Symbols. When changes are made in any tariff sheet, a revised sheet will be issued replacing the tariff sheet affected. Changes will be identified on the revised sheet through the use of the following symbols:

- (C) - Identifies a changed regulation.
- (D) - Identifies a discontinued rate or regulation.
- (I) - Identifies an increase in rate.
- (N) - Identifies a new rate or regulation.
- (R) - Identifies a reduction in rate.
- (T) - Identifies a change in text only.

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0.0 Application and Scope of Tariff

0.1 Application

This tariff contains the rates and regulations applicable to intrastate, intraLATA, interexchange and local services provided by Company between and among points within the State of Illinois.

0.2 Scope

Company's services are provided subject to the availability of facilities and subject to the terms and conditions of this tariff. All services within the jurisdiction of the Commission provided by Company between and among points in Illinois are governed by this tariff.

0.3 Interconnection with Other Carriers

Service provided by Company may be connected with services or facilities of other carriers or may be provided over facilities provided by carriers other than Company. However, service provided by Company is not a part of a joint undertaking with any other carrier providing telecommunications channels, facilities, or services.

1.0 Explanation of Terms and Abbreviations

1.1 Definitions of Terms

Advanced In-Only Trunk with DID and Hunting

In only trunk with Direct-Inward-Dialing (DID) feature. Requires a DID trunk circuit termination.

Advanced Out-Only Trunk with Answer Supervision

Out-only trunk with supervision feature. This feature passes answer back signaling from the central office switch to the customer's PBX when a PBX call has been either completed or answered.

Advanced Two-Way Trunk with DID, Hunting and Answer Supervision

Two-way trunk with DID and answer supervision features. Requires a DID trunk circuit termination.

Authorization Code

A numerical code, one or more of which is available to Customer to enable it to access Company's network, and which are used by Company to prevent unauthorized access to its facilities and to identify Customer for billing purposes.

Basic In-Only

One-way trunk which allows traffic from the central office switch to be transmitted to the PBX.

Basic Out-Only

One-way trunk which only allows traffic originating in the PBX to be transmitted to the central switch.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Basic Two-Way

Trunk which allows traffic originating in the PBX to be transmitted to the central office switch.

Bit

The smallest unit of information in the binary system of notation.

Calling Card

A billing arrangement by which the charge for a call may be charged to an authorized calling card account.

Calls

Telephone messages completed by Customers.

Central Office

A unit of the ILEC's system that provides service to the general public and has the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and trunks or trunks only. More than one (1) central office may occupy a building.

Centrex

A service arrangement which consists of host central office interface equipment and software located on company premises. This service provides local exchange access, interexchange access, intrasystem communication and feature packages.

Charges

Monthly recurring and nonrecurring amounts billed to Customers for services.

Commission

Illinois Commerce Commission.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Company

Used throughout this tariff to refer to Consolidated Communications Enterprise Services, Inc. d/b/a Consolidated Communications Network Services, d/b/a Consolidated Communications Public Services, d/b/a Consolidated Communications Operator Services unless otherwise clearly indicated by the context.

Customer

Any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity responsible by law for payment of rates and charges and for compliance with the regulations of the Company.

Customer Contract

A written agreement between the Customer and Company containing or referring to the rates and regulations applicable to the service being provided.

Customer Premises Equipment

All terminal equipment normally used on the Customer's premises. This equipment may be Customer-owned, or may be owned by Company or another supplier and leased to the Customer.

Delinquent or Delinquency

An account for which an uncontested bill or payment agreement for regulated services has not been paid in full on or before the last day for timely payment. This term may also apply to a contested bill for which the Commission finds the Customer's complaint to be without merit.

DID

(Direct Inward Dialing) is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant=s assistance.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Disconnect or Disconnection

The disabling of circuitry to prevent outgoing and/or incoming calls.

Due Date

The last day for payment of a bill without unpaid amounts being considered delinquent or subject to additional collection efforts. The due date may be designated by A due by,@ Apay by,@ Aif paid by,@ or other such language on the Customer's bill.

Exchange

A unit established for the administration of local communication services.

Exchange Service

A local communications service furnished by means of local exchange plant and facilities.

Extended Area Service or EAS

Telephone service, offered at a flat local rate, between customers located within an exchange area and all customers in an additional exchange area or areas.

Flat Rate Service

An exchange service for which a specified rate is charged, regardless of the amount of local usage.

Fraud

An attempt to procure or retain service by supplying misleading or deliberately inaccurate information, or by untruthful or unlawful means, including supplying false information on an application for service. There will be a presumption of fraud in cases where the customer's actual usage for a month, or its pro-rata usage for a partial month, is more than three times the customer's estimated usage (or the pro-rata share of estimated usage) as supplied by the customer at the time of application (which may be revised by customer based on actual experience upon notification to the Company), and that usage is in excess of \$500. In such cases, the customer may be contacted to notify the customer of the usage levels, and to discuss the reasons for the usage levels. In such cases, restrictions may be imposed upon further usage unless satisfactory payment arrangements are made.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Incumbent Local Exchange Carrier or Incumbent Carrier

The local exchange carrier that has Section 251(c) obligations under the federal Telecommunications Act.

Individual Case Basis

A rate, charge, or condition of the tariff as determined by individual circumstances.

Inside Station Wiring or Inside Wiring

Wiring on the premises beyond the demarcation point.

Interexchange Service

The provision of intrastate telecommunications services and facilities between local exchanges, excluding EAS.

InterLATA Service

The completion of calls between Local Access and Transport Areas.

IntraLATA Service

The completion of calls between points within the boundaries of a Local Access and Transport Area.

Kbps

Kilobits per second, denotes thousands of bits per second.

Local Access and Transport Area or LATA

A geographic area within which Bell Operating Companies are permitted to offer interexchange service. These areas were established as a result of the break-up of the former Bell System.

Local Exchange Utility or Local Utility

A telephone utility that provides local service under a tariff filed with the Commission. The utility may also provide other services and facilities.

Local Service

Telephone service furnished between points located within an area where there is no toll charge. Unless otherwise specified, local calling areas in this tariff shall be the same as the local calling areas of the incumbent carrier.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Mbps

Megabits, denotes millions of bits per second.

MCA

Metropolitan Calling Area

Message

A telephone call made by a Customer.

Month

For billing purposes, a month is considered to have thirty (30) days.

Network Elements

Elements of the incumbent carrier network leased by Company pursuant to an interconnection agreement or approved wholesale tariffs. In the pricing tables, service identified as being provided via ANetwork Elements@ is provided using a combination of network elements.

Number of Digits Sent

The number of digits of the telephone number sent from the Central Office to the telephone system for interpretation and routing to the end user. Typically a function of DID.

Operator

An automated or live operator.

Point of Presence (or POP)

The location in the Company's system where local access facilities connect to an interexchange carrier's network.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Port

A connection to Company's switching network with one or more voice grade communications channels, each with a unique network address (telephone number), dedicated to the Customer. Each port is equipped with a Terminal Interface.

Premise Work

Any work done on the Customer's side of the network interface device.

Premises

The space occupied by a Customer or authorized user in a building or buildings or contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

Public Safety Answering Point

A communications facility operated on a twenty-four (24) hour basis and serving participating jurisdictions that initially receives 911 calls and either directly dispatches emergency response services or relays the calls to the appropriate public safety agency.

Rates

The usage amounts billed to customers for regulated services and/or equipment.

Re-routing of numbers

Provides the option of re-directing telephone numbers from one T1 facility to another or from other local lines to the T1 facility. Typically utilized with DID trunking service.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Service

Any or all service(s) provided by Company pursuant to this tariff.

Service Order

The written request for Network Services executed by the Customer and Company in the format designated by Company. The signing of a Service Order by the Customer and acceptance by Company initiates the respective obligations of the parties as set forth herein and pursuant to the tariffs of Company, but the duration of the service is calculated from the service commencement date.

Shared

A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Signaling

Represents the type of signaling format utilized to maintain a T1 level digital transmission from the Central Office to the customer premise. Signaling options include: AMI, ESF, SF, B8ZF; other options may be available on an individual case basis.

Standard Elements

For Company bundled local packages, the Standard Elements consist of switched local dial tone, unlimited local calling, local number portability and mandatory EAS or EACS.

Suspend or Suspension

To disconnect or impair a service temporarily in order to disable either outgoing or incoming calls or both.

T1- Advanced

Includes In-Only Trunk with DID and Hunting, Out-Only Trunk with Answer Supervision or Two-Way Trunk with DID, Hunting and Answer Supervision.

T1 Basic or Combo

Includes In-Only Trunk, Out-Only Trunk or Two-Way Trunk. Combo is a combination of Basic and Advanced.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Terminal Interface

The method of physical connection between a Company-provided service and a Customer's or User's transmission cable, inside wiring, or terminal equipment. Depending upon the service ordered by the Customer, there may be a choice of terminal interfaces. The Customer is responsible for ordering a terminal interface that is compatible with the Customer's or User's terminal equipment. All terminal interfaces will be provided by industry-standard connectors as specified in or authorized by Subpart F of Part 68, Title 47, Code of Federal Regulations.

Timely Payment

A payment of the Customer's account made on or before the due date shown on a current bill for rates and charges or by an agreement between the Customer and Company for a series of partial payments to settle a delinquent account.

Touch -Tone Service

Provides for the origination of telephone calls through the use of telephones equipped with push buttons. It requires central office equipment to produce the dual tone multifrequency sounds.

Two-Way

A service attribute that includes DOD (the ability to dial directly from an extension without having to go through an operator or attendant) for outbound calls and can also be used to carry inbound calls to a central point for further processing.

User

A Customer or any other person authorized by a Customer to use service provided to the Customer under a Company tariff.

Voice Mail

A service arrangement which consists of central office interface equipment and voice messaging hardware and software located on Company premises. The service provides for the recording, storage, and retrieval of voice messages. Calls placed to Voice Mail client lines, when they are busy and/or don't answer, will be forwarded to the Voice Mail system, at which time each caller will be given the opportunity to record a voice message. The recorded message can later be retrieved by the Voice Mail client by transmission of retrieval signals to the Voice Mail system using a Touch-Tone pad.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.2 Explanation of Acronyms and Trade Names

DA = Directory Assistance  
EAS = Extended Area Service  
EACS = Extended Area Calling Service  
EUCL = End User Common Line  
FCC = Federal Communications Commission  
ILEC = Incumbent Local Exchange Carrier  
IXC = Interexchange Carrier  
LATA = Local Access and Transport Area  
LNP = Local Number Portability  
NPA = Numbering Plan Area, more commonly known as Area Code  
NRC = Non-Recurring Charge  
OS = Operator Service  
PICC = Primary Interexchange Carrier  
RBOC = Regional Bell Operating Company  
SNI = Standard Network Interface  
Sprint = Sprint Communications Company, L.P.  
TDD = Telecommunication Device for the Deaf  
TRS = Telecommunications Relay Services Surcharge  
TTY = TeleTYpewriter  
USF = Universal Service Fund

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2.0 General Rules and Regulations for Network Services

2.1 Undertaking of Company

2.1.1 General

Pursuant to this tariff, Company undertakes to provide within the service area in which Company has been approved for certification the regulated intrastate, intraLATA, interexchange services, and the services described in Section following of this tariff.

2.1.2 Limitations

- A. Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff in compliance with limitations set forth in the Commission ' s rules.
2. Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by Company, when necessary because of lack of facilities, or due to some other cause beyond Company ' s control on a non-discriminatory basis.
3. The furnishing of service under the tariffs of Company is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company ' s facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
- D. Company reserves the right to discontinue service when the Customer is using the service in violation of the provisions of this tariff, signed contract, or the law, with notice as required by the rules of the Commission.
- E. Company does not undertake to transmit messages or information, but offers the use of its facilities, when available, for that purpose.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.2 Use

2.2.1 Lawful Purpose

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service.

2.2.2 Use of Service for Unlawful and/or Fraudulent Purposes

Company's services are provided subject to the condition that they will not be used for any unlawful and/or fraudulent purpose. Services will not be furnished if any law enforcement agency, acting within its jurisdiction, advises Company that such services are being used or are likely to be used in violation of the law and/or in a fraudulent manner. If Company receives other evidence giving reasonable cause to believe that such services are being used or are likely to be used for unlawful and/or fraudulent purposes, it may either discontinue or deny the services and/or refer the matter to the appropriate law enforcement agency in accordance with law and/or Commission rules.

2.2.3 Unauthorized Use

Any individual who uses or receives Company's services other than under the provisions of an accepted application for service and a current Customer relationship shall be liable for the appropriate rates and charges for the service received and for Company's costs of investigation and collection.

2.2.4 Recording Devices

Company's services are not designed for the use of recording devices, and customers who use such devices to record two-way telephone conversations do so at their own risk.

2.2.5 Use of Service Mark

No Customer shall use any service mark or trademark of Company or refer to Company in connection with any product, equipment promotion, or publication of the Customer without the prior written consent of Company.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability

Company's liability, if any, for its willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer, or by any others, for damages associated with installation, provision, preemption, termination, maintenance, repair or restoration of service, or any other service, Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Tariff or state commission regulations as an allowance for interruptions.

The services furnished by Company, in addition to the limitations set forth preceding, also are subject to the following limitations: Company shall not be liable for damage arising out of our mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of Company caused by customer provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connection arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such, mistake, omission, interruption, delay, error, defect in transmission or injury occurs.) Company also shall not be liable for the acts or omissions of other companies when their facilities are used to provide service.

Except for granting credit allowances for interruptions of service as provided in the last paragraph of this section, Company shall not be liable for any claim or loss, expense or damage, for any failure of performance due to failure or malfunction of Customer-supplied equipment, acts of God, storms, fires, floods or other catastrophes, power failure, natural emergencies, insurrections, riots or wars, or any law, order, regulation, or other action of any governmental authority or agency thereof.

Company shall not be liable for, and shall be fully indemnified and held harmless by, Customers against any claim or loss, expense or damage, for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, service mark, or proprietary or creative right, or any other injury to any person, property, or entity arising out of the material, data, or information transmitted.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability (cont'd)

No agent or employee of any other carrier shall be deemed to be an agent or employee of Company.

Company's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call. Company shall not be liable for damages arising out of the use of Company's services for the transmission of anything other than voice grade service.

Company will provide a customer's correct name and telephone number to a calling party either upon request to or interception by Company in the event there is an error or omission in the customer's directory listing. Company's liability for any errors or omissions in any directory listings is limited to the charges made for the listing itself. Company shall not be liable for any incidental, indirect, special or consequential damages of any kind, including loss of use, loss of business, or loss of profit, arising from errors or omissions in directory listings.

Notwithstanding anything to the contrary in this section, if Customer's service is interrupted and remains out of service for more than twenty-four (24) hours after the earlier of being reported to Company or being found by Company to be out of order, and if the interruption is not the result of a negligent or willful act by the Customer, a malfunction of Customer-owned equipment, Company's inability to gain access to the Customer's premises; and if the interruption does not result from Company's right to refuse service to the Customer as provided in 83 Ill. Adm. Code 735, or other causes beyond Company's control as described in the first paragraph of this section, Company will issue a credit for all interrupted basic local exchange services as set forth below.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability (cont'd)

<u>Length of Interruption</u>	<u>% of Monthly Recurring Charge Credit For Basic Local Exchange Services</u>
> 24 but ≤ 48 hours	pro-rata portion for time out of service
> 48 but ≤ 72 hours	33%
> 72 but ≤ 96 hours	67%
> 96 but ≤ 120 hours	100%

For interruptions that last greater than 120 hours, Company will provide either an alternative phone service to the Customer or a credit of \$20 per day, at the customer's option.

The credit for services applies to the following non-usage sensitive services:

- Monthly Basic Local Service
- Federal and State Subscriber Line Charges (SLC) (where applicable)
- Flat Rated Extended Area Service (where applicable)
- Custom Calling Features
- CLASS Features

For calculating credit allowances, every month is considered to have 30 days. Only those facilities on the interrupted portion of the circuit will receive a credit.

The customer shall be notified that he/she may choose alternative phone service or an additional credit of \$20 per day when the service disruption continues beyond the initial 120-hour period, so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.

A service interruption may include, among other events, lawful disconnections pursuant to Section 2.10 of this tariff and when a customer's service interrupted during a move to a new Customer premise.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability (cont'd)

2.3.1 New Service Installation Credits

As provided for in 83 Ill.Adm.Code 732.20(a), Company will install basic local exchange service within five (5) business days after the Customer orders service (hereinafter referred to as the standard installation interval). The standard installation interval begins when Company has received verification of the new service order as defined in 220 ILCS 5/13-902(c). If Company fails to install basic local service within the standard installation interval, then the Company will waive 50% of any installation charges. If the installation is pursuant to the Link Up program, the Company shall provide a credit of \$25. If Company fails to install service within 10 business days after the service application is placed, the Company shall waive 100% of the installation charge, or if the installation is pursuant to the Link Up program, the Company shall provide a credit for \$50. 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, whichever is greater, Company will either provide alternative telephone service or an additional credit of \$20 per day, at the Customer's option until service is installed.

If installation of service is requested on or by a date more than 5 business days in the future, the Company shall install service by the date requested.

The customer shall be notified that he/she may choose alternative phone service or an additional credit of \$20 per day when installation continues beyond the initial 10 business days, or beyond 5 business days after the customers requested installation date, if the requested date was more than 5 business days after the date of the order, so the customer may exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.

This subsection does not apply to the migration of a customer between telecommunications carriers, so long as the customer maintains dial tone. To the extent the Company offers basic local exchange service that utilizes the network or any network elements of another telecommunications carrier, the Company will install service not later than 5 days from receipt of verification of the order or within 3 business days the carrier whose network or network elements are being used, provisions the line(s), whichever is later.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability (cont'd)

2.3.2 Alternative Telephone Service

Alternative phone service is defined as, except where technology 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.

When alternative phone service is appropriate, the customer may select one of the alternative phone services offered by Company. The alternative phone service shall be provided at no cost to the customer for the provision of local service.

Company offers either a wireless telephone capable of making local calls, call forwarding, voice mail, or paging services as alternative phone services.

Should the Customer elect to use an alternative service, the customer must pay the tariffed rates and charges for the service equivalent provided for a service outage of less than one hundred twenty (120) hours. If the service outage is greater than one hundred twenty (120) hours, then Company will credit or reimburse the customer for their use of alternative telephone service until service is restored.

2.3.3 Failure to Keep Scheduled Appointment

If Company needs access to the Customer premise an appointment will be made with the customer. If Company fails to show up for the appointment, a credit of \$50 will be applied to the customer's telephone bill.

- (a) Appointment times will be listed in four hour increments and the service technician will show up between the times agreed upon with the Customer.
- (b) The credit does not apply if:
  - i. The Customer is not available during the hours of the appointment.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability (cont'd)

2.3.3 Failure to Keep Scheduled Appointment (cont'd)

ii. Company provides twenty-four (24) hour notice of its inability to keep the appointment. The twenty-four (24) hour period is from the end-point of the appointment commitment. If Company notifies the customer of an appointment change within that twenty-four (24) hour period, it does so without penalty. Company will not make an appointment "window" of greater than a four hour period.

2.3.4 Limitations on Credit Allowances

Credits do not apply if the violations of a service quality standard:

- (a) occurs as a result of a negligent or willful act on the part of the customer;
- (b) occurs as a result of a malfunction of the customer-owned telephone equipment or inside wiring;
- (3) occurs as a result of, or is extended by, an emergency situation;

An emergency situation is defined as:

- a declaration made by the applicable State or federal governmental agency that the area served by Company is either a State or federal disaster area; or
- an act of third parties, including acts of terrorism, vandalism, riot, civil unrest, or war, or acts of parties that are not agents, employees or contractors of Company, or the first 7 calendar days of a strike or other work stoppage; or
- a severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.3 Liability (cont'd)

2.3.4 Limitations on Credit Allowances (cont'd)

An emergency situation shall not include:

- a single event caused by high temperature conditions alone; or
- a single event caused, or exacerbated in scope and duration, by acts or omissions of Company, its agents, employees, or contractors or by conditions of facilities, equipment, or premises owned or operated by Company; or
- any service interruption that occurs during a single event listed above, but are not caused by those single events; or
- a single event that Company could have reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall Company be required to undertake precautions that are technically infeasible or economically prohibitive.

- (d) is extended by Company's ability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by Company;
- (1) occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by Company;
- (f) occurs as a result of Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
- (7) occurs 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 Company is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to Company's obligation for reasonable facilities planning.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.4 Equipment

2.4.1 Inspection, Testing, and Adjustment

Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this tariff are being complied with in the installation, operation, or maintenance of the Customer's equipment. Company may interrupt the service at any time, without penalty to itself, unless interruption exceeds twenty-four (24) hours.

2.4.2 Interference and Hazard

The operating characteristics of Customer premises equipment or communications systems connected to Company's services must not interfere with, or impair, any of the services offered by Company. Additionally, connected Customer premises equipment must not endanger the safety of Company employees or the public, damage or interfere with the proper functioning of Company's equipment, or otherwise injure the public in its use of Company's services.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.4 Equipment (cont'd)

2.4.3 Maintenance and Repair

A. Customer Liability

The Customer shall be responsible for damages to Company's facilities used in the provision of regulated services caused by the negligence or willful act of the Customer or those using Company's service through the Customer. The Customer may not physically modify or intrude upon, rearrange, disconnect, remove, or attempt to repair any of Company's facilities except upon written consent of Company.

B. Leased or Owned Facilities

The Customer's obligation to Company is the same whether the facilities involved are Company's facilities or are facilities leased by Company from another party. If Company incurs expenses due to the Customer's actions that result in damage or impairment of Company's owned or leased facilities, Company will pass on to the Customer any and all expenses to repair Company's facilities or that the owner imposes on Company for leased facilities.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.5 Contract for Service

Installation of certain services may require a contractual agreement between a Customer and Company. The contractual agreement specifies the terms and conditions of service not covered by this tariff. The contract does not alter the obligations of Company to Customers as described in this tariff. The term of the services shall commence and will remain in effect from the service activation date for the term of the contract. In the event Company continues to provide service beyond the end of the initial term without an additional written agreement between the parties, then Company shall continue to provide service to the Customer under the terms of the then applicable tariff and applicable terms of the expired contract under a month-to-month arrangement. Company may choose to renew the contract for a period equal to its original term by giving the Customer notice of the proposed renewal. If the Customer does not timely advise Company that the Customer desires to terminate the contract at the end of the contract, then the contract will renew.

2.6 Application for Service

2.6.1 Information Required

When applying for service, each prospective Customer will be required to furnish Company with the following information:

- A. The name of the party who will be responsible for payment for the service provided.
- B. The address or addresses or exact location of the premises where service is to be provided and billed.
- C. Any information required to make a proper determination of appropriate creditworthiness.

2.6.2 Initiation of Service

Service shall be deemed to be initiated upon the service activation date. For multi-location customers, service shall be deemed to be initiated upon service activation at the first location.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.7 Deposits

2.7.1 Deposit Requirements

Company may require from any Customer or prospective Customer a deposit to be held as a guarantee for the payment of charges. Any applicant who is either not a previous Customer having an established prompt payment record or whose credit record is not satisfactory may be required to pay a deposit. Company may require separate deposits for different Services purchased by Customer, all of which must be paid before any service is installed. In its calculation of a Customer's creditworthiness, Company will use trading banking references, credit reports, and any other information pertinent to a Customer's credit subject to applicable law.

2.7.2 Amount of Deposit

The amount of the deposit shall not be more than two (2) months of usage of Company's services for any specific Customer. The amount of such usage may be estimated from past usage, the Customer's estimated anticipated usage, or Company's state average usage considering type and nature of service. The amount of deposit may exceed this total when services are provided for shorter periods of time or special occasions.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.7 Deposits (cont'd)

2.7.3 New or Additional Deposit

A new or additional deposit may be required to cover the amount provided in Section 2.7.2 above when a deposit has been refunded or is found to be inadequate by virtue of abnormal usage or nonpayment. Written notice shall be mailed advising the Customer of any new or additional deposit requirement, and the Customer shall have twelve (12) calendar days from the date of mailing to provide the new or additional deposit. The new or additional deposit is payable at the address specified in Section 2.7.4.

2.7.3.A Abnormal Toll Usage

For customers with at least six (6) consecutive months of service, "abnormal toll usage" is defined as at least a twenty-five percent (25%) increase in monthly usage charges amounting to at least twenty dollars (\$20). The Customer's average monthly bills for not less than the three (3) prior months shall be used in determining the increase. For customers with less than six (6) consecutive months of service, "abnormal toll usage" is defined to exist when one (1) month's service exceeds the deposit attributable to the service by twenty-five percent (25%) amounting to at least twenty dollars (\$20).

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2.0 General Rules and Regulations for Network Services (cont'd)

2.7 Deposits (cont'd)

2.7.4 Handling of Deposits

Deposits shall be sent or delivered to: Company Communications Network Services, Inc., 350 South Loop 336 West, Conroe, Texas 77304. Company will maintain records that show the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

2.7.5 Receipts

A receipt of deposit will be furnished to each Customer from whom a deposit is received. Upon request, duplicate receipts will be provided to Customers who have lost their receipts if the deposits are substantiated by Company's records.

2.7.6 Customer Obligations

The existence of a deposit in no way relieves the Customer of the obligation to comply with Company's regulations for the prompt payment of bills.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.7 Deposits (cont'd)

2.7.7 Refund

The deposit shall be refunded or credited to the Customer after not more than twelve (12) consecutive months of prompt payment or as required by applicable Commission rules. The account shall be reviewed after twelve (12) months of service, and if the deposit is retained, it shall again be reviewed at the end of Company's accounting year or on the anniversary date of the account.

2.7.8 Interest

Deposits held for thirty days or more will be paid interest on that deposit at a rate specified by the Illinois Commerce Commission.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.8 Billing

2.8.1 Monthly Billing

Bills to Customers will be issued monthly unless Company is authorized by the Commission to bill at other than monthly intervals because of unusual circumstances. Local service charges, including installation charges, are billed in advance. Certain toll charges and NRCs are billed in arrears. If a Customer elects, Company may issue a billing statement to a Customer in an electronic format only.

Company shall have no responsibility with respect to billings, charges, or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional, and long distance services provided by a third party vendor. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

2.8.2 Bill Contents

The bill form or a bill insert will provide the following information: the dates at the beginning and end of the billing period; the last date for timely payment, which shall not be less than twenty (20) days after the bill is rendered; the amount of the net charge, stated by category, for local service, bundled packages, packages of long distance minutes, ancillary services and equipment, toll service, information service, sales tax and excise tax, and of any late payment charge, together with the gross amount of the bill, with separate entries for total amounts current or in arrears. Company will also comply with reasonable requests for bill detail.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.9 Payment for Service

2.9.1 Partial Payment

If a Customer makes a partial payment in a timely manner and does not designate the service for which payment is made, the payment shall first be applied to the undisputed balance for local service, with the remainder applied on a pro rata basis to regulated utility services and toll service. Any remainder will then be applied to deregulated and unregulated services other than toll.

2.9.2 Timely Payment for Residential Customers

Each residential Customer is permitted to have a last day for timely payment changeable for cause in writing.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.9 Payment for Service (cont'd)

2.9.3 Collection

No collection efforts other than the rendering of the bill shall be undertaken until the delinquency date.

2.9.4 Taxes and Fees

Any governmental assessments, fees, licenses, or other similar taxes or fees imposed upon Company may be charged to Customers receiving Company's service within the territorial limits of the governmental authority imposing such taxes and fees. Such taxes and fees will be allocated among such Customers on the basis of Customers' monthly charges for the types of service made subject to the taxes or fees. Such taxes and fees will be separately stated on bills.

LNP, PICC, USF, TRS, TTY/TDD surcharges will also be charged where applicable.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.10 Service Refusal, Disconnection, and Suspension

In no event shall service be disconnected on the day preceding or day on which Company's local business office or local authorized agent is closed.

2.10.1 Notice of Pending Disconnection

Prior to the disconnection of service, Company shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than ten (10) calendar days with respect to an unpaid bill after the notice is rendered and no less than 12 days with respect to an unpaid or new deposit. The notice shall be considered rendered to the Customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The notice will specify (800-258-9617 for business and residential customers) as a toll-free number at which a Company representative can be reached to provide additional information about the disconnection.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.10 Service Refusal, Disconnection, and Suspension (cont'd)

2.10.2 Reasons for Service Refusal, Disconnection, and Suspension

Service may be refused, disconnected, or suspended:

- A. Without notice if a condition on the Customer's premises is determined by Company to be hazardous.
- B. Without notice if the Customer uses the service in such a manner as to adversely affect Company's equipment or Company's service to others.
- C. Without notice if equipment furnished, leased, or owned by Company is subject to tampering.
- D. Without notice if there is unauthorized use. Unauthorized use includes, without limitation, use or attempted use for an unlawful purpose and/or use or attempted use in any fraudulent manner.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.10 Service Refusal, Disconnection, and Suspension (cont'd)

2.10.2 Reasons for Service Refusal, Disconnection, and Suspension (cont'd)

- E. With prior written notice if there are reasonable grounds to believe there is a violation of or noncompliance with Company's regulations on file with the Commission, municipal ordinances, or law.
- F. With prior written notice if the Customer or prospective Customer fails to furnish service equipment, permits, certificates, or rights-of-way specified to be furnished in Company's regulations filed with the Commission as conditions for obtaining service, or withdraws such equipment or terminates those permissions or rights, or fails to fulfill the contractual obligations imposed upon the Customer as conditions of obtaining service.
- G. With prior written notice if the Customer fails to permit Company reasonable access to its equipment.
- H. With prior written notice if the Customer routinely uses abusive or profane language or makes physical threats in conversations with Company personnel, or otherwise abuses access to customer service personnel by making repeated unwarranted calls that are unrelated to specific service issues.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.10 Service Refusal, Disconnection, and Suspension (cont'd)

2.10.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill

Except as restricted by Section 2.10.4, service may be refused, disconnected, or suspended for nonpayment of a bill if Company has made a reasonable attempt to effect collection and:

- A. Company has provided the Customer with ten (10) days= prior written notice with respect to an unpaid bill or twelve (12) days= written notice with respect to an unpaid new deposit.
2. Company is open, at minimum, one more hour and open the following day of the scheduled disconnection.
- C. In the event of a dispute concerning the bill, Company will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint shall continue, and service shall not be disconnected for nonpayment of the disputed amount.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.10 Service Refusal, Disconnection, and Suspension (cont'd)

2.10.4 Insufficient Reasons for Refusal, Suspension, or Discontinuance of Service

The following reasons are not sufficient cause for refusal, suspension, or discontinuance of service to a present or prospective Customer:

- A. Delinquency in payment for service by a previous occupant of the premises to be served, unless that occupant is a Customer of the same household as the customer.
- B. Failure to pay for unregulated services or equipment purchases.
3. Failure to pay the bill of another Customer as guarantor thereof.
4. Failure to pay for a different type or class of public utility service or 900, 960 or 976 calls disputed by the Customer. However, if a residential customer has requested that Company remove the free 900 or 976 call blocking service, then that Customer shall be fully responsible for payment of all such calls regardless of who made the call from the Customer's telephone line.
5. Failure to pay for information service not regulated by the Commission.
6. Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.

2.10.5 Medical Emergency

Notwithstanding any other provision of this tariff, Company will postpone the disconnection of service to a residential Customer for a reasonable time, not to exceed thirty (30) days, if the Customer produces verification from a physician or a public health or social services official stating that telephone service is essential due to an existing medical emergency of the Customer, a customer of the Customer's family, or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to Company within five (5) days.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.10 Service Refusal, Disconnection, and Suspension (cont'd)

2.10.6 Temporary Service

When Company renders temporary service to a Customer, the Customer may be required by Company to bear the entire cost of installing and removing the service facilities in excess of any salvage realized.

2.11 Cancellations and Deferrals of Service

When a Customer cancels or defers an order for service before the service is activated, a charge applies that will allow Company to recover its unrecovered costs, including but not limited to outside vendor charges, engineering, labor, materials, and equipment. Charges apply as follows:

2.11.1 Cancellation

In a cancellation situation, the charge is equal to the unrecoverable costs incurred prior to the request for cancellation and the costs of removal, restoration, and disposal, if any, to comply with the cancellation. Those costs include, but are not limited to, costs of outside vendors, engineering, labor, nonrecoverable materials, and equipment expense.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.11 Cancellations and Deferments of Service (cont'd)

2.11.2 Deferment of Start of Service

If a request for deferment of service is received by Company prior to the date an order for equipment or service is placed with Company's supplier, no charge shall apply. For deferments received by Company subsequent to the date the order for equipment or service is placed with Company's supplier, a monthly recurring charge based upon the costs incurred prior to the request for the deferment applies. This monthly rate shall be equal to the deferred investment multiplied by the monthly prime interest rate as announced by USBank plus recurring costs resulting directly from the deferral such as storage, taxes, etc., unless otherwise ordered by the Commission.

In addition, any extraordinary nonrecurring costs resulting from the deferral, such as additional engineering, labor, and transportation, shall be billed in total. Billing shall start at the beginning of the month of deferment and extend to the start of service. Charges shall not exceed the monthly rate that would have applied had the service been established. Company will also charge the Customer who defers service any and all rates and charges incurred by Company for any leased facilities for which Company is held responsible. Company will make a good faith effort to minimize those rates and charges whenever possible.

2.12 Information Service Access Blocking

Where facilities are available, Company shall institute call blocking to all A900@, A960" and A976@ prefix numbers, without charge for the first block subject to applicable law. If a customer chooses to eliminate the free call blocking service for these types of calls, the Customer shall be fully responsible for all such charges regardless of who made such calls from the Customer's telephone line. Company will comply with all applicable rules of the Commission concerning such blocking.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.13 Special Construction and Special Arrangements

Subject to the agreement of Company and to all of the regulations contained in the tariffs of Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications service not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

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

2.13.1 Basis for Charges

Where Company furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in Company's tariffs, charges will be based on the costs incurred by Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.13 Special Construction and Special Arrangements (cont'd)

2.13.2 Basis for Cost Computation

The costs referred to in 2.14.1 preceding may include one or more of the following items to the extent they are applicable:

1. Installation cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installation cost includes the cost of:

- X equipment and materials provided or used,
- X engineering, labor and supervision,
- X transportation,
- X rights of way, and
- X any other item chargeable to the capital account;

2. Annual charges including the following:

- X cost of maintenance,
- X depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage,
- X administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items,
- X any other identifiable costs related to the facilities provided, and
- X an amount for return and contingencies.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.14 Telephone Assistance Programs

2.14.1 Supplemental Assistance

A one-time credit of up to \$12, not to exceed 50% of the total connection charge will be applied to each new eligible subscriber.

To qualify for the program the applicant must participate in any of the following assistance programs. The Illinois Department of Public Aid will certify the applicant's participation in assistance programs (a) and (b), below for purposes of determining eligibility.

- (a) Medicaid
- (b) Food Stamps
- (c) Supplemental Security Income (SSI)
- (d) Federal Housing Assistance
- (e) Low-Income Home Energy Assistance
- (f) National School Lunch Program
- (g) Temporary Assistance for Needy Families

Company's verification either through the Department of Public Aid or, in lieu of electronic verification, applicants will sign the form contained in Part 757, shall constitute proof of income eligibility.

The connection charge reduction shall be available to only one access line per low income household.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.14 Telephone Assistance Programs (cont'd)

2.14.2 UTSAP

Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by Company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.

Residential customers may elect to contribute:

- (a) \$0.50
- (b) \$1.00
- (c) \$2.00
- (d) \$5.00

Business customers may elect to contribute:

- (a) \$ 1.00
- (b) \$ 5.00
- (c) \$10.00
- (d) \$25.00

Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days notice to Company.

Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.14 Telephone Assistance Programs (cont'd)

2.14.3 Digital Divide Elimination Fund Program

Digital Divide Elimination Fund Program is created as a special fund in 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.

- 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.
- This contribution will be a line item on the bill and identified as the Digital Divide Fund.
- Customers may elect to contribute \$.50, \$1, \$2, \$5, \$10, \$15 or \$25 per month per line.
- 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 or mail to the Company.
- Failure by the customer in any month to remit the entire billed amount may reduce the contribution accordingly.

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2.0 General Rules and Regulations for Network Services (cont'd)

2.15 9-1-1 Service

2.15.1 A9-1-1" is the three-digit telephone number designated as the AUniversal Emergency Number@ for public use throughout the United States to report emergencies and request emergency assistance. The service is classified as both Local Exchange and Interexchange Telecommunications Service.

9-1-1 Service allows any person dialing A9-1-1" from a station usable for local exchange telephone network access and arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP).

Surcharges associated with 9-1-1 Service will be applied as specified in the County or Municipality ordinance.

Surcharges for Private Branch Exchange trunks will be billed at a rate per trunk five (5) times the rate for a single line access line. Surcharges for centrex lines will be billed at 20% of the rate for a single line access line.

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3.0 Description of Services Offered by Network Services (CCNS)

3.1 Local Service

3.1.1 Nature of Service

Local Service is a service that allows customers to originate non-toll local calls at locations within the service areas in which Company has been approved for certification for termination within the local calling area (including any applicable EAS areas) of those locations. Subject to service availability and the package selection by the customer, Local Service may include services in addition to those required for completion of non-toll local calls (including services which may not be subject to regulation under this tariff) which are purchased as part of a bundled package.

3.1.2 Availability

Company offers local service in the areas in which it has been certified by the Illinois Commerce Commission and in which Company has available required network facilities or is able to lease required network facilities to enable the offering of service. Some features may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration. Company will provide the most feature rich version of a feature in the bundled Local Service package available in a given market depending on network availability or configuration.

3.1.3 Local Service Packages

The standard elements of local line packages consist of local dial tone and unlimited local calling unless otherwise noted in a Service specific description. Mandatory extended area service (>EAS@) is provided where applicable for the prices set forth in the Rate Tables.

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3.0 Description of Services Offered by Network Services (CCNS) (Cont'd)

3.1 Local Service (cont'd)

3.1.4 Description of Features

Some features included in certain Local Service Packages may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration.

Call Forwarding /Busy/Don't Answer

Call forwarding is the ability to forward an incoming call to a preselected station if the called station is unable to receive the call. "Call forwarding busy" will forward the call if the called station is in use; "call forwarding don't answer" will forward the call after a predetermined number of rings.

Call Return

Allows customer to dial an access code to automatically place a call to the last incoming caller.

Call Trace

Allows the customer to dial a Call Trace activation code to initiate a trace of the last incoming call without obtaining prior legal authorization or assistance from the Company. The results of a completed trace will be recorded in the customer's serving Central Office and will be made available only to law enforcement agencies, as directed by the customer. A trace is considered complete when the number of the calling party is successfully recorded by the customer's serving Central Office. The customer will hear a pre-recorded announcement reporting that the trace was successful. A trace may only be performed within an area capable of transmitting the calling number information to the customer's serving Central Office.

Call Waiting

Provides a tone signal to indicate to a customer who is using their telephone when another party is trying to reach him. The customer can hold the current call and answer the second incoming call.

3.0 Description of Services Offered by Network Services (CCNS) (Cont'd)

3.1 Local Service (cont'd)

3.1.4 Description of Features (cont'd)

Caller ID

Caller ID provides for the display of an incoming telephone number on Caller ID compatible customer premise equipment.

Caller ID Blocking

Allows a customer's telephone number to be designated as private and prevents the delivery of the telephone number to the called party. This is accomplished on a per call basis when the customer dials the Caller ID Blocking activation code prior to placing the call.

Calling Name Display

Provides for the display of incoming calling name when connected to compatible customer premise equipment.

Cancel Call Waiting

Allows a station user to prevent, for the duration of a telephone call, any incoming calls to Acall wait@ on his line. The incoming calls will be given busy treatment instead of the destination. When the line has gone back to idle, cancel call waiting will be automatically deactivated. The station user can choose to activate cancel call waiting prior to placing the call, or after the connection has been established. The station user activates cancel call waiting by dialing a company assigned access code.

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3.0 Description of Services Offered by Network Services  
(CCNS) (Cont'd)

3.1 Local Service (cont'd)

3.1.4 Description of Features (cont'd)

Distinctive Ring

Allows distinctive ringing to be applied to an individual line where each of two numbers, main number and a secondary number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at one time. The customer is entitled to one free directory listing for both the primary and secondary numbers.

Repeat Dialing

Allows a customer, when encountering a busy signal, to dial an access code to activate an automatic re-try of the busy number until both lines are idle. When the called line is free, the customer's line is free, the customer's line rings, then the other number rings.

Speed Calling

Permits a customer to call other telephone numbers (local or long distance) by dialing a code rather than the complete telephone number. The repertory list for such telephone numbers is available in an 8 number capacity.

Three-Way Calling

Permits adding a third party to an established connection without telephone company operator assistance.

Warm Line

Permits a call to be automatically placed to a pre-determined number after a prescribed time delay period (30 seconds) after the telephone goes off-hook. This service requires central office work. If the location to which the call is automatically placed is not a local call, the customer will be billed for any toll charges. An order charge, as specified on Sheet 69 of this tariff, will apply for central office work required after the initial programming is completed.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.1 Local Service (cont'd)

3.1.5 Intercept Services/Referral Recording

Intercept Services provide new number or explanatory information to callers dialing changed or disconnected numbers. The services include messages delivered either mechanically or by operator. Intercept services apply to temporary and permanently disconnected numbers.

3.1.6 Local T1 Service

The Local T1 product provide high capacity local access services, with up to 24 channels. The T1 can be configured for either two-way trunk side service (Standard Trunks), or one-way DID (DID capable) service. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Rate elements are a Module Rate Element, a Local Distribution Channel Rate Element, Optional Elements, and applicable surcharges and taxes.

3.1.7 Dynamic T-1

The Dynamic Local T1 product terminates into a customer-provided PBX or hybrid system, via a customer-provided DTI or channel bank. When DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.1 Local Service (cont'd)

3.1.8 Directories

3.1.8.A. Listing Service

One listing, the Primary Listing, is provided without charge for each customer location. Where two or more exchange lines are served on a hunting service basis, only one Primary Listing for the group will be provided.

3.1.8.B. Directory Distribution

One local exchange directory will be provided to a customer for each customer location at the time directories are distributed by the incumbent local exchange carrier.

3.1.9 Calling Card

This service allows the Customer to make telephone calls from any non-Customer location such as a payphone by dialing an 800 access number and a personal identification number before dialing the telephone number of the called party. The charges resulting from use of the Calling Card are billed to the Customer's Company account at the rates and charges set forth in the Rate Tables.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.2 Directory Assistance

3.2.1 Nature of Service

Directory Assistance (DA) Service is defined as furnishing aid in obtaining telephone numbers.

3.2.2 Availability

DA is available to all Customers.

3.2.3 Maximum Number of Requests Per Call

Two (2) requests for a telephone number will be accepted per call to the DA operator. A telephone number that is not listed in the DA records will not be available to the Customer.

3.2.4 Operator Limitations

The Directory Assistance operator will not transfer, forward or redial a Customer's call to any other location for any purpose other than provision of DA service.

3.2.5 Persons and Locations Exempt from All DA Charges

Any Customer who is visually, physically or mentally handicapped in a way that makes the Customer unable to utilize a telephone directory shall be exempt from charges for DA. The Customer must provide Company with certification of this condition. Certification from a doctor, psychologist, psychiatrist, county or state social service agency, or similar person or agency will be acceptable. The exemption is effective prospectively and also retroactively for the month prior to the presentation of the certificate to Company.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.3 Operator Services

Operator Services is the furnishing of services for the completion of calls by consumers and customers pre-subscribed to company made with the assistance of a company operator within the state including aggregator sites and locations. Aggregator sites include, but are not limited to hotels/motels, hospitals, business, military establishments; and locations of public, semi-public, or private pay telephones. Note: Charges for these services are exempt when requested by authorized emergency personnel. Customers may receive bills directly from other operator service providers whose services the customer may use.

Busy Line Verification Surcharge B Charge to end-user to verify whether a telephone line is in use or has trouble.

Busy Line Verification Interrupt Surcharge B Charge to end-user to verify whether a telephone line is in use, and then to interrupt the end-users current phone call.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.3 Operator Services (cont'd)

Calling Card Surcharge B This charge applies when a 0+ or 0- call is charged to a valid calling card. In order to control fraud, the company may refuse to accept a card that it determines or suspects to be invalid.

Collect Surcharge B This charge applies when an end-user requests the operator to bill the charges to the called station or party which agrees to pay for all charges.

General Assistance Surcharge - Charge to end-user to obtain information such as time of day, day of the week, area codes, international country and/or city codes.

Operator Dialed Surcharge - In addition to the per minute usage rates, an operator dialed surcharge also applies to each type of call. This is a charge that is assessed to the customer for having the operator dial the called number for them.

Payphone Surcharge B The Payphone surcharge applies to the following state-to-state and international consumer calls placed from a public or semi-public payphone that are paid for by means other than depositing coins into the payphone:

- \*calls billed to a third number
- \*collect calls
- \*calls billed to a calling card
- \*calls to Directory Assistance
- \*prepaid card service calls.

Person-to-Person Surcharge B Charge when the end-user specifies to the operator a particular party to be reached. If the original person, department, mobile station, extension, or office designated by the end-user is unavailable and the end-user requests or agrees to talk to any other party, the call is still charged as a Person-to-Person call.

Property Imposed Fee (PIF) B Per call charge imposed by property owner.

Third Party B The end-user requests the operator to bill the charges for a call to a number other than that of the called or calling party. The party receiving the charges agrees to pay for all charges.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.4 Conference Calling Service

Conference Calling is the ability to have multiple parties listen, view and participate in meetings via telephone and/or internet connection.

3.4.1 Standard Audio Conferencing Services

3.4.1.A. Automated Meet Me Conference

Participants call a pre-determined toll or toll free number at a specified date and time. Each attendee is automatically placed into the appropriate conference upon telephone touch-pad entry of a valid PIN code. A reservationless account, known as DEMAND, may also be offered to frequent users. The long distance and/or conference fees are charged to the hosting organization.

3.4.1.B. Operator-Assisted Meet Me Conference

Participants call a pre-determined toll or toll free number at a specified date and time. A live conference call operator will greet the participants and ask for the caller's name and the name of the conference host. Participants will be placed into the appropriate conference. The conference fees are charged to the hosting organization.

3.4.1.C. Dial-Out Conference

Conference Center facilitators/operators dial-out to all participants prior to the scheduled conference date and time. Each participant is placed into the appropriate conference. The hosting organization is charged the long distance and/or conference bridging fees.

3.0 Description of Services Offered by Network Services (Cont'd)

3.4 Conference Calling Service (cont'd)

3.4.2 Standard Data Conferencing Services

3.4.2.A. Stand Alone Data Conferencing

Web-based, server hosted application that allows multiple parties to share documents, view presentations and otherwise collaborate via internet connection. The hosting organization is charged the appropriate conference usage fees.

3.4.2.B. Integrated Data Conferencing

Identical service to Stand Alone data conferencing, except utilized in conjunction (same date/time) with audio conferencing services offered by this same provider.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.5 Long Distance Interexchange Services

Company long distance services are interexchange telephone services that allow customers to originate and terminate interexchange calls at locations within the state of Illinois. Usage charges may be based on the distance, duration, and time of day of each call when applicable.

3.5.1 Time of Day

3.5.1.A Day Time Period

8:00 am through 5:59 pm Monday through Friday;

3.5.1.B Evening/Weekend Time Period

6:00 pm through 7:59 am Monday through Friday, all day Saturday and Sunday.

3.5.1.C Holidays Rates

Holiday rates are applicable from 12:00:00 am to 11:59:59 pm on the following holidays: New Years Day; Martin Luther King Junior=s Day; Vice President, Regulatory and Public Policys Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; Christmas Day.

3.5.2 Account Maintenance Fee

The Company charges other fees and charges to recover certain costs of providing long distance service to its customers which may not be applicable to all classes of customers. This long distance admin fee (or maintenance fee) helps support and maintain long distance customers of the Company.

This is a monthly recurring charge of \$0.50 for all residential customers.

3.6 800 Services

Company 800 services are inward WATS services that permit intrastate calls to a customer's station in one location from stations in diverse geographical locations, and for which the Company customer is billed for the calls rather than the call's originator. Unless otherwise specified, all Company 800 calls are subject to a 30-second average connect time (i.e., total monthly minutes of use divided by total monthly calls must equal at least 30 seconds) for a given terminating service group. All calls are rounded up to the next higher increment. In the event that 800 calls do not meet the 30-second average connect time requirement, billable usage will be increased by a surcharge equal to the necessary number of minutes at the average cost per minute to meet the 30-second requirement.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.7 Promotional Offerings

Company may from time to time engage in special promotions of limited duration. These promotions may be in the form of waiver or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new Customers or to increase existing Customer awareness of a particular service. All promotions will be offered on a non-discriminatory basis to eligible Customers.

3.8 Individual Case Basis (ICB)

In addition to promotional offerings, Company may offer individualized arrangements on a case-by-case basis where necessary to meet prices, terms, or conditions of service offered by competitors. In such cases, the prices offered by Company shall not exceed the prices for similar services contained in this tariff.

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3.0 Description of Services Offered by Network Services (Cont'd)

3.9

Private Business Switch 9-1-1 Service

Private Business Switch 9-1-1 service allows each PBX station to be uniquely identified in the enhanced 9-1-1 system. Private Business Switch 9-1-1 Service forwards the station location (building, floor, or room), Automatic Location Identification (ALI) and address to the appropriate Public Safety Answering Point (PSAP) for emergency call handling. This is accomplished by entering necessary data into the enhanced 9-1-1 database.

The basic requirement is for the Private Switch to be treated as if it is a central office, therefore, dedicated CAMA trunks are required from the Private Switch to its serving central office. A minimum of two CAMA trunks are required or the quantity necessary to maintain a P.01 transmission grade of service from the PBX switch to the Company Selective Router located in Mattoon.

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4.0 Rates and Charges for Network Services

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4.1 Nonrecurring Charges

4.1.1 Early Termination Charges

If a Customer terminates service prior to the expiration of the term of the contract (see Section 2.5) without cause, the Customer will be required to pay an early termination charge as set forth in the contract for service.

4.1.2 Third Party Vendor Charges

Customers may also be charged for certain charges incurred by Company (at the Customer's instruction) in obtaining services from third party vendors. At the earliest opportunity, the Customer will be advised of the nature of the charges and the estimated amount of the charges.

4.1.3 Restoral Fee

	<u>Charge</u>
First restoral during calendar year, per customer, per calendar year	None
Subsequent restorals during a calendar year, per customer, per occasion of restoral	\$7.75

This charge applies to reconnect service after dial tone has been suspended or service has been disconnected. Monthly service charges will not apply while service is disconnected. When service has been disconnected for nonpayment and payment has not been received or satisfactory payment arrangements have not been made for a period of ten (10) calendar days, the Company may consider the service terminated and any equipment owned by the Company may be removed. Restoral may be considered as a new installation.

4.1.4 Nonsufficient Funds Charge (NSF Checks)

The NSF check charge shall be \$15.00.  
This charge applies when a check has been returned by the bank for non-payment.

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4.0 Rates and Charges for Network Services (cont'd)

4.1 Nonrecurring Charges (cont'd)

4.1.5 PIC/LPIC Change Charge

Initial PIC/LPIC selections will be processed at a \$5.00 charge per line, which may be waived if the Customer chooses Company as their long distance provider. A non-recurring \$5.00 charge shall be applicable to all subsequent PIC/LPIC changes. If a PIC/LPIC change is initiated by an IXC on behalf of the Customer, and the Customer denies having made a change, and the IXC is unable to produce documentation of the change with a letter of agency signed by the Customer, then the Customer will be reassigned to its previously selected PIC/LPIC and the charge will be assessed to the IXC.

4.1.6 Trouble Isolation Charge

Residential Customer- -\$19.40                      Business Customer - -\$29.10

This charge applies when Company dispatches either its own or ILEC personnel to a customer premises to test the line from the central office, up to the demarcation point, and the line tests clear (no trouble found in the Company facilities). No Trouble Isolation Charge shall apply if the customer subscribes to an inside wire maintenance plan with Company.

4.1.7 Bill Copies

1-20 Pages-- \$3.00    21-350 Pages- \$10.00    Over 350 Pages- \$.03/ Page

Additional and alternate bill copies will be available upon a customer's request. An additional bill copy is a secondary copy of the customer's initial bill and an alternate bill copy is an additional bill sent to a different address other than the billing address. Charges for the additional and alternate bill copies are noted above.

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4.0 Rates and Charges for Network Services (cont'd)

4.1 Nonrecurring Charges (cont'd)

4.1.8 Service Charges

All rates apply on a per line basis unless otherwise noted below.

<u>Service Charges</u>	<u>Business</u>	<u>Residential</u>
Service Order, per request		
Initial Order	\$20.00	\$14.00
Subsequent Order	\$ 9.70	\$ 4.85
Change Records, only	\$ 4.00	\$ 2.00
Facility (Line Connection), per line, per premise		
Initial Order	\$20.00	\$14.00
Subsequent	\$20.00	\$14.00
C.O. Features	\$ 2.50	\$ 2.50
Moves & Changes	\$20.00	\$20.00

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4.0 Rates and Charges for Network Services (cont'd)

4.2 Usage Rates

Usage rates for individual services are shown in the Rate Tables associated with each particular service.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Monthly Rates

4.3.1 Local Service Monthly Rate

(A) Local Exchange Service

(1) Business Flat Rate Service:

Single line (one only)	\$38.93
Multiple individual lines	\$41.63
Key & PBX	\$46.63

(2) Residential Flat Rate:

Single Line	\$28.33
-------------	---------

(B) Extended Area Service

Monthly Recurring Charge	\$2.50
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Toll free calling may be made to the following ILEC exchanges:  
Effingham, Shumway, Sigel, Teutopolis.

(C) Illinois Telecom Relay Service and Equipment Charge

Pursuant to the Order dated May 13, 2009 in Illinois Commerce Commission Docket No. 09-0182, Company Communications Network Services (CNS) will impose a supplemental charge of 8 cents (\$.08) per month per line for all subscriber lines other than Centrex-type and PBX lines, a charge of 1.6 cents (\$.016) for each Centrex-type line, and a charge of 40 cents (\$.40) per PBX trunk, effective with bills rendered on or after June 1, 2009 or at the beginning of the first cycle after June 1, 2009. (T)  
(T)  
(I)  
(I)  
(T)

Charges for services provisioned by DS1/T-1 lines and other advanced services shall mirror CNS' application of 911 charges for bills issued on or after June 1, 2009. (T)

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont' d)

4.3.2 Centrex Service

The following rates and charges apply where service is available.

Centrex Service rates are dependent upon the number of lines and the distance of these lines measured in airline mileage from the customer's locations to the serving Central Office and the initial contract period offered. The Service is offered for the following initial contract periods: 12 months, 36 months, 60 months and 84 months.

The total number of lines is used to determine the line group of the service being provided. The rates are then applied based on the distances between the customer's locations and the serving central office.

Example: 200 Lines, 3 Locations (A, B, C)  
36-month Contract  
100 Lines at Location A (1.5 miles)  
70 Lines at Location B (2.0 miles)  
30 Lines at Location C (4.0 miles)

Charges:	100 x \$27.92 =	\$2,792.00
	70 x 29.46 =	2,062.20
	30 x 30.08 =	<u>902.40</u>
	Total Excluding Feature Package =	\$5,756.60

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.2 Centrex (cont'd)

4.3.2.A 12 Month Initial Contract Period

Total Number of Lines	Mileage Bands			Miles
	0 - 1.50 Miles	1.51 - 3.0 Miles	3.1+	
2-25 Lines, per line	\$50.96	\$103.61	\$124.67	
26-50 Lines, per line	\$43.02	\$71.75	\$83.25	
51-75 Lines, per line	\$39.95	\$60.17	\$68.26	
76-100 Lines, per line	\$38.01	\$53.75	\$60.04	
101-600 Lines, per line	\$34.71	\$41.52	\$44.24	

4.3.2.B 36 Month Initial Contract Period

Total Number of Lines	Mileage Bands			Miles
	0 - 1.50 Miles	1.51 - 3.0 Miles	3.1+	
2-25 Lines, per line	\$34.25	\$45.09	\$50.11	
26-50 Lines, per line	\$30.39	\$37.03	\$39.69	
51-75 Lines, per line	\$29.48	\$34.12	\$35.97	
76-100 Lines, per line	\$28.81	\$32.22	\$33.56	
101-600 Lines, per line	\$27.92	\$29.46	\$30.08	

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.2 Centrex (cont'd)

4.3.2.C 60 Month Initial Contract Period

Total Number of Lines	0 - 1.50 Miles	Mileage Bands		Miles
		1.51 - 3.0 Miles	3.1+	
2-25 Lines, per line	\$29.52	\$37.87	\$41.22	
26-50 Lines, per line	\$28.04	\$32.47	\$34.24	
51-75 Lines, per line	\$27.40	\$30.49	\$31.72	
76-100 Lines, per line	\$26.91	\$29.19	\$30.08	
101-600 Lines, per line	\$26.28	\$27.31	\$27.72	

4.3.2.D 84 Month Initial Contract Period

Total Number of Lines	0 - 1.50 Miles	Mileage Bands		Miles
		1.51 - 3.0 Miles	3.1+	
2-25 Lines, per line	\$28.25	\$34.85	\$37.49	
26-50 Lines, per line	\$27.06	\$30.55	\$31.95	
51-75 Lines, per line	\$26.52	\$28.96	\$29.94	
76-100 Lines, per line	\$26.11	\$27.91	\$28.61	
101-600 Lines, per line	\$25.59	\$26.40	\$26.73	

4.3.2.E Feature Package Rates

The following Feature Package rates apply for as long as the system is in service in addition to the above contracted rates.

	<u>Monthly Rate</u>
Basic Feature Package	\$3.15 per line
Enhanced Feature Package	\$3.50 per line

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.3 Optional Services

4.3.3.A Per Use Features

Repeat Dialing	\$0.50 per use
Call Return	\$0.50 per use

4.3.3.B Custom Calling Features

Per feature, per line equipped	<u>Monthly Rate</u>
Call Forward Busy	\$1.75
Call Forward No Answer	\$1.75
Call Forward Busy and Call Forward No Answer	\$2.50
Cancel Call Waiting	\$1.00
Distinctive Ring	\$5.00
Any One Custom Calling Feature*	\$1.75
Any Two Custom Calling Features*	\$3.00
Any Three Custom Calling Features*	\$3.75
Any Four Custom Calling Features*	\$4.00
Any Five Custom Calling Features*	\$5.00

\*except Cancel Call Waiting and Distinctive Ring

The Touch Tone Calling Service rate for each line equipped with any Custom Calling feature or feature package is reduced to \$1.00 per month for residential and business customers.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.3 Optional Services (cont'd)

4.3.3.C Advanced Custom Calling Features

	<u>Monthly Rate</u>	
	<u>Residential</u>	<u>Business</u>
Caller ID Blocking	No Charge	No Charge
Caller ID	\$ 5.00	\$ 6.00
Call Return	\$ 2.50	\$ 3.00
Repeat Dialing	\$ 2.50	\$ 3.00
Call Trace, per successful trace	\$ 4.00	\$ 4.00
Calling Name Display, requires Caller ID	\$ 2.00	\$ 2.00

4.3.3.D Advanced Custom Calling Feature Packages

Feature Packages	<u>Monthly Rate</u>	
	<u>Residential</u>	<u>Business</u>
a) Value Package-CallerID, Call Return, Repeat Dialing	\$8.00	\$9.50
b) Value Package(Enhanced) Caller ID, Call Return, Repeat Dialing, Calling Name Display	\$8.95	\$10.95
c) Call Management Package- Caller ID, Call Waiting, Cancel Call Waiting, Voice Mail	\$8.95	\$11.95
d) Enhanced Call Management Package- Caller ID, Call Waiting, Cancel Call Waiting, Voice Mail, Calling Name Display	\$9.95	\$12.95
e) Advantage Package-Caller ID, Call Waiting, Cancel Call Waiting, Voice Mail, Call Return, Repeat Dialing	\$10.95	\$13.95
f) Enhanced Advantage Package- Caller ID, Call Waiting, Cancel Call Waiting, Voice Mail, Call Return, Repeat Dialing, Calling Name Display	\$12.50	\$15.00

The Touch Tone Calling Service rate for each line equipped with any Advanced Custom Calling feature or feature package is reduced to \$1.00 per month for residential and business customers.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.3 Optional Services (cont'd)

4.3.3.E Touch Tone Service

a)Business	<u>Monthly Rate</u>
Individual Lines	\$1.70
Individual line in conjunction with any Custom Calling or Advanced Custom Calling feature or package	\$1.00
PBX Trunks, Each	\$2.90
PBX Attendant Positions, each	\$0.50
b) Residence	
Individual lines	\$1.20
Individual lines in conjunction with any Custom Calling or Advance Custom Calling feature or package	\$1.00

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.3 Optional Services (cont'd)

4.3.3.F Voice Mail Service

	<u>Per Mailbox Monthly Rate</u>	<u>Per Mailbox Non- Recurring</u>
Installation		\$5.00
Residential	\$3.50	
Basic Business	\$5.95	

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.4 Long Distance Services

Company long distance services are interexchange telephone services that allow customers to originate calls from their telephone line and terminate calls at locations within the United States, Puerto Rico, U.S. Virgin Islands, and international points.

4.3.4.A Company Business Long Distance

A. Switched: Outbound and Toll Free Intrastate

This rate is the rate per minute. All calls will be rounded and billed in 6-second increments.

Ceiling Rate \$0.1190

B. Dedicated: Outbound and Toll Free Intrastate

This pricing is for Dynamic, Long Distance T-1 and Local T-1. This rate is the rate per minute. All calls will be rounded and billed in 6-second increments.

Ceiling Rate \$0.1190

C. Calling Cards

This rate is the rate per minute. All calls will be rounded and billed in 1 minute increments.

Ceiling Rate  
\$0.3000

D. Payphone Surcharge

Calling Cards - When a customer places a calling card call from a payphone, the customer will be assessed a per call surcharge of \$0.70.

Toll Free Numbers - If a customer has a Toll Free number and people calling the Toll Free number are using a payphone, the customer will be assessed a per call surcharge of \$0.70 for those calls.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (Cont'd)

4.3.4 Long Distance Services (Cont'd)

4.3.4.B Company Residential Long Distance (Cont'd)

D. Unlimited Calling Plan (Cont'd)

- (3) Customers must dial all calls as 1+ calls from their home number. This service is provided for person-to-person conversation or voice messages. The plan is not available to customers with an account that bills to another number or is the recipient of charges billing from another number. Customers are prohibited from using this plan for data calls, calls to online services, calls to internet access services, multi-party conference calls, call forwarding of long distance calls, calls to 900/9xx numbers, calls to chat lines, calls to porn lines, directory assistance calls, calling card calls, calls to operator services, international calling and toll free calling services, or any commercial or business use. If the Company determines that the customer's usage is not consistent with typical residential customer usage, the customer will be questioned and warned. For purposes of this Calling Plan, usage that is at or above 1000% of the average usage for customers under this plan in Illinois shall be deemed non-typical usage. If the customer continues to violate the provisions of this service, the customer will be changed to another long distance rate plan automatically or have a toll block placed on the line.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (Cont'd)

4.3.4 Long Distance Services (Cont'd)

4.3.4.B Company Residential Long Distance (Cont'd)

D. Unlimited Calling Plan (Cont'd)

(4) Rates

Rate

Monthly

Basic Unlimited Long  
Distance Calling Plan \$39.95

If a customer subscribes  
to either the iCall or iNet  
DSL Value Packages  
found in Illinois  
Consolidated Telephone  
Company ICC Tariff  
No. 2, Section 11 \$24.95

There is no per call or per minute of use rate associated  
with this plan.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.4 Long Distance Services (cont'd)

E. Mattoon – Charleston Free Calling Plan

Residential and business customers presubscribed to CNS (Consolidated Communications Network Services) who make long distance calls between the Mattoon and Charleston calling areas will not be charged for these calls. This toll free calling plan from Mattoon to Charleston and Charleston to Mattoon is restricted to customers with a CNS long distance calling plan and a Mattoon or Charleston exchange telephone number with Illinois Consolidated Telephone Company. The free calling does not apply to internet or data traffic, payphone calls, calling card calls, toll-free services such as 800 calls, operator-assisted calls such as collect and 3<sup>rd</sup>-party billing, and directory assistance.

4.3.5 Local T1/PRI ISDN

4.3.5.B.1 DID Charges

Central Office DID Trunk Termination	\$35.50 per trunk group
DID Service Establishment	\$80.00 (nonrecurring)
DID Stations month	\$30.00 per 100 number block per month
DID Stations month	\$ 3.50 per 10 number block per month

4.3.5.B.2 Primary Rate ISDN

This service is provided where available, upon approval by the Company. Rates are in addition to all other rates.

PRI Installation	\$500.00 (nonrecurring)
Primary Rate Interface ISDN	\$350.00 per month

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.6 Directory Assistance Service

IntraLATA Calls	\$1.25 per call	(I)
InterLATA Calls	\$1.25 per call	(I)
Local Directory Assist.	\$1.25 per call	(I)
Call Completion	\$0.20 per call	

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.7 Conference Calling Service

Standard Rates

All applicable retail rates for audio and data usage is rounded to full minute increments. Rates are applied per minute, per connection (leg), and exclude all applicable federal, state and local taxes and surcharges. There is no monthly recurring charge or minimums applied. Conferencing services are also available on wholesale or resale basis. Minimum purchase levels are required. Contracts negotiated on an individual case basis.

Audio Rates:

DEMAND (Toll-free)	\$0.20
Automated Meet Me (Toll)	\$0.20
Automated Meet Me (Toll-free)	\$0.25
Operator Assisted Meet Me (Toll)	\$0.27
Operator Assisted Meet Me (Toll-free)	\$0.32
Operator Dial Out	\$0.39

Data Rates:

Data Conferencing (Integrated)*	\$0.15
Data Conferencing (Stand Alone)	\$0.30

\* *Data Conference Integrated rates are in addition to the audio conference service rates.*

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.8 Operator Services

**INTRASTATE RATES**

Rate Period                      Initial Minute    Additional Minute

Weekday

Mileage

1-10	\$0.2338	\$0.2063
11-22	\$0.2531	\$0.2338
23-55	\$0.2614	\$0.2475
56-124	\$0.2889	\$0.2751
125-292	\$0.3162	\$0.3025
293+	\$0.3301	\$0.3163

Evening

Mileage

1-10	\$0.2338	\$0.2063
11-22	\$0.2475	\$0.2338
23-55	\$0.2614	\$0.2475
56-124	\$0.2751	\$0.2813
125-292	\$0.3025	\$0.3162
293+	\$0.3163	\$0.3234

Night/Weekend

Mileage

1-10	\$0.2338	\$0.2063
11-22	\$0.2475	\$0.2338
23-55	\$0.2614	\$0.2475
56-124	\$0.2889	\$0.2751
125-292	\$0.3162	\$0.3025
293+	\$0.3301	\$0.3163

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.8 Operator Services (cont'd)

Additional Charges

Calling Card (Customer Dial)	\$2.88
Calling Card (Operator Must Dial)	\$2.88
Calling Card (Operator Dial)	\$4.13
Collect-Automated	\$2.88
Collect-Operator Handled	\$4.13
3 <sup>rd</sup> Party - Automated	\$2.88
3 <sup>rd</sup> Party - Operator Handled	\$4.13
Sent Paid - Non Coin - Automated	\$2.88
Sent Paid - Non Coin - Operator Handled	\$4.32
Person to Person	\$5.17
Busy Line Verification	\$9.99
Busy Line Verification Interrupt	\$9.99
General Assistance	\$1.99

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.9 Local High Capacity Service

4.3.9.A General

1. This section contains schedules of rates and specific regulations applicable to Local High Capacity Service (LHCS) furnished by the Company, between two customer designated premises which are within a Local Exchange boundary.
2. LHCS is classified as a competitive local exchange telecommunications service.
3. LHCS provides for the dedicated transmission of nominal 1.544 Mbps isochronous serial data. The actual bit rate is a function of the channel interface selected by the customer.
4. LHCS is provided only from the appropriately equipped central offices. Service is furnished subject to the availability of equipment, facilities and technical limitations, only to premises located within those exchanges, where the Company has arranged the equipment for LHCS.
5. Since all exchanges are not presently equipped to furnish LHCS, a service inquiry must be made to determine availability of service.
6. All signals generated by Network Channel Terminating Equipment (NCTE) must meet the signal and format constraints contained in the appropriate Technical References.

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4.0 Rates and Charges for Network Services (cont'd)

4.3.1 Rates (cont'd)

4.3.9 Local High Capacity Service (cont'd)

4.3.9.B. Switched Port Utilization

1. Switched Port Utilization is an optional feature that provides for digital trunk access from a central office via High Capacity service. This arrangement furnishes the equivalent of 24 network access lines which may or may not include Direct Inward Dialing (DID) Service. In addition to the rates and charges specified in D. following, the rates and charges for DID Service, as specified in section 4.3.5.B.1, are also applicable.

4.3.9.C. Term Payment Plans

1. Customers may elect a term payment plan (TPP) of 12 months, 36 months, or 60 months.
2. During a TPP term, customers may move one Customer-Designated Premises (CDP) to another location in the same local exchange area and keep the TPP in force, provided no lapse in service occurs. Nonrecurring charges, as appropriate, will apply.
3. If the customer does not elect a new TPP after completion of a TPP and does not request discontinuance of service, service will be continued at the monthly price then currently in effect.
4. Customers requesting termination of service provided under the TPP prior to the expiration of the TPP term will remain liable for payment of a termination charge. The termination charge shall become due and payable in its entirety immediately upon any such termination and will be calculated as a percentage of the monthly TPP charges for the remainder of the term.

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.9 Local High Capacity Service (cont'd)

4.3.9.C. Term Payment Plans (cont'd)

5. The termination charge for all TPP terms will be calculated as follows:

The remaining charges due during the first year of a TPP plus 20% of the charges remaining in the TPP after the first 12 months.

EXAMPLE:

A customer subscribed to a 60-month TPP term and disconnected service during the 7th month. This customer's monthly termination charge would be:

$(60\text{-month TPP price}) \times 5$  (months remaining in first year) plus  
 $(60\text{-month TPP price}) \times 48$  (months remaining after the first 12 months of the  
TPP)  $\times 20\%$ .

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.9 Local High Capacity Service (cont'd)

4.3.9.D Rates

	<u>Monthly</u>	<u>12 mo.</u>	<u>36 mo.</u>	<u>60 mo.</u>
1. Monthly Recurring				
a. Local Channel - per Customer- Designated Premises	\$200.00	\$195.00	\$175.00	\$160.00
b. Switch Port Utilization (Opt.) - per Arrangement	250.00	250.00	250.00	250.00
2. Non-Recurring				
a. Local Channel - per Customer- Designated Premises	\$450.00	\$150.00	\$ 75.00	\$ 0.00
b. Switch Port Utilization	900.00	450.00	225.00	0.00
c. Service Rearrangement	150.00	150.00	150.00	150.00

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.10 IntraLATA Private Line

Private line service provides a transmission path to connect customer-designated premises, either directly or through a hub. Bridging and multiplexing services may be available based on technical feasibility. Specific service requirements and standards may be negotiated and applied on an individual case basis.

SERVICE CLASSIFICATION	DESCRIPTION	MONTHLY RATE	NONREC URRING	RATE APPLIES*
<b>DS-3 HIGH CAPACITY SVC.</b>	DS-3 High Capacity Chan. Mlg. Facility	\$121.43		Per Mile
	DS-3 High Capacity Chan. Mlg. Term	\$484.38		Per CDP
	DS-3 High Capacity Chan. Term.	\$1783.93	\$251.00	Per CDP
<b>DS-1 HIGH CAPACITY SVC.</b>	High Capacity Chan. Mlg. Facility	\$17.64		Per mile
	High Capacity Chan. Mlg. Term.	\$86.97		Per CDP
	High Capacity Chan. Term.	\$153.79	\$251.00	Per CDP
	High Capacity Non-recurring Chg.	\$251.00		Per CDP
<b>TELEGRAPH GRADE SVC.</b>	Telegraph Chan. Mlg. Facility	\$0.76		Per mile
	Telegraph Chan. Term. 2-Wire	\$35.91	\$81.59	Per CDP
<b>VOICE GRADE SVC.</b>	Voice Grade Chan. Mlg. Facility	\$0.76		Per mile
	Voice Grade Chan. Mlg. Term	\$3.98		Per CDP
	Voice Grade Chan. Term. 2-Wire	\$35.91	\$81.59	Per CDP
	Voice Grade Chan. Term. 4-Wire	\$57.46	\$81.59	Per CDP
<b>DIGITAL DATA SVC.</b>	2.4kbps Chan. Mlg. Facility	\$0.76		Per mile
	2.4kbps Chan. Mlg. Term	\$3.65		Per CDP
	2.4kbps Chan. Term.	\$66.27	\$240.00	Per CDP
	9.6kbps Chan. Mlg. Facility	\$0.76		Per mile
	9.6kbps Chan. Mlg. Term.	\$3.65		Per CDP
	9.6kbps Chan. Term.	\$66.27	\$240.00	Per CDP
	56 kbps Chan. Mlg. Facility	\$0.76		Per mile
	56 kbps Chan. Mlg. Term.	\$3.65		Per CDP
	56 kbps Chan. Term.	\$66.27	\$240.00	Per CDP
	<b>OPTIONAL FEATURES &amp; CONDITIONING</b>	Multiplexing DS-3 to DS-1	\$380.37	\$310.00
	Multiplexing DS-1 to Voice	\$99.39	\$310.00	Per port
	PL-2- Data Bridging	\$2.60		Per port
	PL-4- Data Bridging	\$2.60		Per port
	Voice Grade Conditioning C-Type	\$4.53		Per CDP

CDP=Customer Designated Premise  
Mlg = Mileage

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4.0 Rates and Charges for Network Services (cont'd)

4.3 Rates (cont'd)

4.3.11 Prepaid Debit Card

Customers may purchase a Company prepaid debit card either directly from Company or from a third party vendor which will permit the customer to dial into a Company 800 number (identified on the back of the calling card), the called telephone number and a personal identification number (PIN). A prepaid debit card processing unit will determine whether the prepaid calling is valid, and if so, the remaining minutes of use for the card. Upon verification that minutes of use remain, the prepaid debit card unit originates the second call to the called party, at which point conversation time begins. Customers are not entitled refunds for unused minutes.

<b>Retail Price</b>	<b>Minutes on Card</b>	<b>Rate per Min.</b>
\$5.00	72	\$0.069
\$10.00	145	\$0.069
\$20.00	290	\$0.069

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5.0 - Rules And Regulations For Public Services And Operator Services

5.1 Undertaking of the Company

The Company is a resale common carrier providing automated operator assisted, direct dialed telecommunications and directory assistance services to Customers within the state of Illinois.

Service is provided twenty-four (24) hours per day, seven (7) days per week.

5.2 Applicability of Tariff for Public Services and Operator Services

A. Public Services - The tariff portion pertaining to Public Service contains the regulations and charges applying to intrastate interLATA and intraLATA resale common carrier communications service provided by the Company by means of Customer Owned Pay Telephones to users of such telephones within the State of Illinois.

B. Operator Services - The tariff portion pertaining to Operator Services is applicable to telecommunications' services provided by the Company within the state of Illinois.

5.0 - Rules And Regulations For Public Services And Operator Services, *Continued*

5.3 Payment and Credit Regulations

5.3.1 Payment Arrangements

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, credit card company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Illinois Commerce Commission. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this tariff.

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5.0 - Rules And Regulations For Public Services And Operator Services, Continued

5.3 Payment and Credit Regulations, continued

5.3.2 Deposits

Public Services - Deposits

- A. To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two and one-half months of the estimated charge for the service for the ensuing twelve months.
- B. Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.
- C. Deposits will accrue interest annually at the required interest rate in accordance with Illinois Commerce Commission rules. Upon request of the Customer, accrued interest shall be annually credited to the Customer by deducting such interest from the amount of the next bill for service following the accrual date.

Operator Services – Deposits

- A. The Company does not require a deposit from the Customer or Subscriber.

5.0 - Rules And Regulations For Public Services And Operator Services, *Continued*

5.3 Payment and Credit Regulations, *continued*

5.3.3 Advance Payments

The Company does not collect advance payments from the Customer or Subscriber.

5.3.4 Late Payment Charge

A late fee of 1.5% per month will be charged on any past due balance in accordance with Illinois Commerce Commission rules.

5.3.5 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Illinois law and Illinois Commerce Commission regulations.

5.4 Taxes and Fees

The Company reserves the right to bill any and all applicable taxes, fees, governmental or quasi-governmental assessments in addition to normal long distance usage charges, including, but not limited to: Federal Excise Tax, State Sales Tax, Municipal Taxes, Universal Service Funds and Gross Receipts Tax.

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5.0 - Rules And Regulations For Public Services And Operator Services, Continued

5.5 Refunds or Credits for Service Outages or Deficiencies

5.5.1 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer or Subscriber, or to the failure of channels, equipment and/or communications systems provided by the Customer or Subscriber, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any furnished by Customer and connected to Company's terminal. For purposes of credit computation every month shall be considered to have 720 hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than two hours. For message rated toll services, credits will be limited to, at maximum, the price of the initial period of individual call that was interrupted.

*\*\* For Operator Service customers only – Interruptions caused by Customer-provided, Subscriber-provider or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via LEC access.*

5.5.2 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be deemed necessary for maintenance in a condition satisfactory to the Company. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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5.0 - Rules And Regulations For Public Services And Operator Services, Continued

5.6 Liability of the Company

- 5.6.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 5.6.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 5.6.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by gross negligence of the company.
- 5.6.4 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's gross negligence.

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5.0 - Rules And Regulations For Public Services And Operator Services, Continued

5.7 Refusal or Discontinuance by the Company

The Company may refuse or discontinue service under the following conditions. Unless otherwise specified, the Customer or Subscriber will be given ten (10) days written notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- 5.7.1 For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- 5.7.2 For the use of telephone service for any other property or purpose other than that described in the application.
- 5.7.3 For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- 5.7.4 For non-compliance with and/or violation of the Illinois Commerce Commission's regulations or the Company's rules and regulations on file with the Illinois Commerce Commission.
- 5.7.5 For non-payment of bills for telephone service.
- 5.7.6 Without notice in the event of Customer, Authorized User or Subscriber use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- 5.7.7 Without notice in the event of tampering with the equipment furnished and owned by the Company.

5.0 - Rules And Regulations For Public Services And Operator Services, *continued*

5.7 Refusal or Discontinuance by the Company *continued*

- 5.7.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Subscriber to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 5.7.9 For failure of the Customer or Subscriber to make proper application for service.
- 5.7.10 For Customer's or Subscriber's breach of the contract for service between the Company and the Customer, including posting or access requirements as specified to comply with state and federal regulations.
- 5.7.11 When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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5.0 - Rules And Regulations For Public Services And Operator Services, *continued*

5.8 Limitations of Service

- 5.8.1 Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.
- 5.8.2 The Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the Customer or Subscriber is using the service in violation of the provisions of this tariff, or in violation of law.
- 5.8.3 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.
- 5.8.4 The Company reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.

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5.0 - Rules And Regulations For Public Services And Operator Services, *continued*

5.9 Use of Service

Service may be used for any lawful purpose for which it is technically suited.

5.10 Terminal Equipment

The Company's facilities and service may be used with or terminated in Customer-provided or Subscriber-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer or Subscriber, except as otherwise provided. The Subscriber or Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

5.11 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses. The Customer or the Subscriber is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

5.12 Other Rules

5.12.1 The Company reserves the right to refuse to process Third Party Billed, Credit Card or Calling Card billed calls when authorization for use is denied or cannot be validated.

5.12.2 The Company reserves the right to discontinue service, limit service, or to impose requirements on Subscribers or Customers as required to meet changing regulations, rules or standards of the Illinois Commerce Commission.

5.0 - Rules And Regulations For Public Services And Operator Services, *continued*

5.13 Customer Complaints and/or Billing Disputes

The Customer has the right to refer billing disputes and any other complaints to the Company at:

Customer Service Department  
Consolidated Communications Enterprise Services, Inc.  
350 South Loop 336 West  
Conroe, Texas 77304

If the Customer is unable to resolve the dispute with the Company, the Customer may contact the Illinois Commerce Commission at the following address and telephone number:

Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, IL 62701

Telephone: 217-782-7295  
Facsimile: 217-524-5516

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6.0 - Description of Services and Rates for Consolidated Communications Public Services

6.1 General

The company provides intrastate communications service to customers by means of Pay Telephones for their direct transmission of voice telecommunications to locations throughout the State of Illinois.

Each Customer is charged individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 6.2 of this tariff.

Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration.

Customers are billed based on their use of the Company's long distance service. No installation charges or fixed monthly recurring charges apply.

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.2 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the industry-standard "V" and "H" coordinates.

Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.3 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call. Timing of each call begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. Call timing ends when either party hangs up.

6.3.1 Unless otherwise described in the individual service description in this tariff, calls are measured and billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute.

6.3.2 There is no billing applied for incomplete calls.

6.3.3 When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.4 Applicable Rate Periods

Unless otherwise indicated elsewhere in this tariff, usage-based rates may be subject to the following time-of-day, day-of-week, and holiday rate periods:

- 6.4.1 Day Rate Period - Applies to that portion of a call occurring from 8:00 AM to, but not including, 5:00 PM Monday through Friday.
- 6.4.2 Evening Rate Period - Applies to that portion of a call occurring from 5:00 PM to, but not including, 11:00 PM Sunday through Friday.
- 6.4.3 Night/Weekend Rate Period - Applies to that portion of a call occurring from 11:00 PM to, but not including 8:00 AM all days, all day Saturday, and Sunday to, but not including 5:00 PM.

For the following Holidays, the Evening rate will apply unless a lower rate would normally apply:

Christmas Day (December 25)	Memorial Day
New Years Day (January 1)	Labor Day
Independence Day (July 4)	Columbus Day
Martin Luther King**	Veterans Day
Presidents Day**	Thanksgiving Day

\*\*Applies to federally observed day only.

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.5 Pay Telephone Service

The Company's Pay Telephone Service provides one-way and/or two-way, outgoing or incoming service which allows the customer to originate local, intrastate, and interstate calls via public pay telephones. The service is provided by use of telephone devices and associated equipment that permit a charge to be made for each call. This tariff governs only the provision of such service in Public Locations.

6.5.1 Pay Telephone Service Usage

A. General

The rates set forth in this Section will apply to all Local and intrastate calls placed from the Company's pay telephones. Local Coin Sent-Paid calls are not measured and are billed at a flat rate. Intrastate Coin Sent-Paid calls are billed in increments of four (4) minutes.

B. Rates and Charges

Local Coin Sent-Paid, Per Call	\$0.50
Intrastate Coin Sent-Paid, every four (4) minutes	\$1.00

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.5 Pay Telephone Service, *continued*

6.5.2 Directory Assistance

A. General

Directory Assistance is available to all Customers for the purpose of obtaining telephone numbers. Charges for Directory Assistance are not applicable to inquiries received from handicapped persons who have to rely on Directory Assistance as the only practical means of obtaining a telephone number. Such persons must contact the Company for credit on directory assistance calls. Directory assistance is offered to all Customers.

A maximum of two (2) telephone numbers are allowed per request. Additional charges may apply for requests of more than two (2) telephone numbers, which will not exceed the existing tariffed rate.

B. Rates and Charges

Local Directory Assistance Charge, Per Call	\$1.25	(I)
Intrastate Directory Assistance Charge, Per Call	\$1.25	(I)

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.5 Pay Telephone Service, *continued*

6.5.2 Directory Assistance, *continued*

C. Directory Assistance Call Completion

Directory Assistance Call Completion is offered in areas where the service is available. The Company Directory Assistance operator will complete the call to the number requested by the Customer without requiring the Customer to redial the number. A per minute Directory Assistance Call Completion rate applies for the duration of each completed call. This per minute usage rate is in addition to the charge for determining the telephone number requested by the Customer.

Directory Assistance Call Completion may be used in conjunction with operator assisted calling. For billing purposes, calls are billed in one (1) minute increments after an initial billing increment of one (1) minute. The completed call is billed at the applicable rate plan usage rate specified in this tariff.

Per Call Charge	\$0.20
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6.5.3 Emergency Call Exemptions

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. The Company will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.6 Inmate Service

6.6.1 Inmate Collect With Controls

Inmate Collect With Controls permits inmates to place operator station collect calls from pre-subscribed authorized institutional phones in a Prison Administration controlled environment. This service is available at prisons in which Prison Administrators have selected the Company as their primary interexchange carrier. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party.

A number of special blocking and screening capabilities are available with institutional services provided by the Company. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided to Inmates of Institutions, the following special conditions apply:

- A. Calls to "900", "976" or other pay-per-call services are blocked by the Company.
- B. At the request of the Institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- C. At the request of the Institution, The Company may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- D. At the request of the Institution, the Company may block Inmate access to specific telephone numbers.

6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.6 Inmate Service, *continued*

6.6.1 Inmate Collect With Controls, *continued*

- E. Availability of the Company's services may be restricted by the Institution to certain hours and/or days of the week.
- F. At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- G. At the request of the Institution, the Company may impose time limits on local and long distance calls placed using its services.
- H. At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

6.6.2 Inmate Collect Call Surcharge

This charge applies to a billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service, continued

6.6.3 Rate Plan 1

A. General

Rate Plan 1 is available to Inmates of Institutions for outbound interLATA and intraLATA toll calling. Calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. A per-call surcharge applies for Collect Automated calls.

B. Rates

1. Per Minute Usage

a. Local

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.1445	\$0.1275	\$0.1105	\$0.1020	\$0.0935	\$0.0765
11 - 16	\$0.1530	\$0.1445	\$0.1190	\$0.1105	\$0.0935	\$0.0935
17 - 22	\$0.1615	\$0.1445	\$0.1190	\$0.1190	\$0.0935	\$0.0935
23 - 40	\$0.1615	\$0.1530	\$0.1275	\$0.1190	\$0.1020	\$0.0935
41 +	\$0.1615	\$0.1530	\$0.1275	\$0.1190	\$0.1020	\$0.0935

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service, continued

6.6.3 Rate Plan 1, continued

B. Rates, continued

1. Per Minute Usage, continued

b. IntraLATA

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.1445	\$0.1275	\$0.1105	\$0.1020	\$0.0935	\$0.0765
11 - 16	\$0.1530	\$0.1445	\$0.1190	\$0.1105	\$0.0935	\$0.0935
17 - 22	\$0.1530	\$0.1445	\$0.1190	\$0.1105	\$0.0935	\$0.0935
23 - 40	\$0.1615	\$0.1530	\$0.1275	\$0.1190	\$0.1020	\$0.0935
41 +	\$0.1615	\$0.1530	\$0.1275	\$0.1190	\$0.1020	\$0.0935

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service, continued

6.6.3 Rate Plan 1, continued

B. Rates, continued

1. Per Minute Usage, continued

c. InterLATA

	Day		Evening		Night/Weekend	
	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute
<u>Mileage</u>						
0 - 10	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900
11 - 22	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000
23 - 55	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100
56 - 124	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300
125 - 292	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
293 - 430	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600

2. Per Call Charges

	<u>Local</u>	<u>IntraLATA</u>	<u>InterLATA</u>
Collect - Automated	\$2.71	\$2.71	\$2.50

6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service Offerings, continued

6.6.4 Rate Plan 2

A. General

Rate Plan 2 is available to Inmates of Institutions for outbound interLATA and intraLATA toll calling. Calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. A per-call surcharge applies for Collect Automated calls.

B. Rates

1. Per Minute Usage

a. Local

	Day		Evening		Night/Weekend	
	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>
<u>Mileage</u>						
0 - 10	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900
11 - 22	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000
23 - 55	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100
56 - 124	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300
125 - 292	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
293 +	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service Offerings, continued

6.6.4 Rate Plan 2, continued

B. Rates

1. Per Minute Usage, continued

b. IntraLATA

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900
11 - 22	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000
23 - 55	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100
56 - 124	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300
125 - 292	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
293 +	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600

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6.0 Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service Offerings, continued

6.6.4 Rate Plan 2, continued

C. Rates

1. Per Minute Usage, continued

c. InterLATA

	Day		Evening		Night/Weekend	
	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute
<u>Mileage</u>						
0 - 10	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900	\$0.1900
11 - 22	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000	\$0.2000
23 - 55	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100	\$0.2100
56 - 124	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300	\$0.2300
125 - 292	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500	\$0.2500
293 - 430	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600	\$0.2600

2. Per Call Charges

	<u>Local</u>	<u>IntraLATA</u>	<u>InterLATA</u>
Collect - Automated	\$2.50	\$2.50	\$2.50

6.0 - Description of Services and Rates for Consolidated Communications Public Services, *continued*

6.6 Inmate Service Offerings, *continued*

6.6.5 Rate Plan 3

A. General

Rate Plan 3 is available to Inmates of Institutions for outbound interLATA and intraLATA toll calling. Calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. A per-call surcharge applies for Collect Automated calls.

B. Rates

1. Per Minute Usage

a. Local

	Day		Evening		Night/Weekend	
	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>
<u>Mileage</u>						
0 - 10	\$0.2446	\$0.2159	\$0.2446	\$0.2159	\$0.2446	\$0.2159
11 - 22	\$0.2590	\$0.2446	\$0.2590	\$0.2446	\$0.2590	\$0.2446
23 - 55	\$0.2735	\$0.2590	\$0.2735	\$0.2590	\$0.2735	\$0.2590
56 - 124	\$0.3023	\$0.2878	\$0.3023	\$0.2878	\$0.3023	\$0.2878
125 - 292	\$0.3308	\$0.3165	\$0.3308	\$0.3165	\$0.3308	\$0.3165
293 +	\$0.3454	\$0.3310	\$0.3454	\$0.3310	\$0.3454	\$0.3310

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service Offerings, continued

6.6.5 Rate Plan 3, continued

D. Rates

1. Per Minute Usage, continued

b. IntraLATA

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.2446	\$0.2159	\$0.2446	\$0.2159	\$0.2446	\$0.2159
11 - 22	\$0.2590	\$0.2446	\$0.2590	\$0.2446	\$0.2590	\$0.2446
23 - 55	\$0.2735	\$0.2590	\$0.2735	\$0.2590	\$0.2735	\$0.2590
56 - 124	\$0.3023	\$0.2878	\$0.3023	\$0.2878	\$0.3023	\$0.2878
125 - 292	\$0.3308	\$0.3165	\$0.3308	\$0.3165	\$0.3308	\$0.3165
293 +	\$0.3454	\$0.3310	\$0.3454	\$0.3310	\$0.3454	\$0.3310

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6.0 - Description of Services and Rates for Consolidated Communications Public Services, continued

6.6 Inmate Service Offerings, continued

6.6.5 Rate Plan 3, continued

E. Rates

1. Per Minute Usage, continued

c. InterLATA

	Day		Evening		Night/Weekend	
	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>	1 <sup>st</sup> <u>Minute</u>	Add'l <u>Minute</u>
<u>Mileage</u>						
0 - 10	\$0.2446	\$0.2159	\$0.2446	\$0.2159	\$0.2446	\$0.2159
11 - 22	\$0.2590	\$0.2446	\$0.2590	\$0.2446	\$0.2590	\$0.2446
23 - 55	\$0.2735	\$0.2590	\$0.2735	\$0.2590	\$0.2735	\$0.2590
56 - 124	\$0.3023	\$0.2878	\$0.3023	\$0.2878	\$0.3023	\$0.2878
125 - 292	\$0.3308	\$0.3165	\$0.3308	\$0.3165	\$0.3308	\$0.3165
293+	\$0.3454	\$0.3310	\$0.3454	\$0.3310	\$0.3454	\$0.3310

2. Per Call Charges

	<u>Local</u>	<u>IntraLATA</u>	<u>InterLATA</u>
Collect - Automated	\$2.88	\$2.88	\$2.88

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7.0 - Description Of Services And Rates For Consolidated Communications Operator Services

7.1 General

The Company offers operator and directory assistance services to entities serving the transient public.

Each Customer is charged individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 7.2 of this tariff.

Charges may vary by service offering, mileage band, class of call, time of day, day of week and/or call duration.

Customers are billed based on their use of the Company's long distance service. No installation charges or fixed monthly recurring charges apply.

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.2 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the industry-standard "V" and "H" coordinates.

Step 1 - Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.3 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call. Timing of each call begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. Call timing ends when either party hangs up.

7.3.1 Unless otherwise described in the individual service description in this tariff, calls are measured and billed in one (1) minute increments. The minimum call duration for billing purposes is one (1) minute.

7.3.2 There is no billing applied for incomplete calls.

7.3.3 When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.4 Applicable Rate Periods

Unless otherwise indicated elsewhere in this tariff, usage-based rates may be subject to the following time-of-day, day-of-week, and holiday rate periods:

7.4.1 Day Rate Period - Applies to that portion of a call occurring from 8:00 AM to, but not including, 5:00 PM Monday through Friday.

7.4.2 Evening Rate Period - Applies to that portion of a call occurring from 5:00 PM to, but not including, 11:00 PM Sunday through Friday.

7.4.3 Night/Weekend Rate Period - Applies to that portion of a call occurring from 11:00 PM to, but not including 8:00 AM all days, all day Saturday, and Sunday to, but not including 5:00 PM.

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.5 Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Pay Telephone Surcharge, per Call \$0.30

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings

7.6.1 Operator Services

Operator Services is the furnishing of services for the completion of calls by Consumers and Customers presubscribed to Company made with the assistance of a company operator within the state including aggregator sites and locations. Aggregator sites include, but are not limited to hotels/motels, hospitals, business, military establishments; and locations of public, semi-public, or private pay telephones. Commercial credit cards are only accepted for payment for calls from pay telephone locations.

Usage charges apply to all operator service calls. Additionally, appropriate service charges are billed on a per call basis. The following per call service charges apply individually or in combination as described herein.

A. Calling Card Charge

This charge applies to an operator assisted or automated call placed by a Customer or Consumer where the call charges are billed to a local telephone company issued authorization code rather than to the originating or terminating telephone number. Three levels of assistance are available, depending on the extent of operator involvement in placing the call. See rate schedule below.

B. Operator Station Charge

This charge applies to a service whereby the Customer or Consumer places a non-Person to Person call with the assistance of an operator (live or automated).

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.1 Operator Services, *continued*

C. Collect Call Charge

This charge applies to a billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

D. Third Party Billing Charge

This charge applies to a billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

E. Sent Paid Charge

This charge applies when the Consumer requests the operator to bill back to the number from which they are calling. The operator can only do this if the Consumer is calling from a non-restricted number.

F. Person to Person Charge

This charge applies to a service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached.

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.1 Operator Services, *continued*

G. Operator Dialed Surcharge

A surcharge applies to Operator Station and Person-to-Person rated calls when the Customer or Consumer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The surcharge does not apply to: 1) calls where a Customer cannot otherwise dial the call due to defective equipment or trouble on the Company network or 2) Calls in which a Company operator places a calls for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap.

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.1 Operator Services, *continued*

H. Busy Line Verification and Interrupt

1. Busy Line Verification

Busy Line Verification and Interrupt services are offered in areas where the service is available. With Busy Line Verification (BLV), the Company operator will determine if the called number or line is in use. Only one BLV will be made per telephone call and an associated charge will apply whether or not conversation was detected on the line. The operator will not complete the call for the Customer initiating the verification request.

2. Busy Line Verification - Interrupt

Busy Line Verification - Interrupt (BLVI) allows the Company operator to interrupt a telephone conversation in progress, upon the caller's request and after a Busy Line Verification occurs. Upon the caller's request, the Company operator will interrupt the busy line and inform the called party that there is a call waiting from the caller. The Operator will not complete the call, but will only inform the called party of the request. If the call is released the Company operator will offer to complete the call for the Customer initiating the interrupt request. An applicable service charge and applicable per minute charges will apply to the completed call. Only one BLVI attempt will be made per telephone call and a charge will apply whether or not the called party releases the line.

7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.1 Operator Services, *continued*

**I.** General Assistance Charge

This charge applies when the Customer or Consumer obtains information such as time of day, day of the week, area codes, international and/or city codes.

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, continued

7.6 Service Offerings continued

7.6.2 Rate Plan 1

A. General

Rate Plan 1 is available to Customers for outbound interLATA and intraLATA toll calling. Pay telephone calls are measured and billed in three (3) minute increments after an initial minimum call duration of three (3) minutes. All other calls are measured and billed in one (1) minute increments after an initial minimum call duration of one (1) minute. When the call is originated from a pay telephone the applicable per-call charges are specified in paragraph D.2 of this section.

B. Operator Service Rates

	1. Per Minute Usage					
	Day		Evening		Night/Weekend	
	1 <sup>st</sup>	Add'l	1 <sup>st</sup>	Add'l	1 <sup>st</sup>	Add'l
<u>Mileage</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>
0 - 10	\$0.2562	\$0.2262	\$0.2562	\$0.2262	\$0.2562	\$0.2262
11 - 22	\$0.2713	\$0.2562	\$0.2713	\$0.2562	\$0.2713	\$0.2562
23 - 55	\$0.2865	\$0.2713	\$0.2865	\$0.2713	\$0.2865	\$0.2713
56 - 124	\$0.3167	\$0.3015	\$0.3167	\$0.3015	\$0.3167	\$0.3015
125 - 292	\$0.3465	\$0.3316	\$0.3465	\$0.3316	\$0.3465	\$0.3316
293 +	\$0.3618	\$0.3467	\$0.3618	\$0.3467	\$0.3618	\$0.3467

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings *continued*

7.6.2 Rate Plan 1 *continued*

B. Operator Service Rates *continued*

2. Per Call Charges

Customer Dialed Calling Card	\$2.71
Operator Must Dial Calling Card	\$2.71
Operator Dialed Calling Card	\$4.22
Collect - Automated	\$2.71
Collect - Operator Handled	\$4.22
Third Party - Automated	\$2.71
Third Party - Operator Handled	\$4.22
Sent Paid - Non Coin - Automated	\$2.88
Sent Paid - Non Coin - Operator	\$4.32
Person-to-Person	\$5.00
Operator Dialed Surcharge	\$0.00
Busy Line Verification	\$9.99
Busy Line Verification – Interrupt	\$9.99
General Assistance	\$1.99

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.2 Rate Plan 1, *continued*

C. [Reserved for Future Use]

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, continued

7.6 Service Offerings, continued

7.6.2 Rate Plan 1, continued

D. Rates for Pay Telephone Calls

1. Per Minute Usage Rates

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.2562	\$0.2262	\$0.2562	\$0.2262	\$0.2562	\$0.2262
11 - 22	\$0.2713	\$0.2562	\$0.2713	\$0.2562	\$0.2713	\$0.2562
23 - 55	\$0.2865	\$0.2713	\$0.2865	\$0.2713	\$0.2865	\$0.2713
56 - 124	\$0.3167	\$0.3015	\$0.3167	\$0.3015	\$0.3167	\$0.3015
125 - 292	\$0.3465	\$0.3316	\$0.3465	\$0.3316	\$0.3465	\$0.3316
293 +	\$0.3618	\$0.3467	\$0.3618	\$0.3467	\$0.3618	\$0.3467

2. Per Call Charges

Customer Dialed Calling Card	\$0.65
Operator Must Dial Calling Card	\$0.65
Operator Dialed Calling Card	\$2.16
Collect - Automated	\$2.16
Collect - Operator Handled	\$2.16
Third Party - Automated	\$2.16
Third Party - Operator Handled	\$2.16
Person-to-Person	\$3.05
Busy Line Verification	\$9.99
Busy Line Verification – Interrupt	\$9.99

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, continued

7.6 Service Offerings, continued

7.6.3 Rate Plan 2

A. General

Rate Plan 2 is available to Customers for outbound intrastate toll calling. Customers access the Company's network to place a collect call or other call type requiring operator assistance by dialing a toll free number, or a designated access code from a pay telephone. Calls are billed in one (1) minute increments with an initial period for billing purposes of one (1) minute. Calls are not mileage or time-of-day sensitive. Pay Telephone Surcharge does not apply to these calls.

B. Operator Service Rates

1. Per Minute Usage Rates

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.2508	\$0.2214	\$0.2508	\$0.2214	\$0.2508	\$0.2214
11 - 22	\$0.2655	\$0.2508	\$0.2655	\$0.2508	\$0.2655	\$0.2508
23 - 55	\$0.2805	\$0.2655	\$0.2805	\$0.2655	\$0.2805	\$0.2655
56 - 124	\$0.3100	\$0.2951	\$0.3100	\$0.2951	\$0.3100	\$0.2951
125 - 292	\$0.3391	\$0.3245	\$0.3391	\$0.3245	\$0.3391	\$0.3245
293 +	\$0.3541	\$0.3394	\$0.3541	\$0.3394	\$0.3541	\$0.3394

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.3 Rate Plan 2, *continued*

B. Operator Service Rates, (cont'd)

2. Per Call Charges

Customer Dialed Calling Card	\$ 2.45
Operator Must Dial Calling Card	\$ 2.45
Operator Dialed Calling Card	\$ 3.93
Collect - Automated	\$ 3.93
Collect - Operator Handled	\$ 3.93
Third Party - Automated	\$ 3.93
Third Party - Operator Handled	\$ 3.93
Person-to-Person	\$ 4.80

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, continued

7.6 Service Offerings, continued

7.6.4 Rate Plan 3

A. General

Rate Plan 3 is available to Customers for outbound intrastate toll calling. Customers access the Company's network to place a collect call or other call type requiring operator assistance by dialing a toll free number, or a designated access code from a pay telephone. Calls are billed in one (1) minute increments. Calls are not mileage or time-of-day sensitive. Pay Telephone Surcharge does not apply to these calls.

B. Operator Service Rates

1. Per Minute Usage

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>	<u>1<sup>st</sup> Minute</u>	<u>Add'l Minute</u>
0 - 10	\$0.2508	\$0.2214	\$0.2508	\$0.2214	\$0.2508	\$0.2214
11 - 22	\$0.2655	\$0.2508	\$0.2655	\$0.2508	\$0.2655	\$0.2508
23 - 55	\$0.2805	\$0.2655	\$0.2805	\$0.2655	\$0.2805	\$0.2655
56 - 124	\$0.3100	\$0.2951	\$0.3100	\$0.2951	\$0.3100	\$0.2951
125 - 292	\$0.3391	\$0.3245	\$0.3391	\$0.3245	\$0.3391	\$0.3245
293 +	\$0.3541	\$0.3394	\$0.3541	\$0.3394	\$0.3541	\$0.3394

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.4 Rate Plan 3, *continued*

B. Operator Service Rates, (cont'd)

2. Per Call Charges

Customer Dialed Calling Card	\$ 2.45
Operator Must Dial Calling Card	\$ 2.45
Operator Dialed Calling Card	\$ 3.93
Collect - Automated	\$ 3.93
Collect - Operator Handled	\$ 3.93
Third Party - Automated	\$ 3.93
Third Party - Operator Handled	\$ 3.93
Person-to-Person	\$ 4.80

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings, *continued*

7.6.5 Directory Assistance

A. General

Directory Assistance is available to all Customers for the purpose of obtaining telephone numbers. Charges for Directory Assistance are not applicable to inquiries received from handicapped persons who have to rely on Directory Assistance as the only practical means of obtaining a telephone number. Such persons must contact the Company for credit on directory assistance calls.

Directory assistance is offered to all Customers. When operator assistance is provided to complete or bill the directory assistance charges appropriate operator service charges apply in addition to the directory assistance usage charge.

A maximum of two (2) telephone numbers are allowed per request. Additional charges may apply for requests of more than two (2) telephone numbers, which will not exceed the existing tariffed rate.

B. Rates and Charges

Intrastate Directory Assistance Charge, Per Call	\$1.25	(I)
National Directory Assistance Charge, Per Call	\$1.25	(I)

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings *continued*

7.6.5 Directory Assistance *continued*

C. [Reserved for Future Use]

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.6 Service Offerings *continued*

7.6.6 Nonsubscriber Service Charge

A Service charge is applicable to intrastate Operator Station, Person-to-Person or Real Time rated calls billed to all lines which are presubscribed to an interexchange carrier other than the Company, or not presubscribed to any interexchange carrier. This charge is in addition to the initial period and additional period charges applicable to calls from points within the state.

Nonsubscriber Service Charge, Rate Plan 1D, Per Call:	\$2.06
Nonsubscriber Service Charge, Rate Plans 2 & 3, Per Call:	\$0.50

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7.0 - Description of Services and Rates for Consolidated Communications Operator Services, *continued*

7.7 Exemptions and Special Rates

7.7.1 Emergency Call Exemptions

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. The Company will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

7.8 Individual Case Basis Rates (ICB)

Arrangements may be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

8.0 - Promotions

8.1 Promotional Offerings - General

For promotional purposes, market research, or similar corporate purposes, the Company may, at its discretion, offer for limited periods of time, reduced rates or waiver of rates, provided that a copy of any promotional service offering is filed with the Illinois Commerce Commission via a tariff filing, prior to implementation of the promotion. The tariff filing shall contain a brief description of the promotional offering including the length of time the offering will be available and the location in which it will be offered, if applicable.

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