

**RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USERS**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY  
METROPOLITAN TELECOMMUNICATIONS OF ILLINOIS, LLC  
D/B/A METTEL  
WITHIN THE STATE OF ILLINOIS**

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**CHECK SHEET**

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original Product Guide that are in effect on the date shown on each page.

<u>Page Number</u>	<u>Revision</u>	<u>Page Number</u>	<u>Revision</u>	<u>Page Number</u>	<u>Revision</u>	<u>Page Number</u>	<u>Revision</u>
1	Original	43	Original	50.35	Original	75.7	9 <sup>th</sup> Revised
2	2 <sup>nd</sup> Revised	44	Original	50.36	Original	75.8	3 <sup>rd</sup> Revised
3	93 <sup>rd</sup> Revised*	45	Original	50.37	Original	75.9	3 <sup>rd</sup> Revised
4	51 <sup>st</sup> Revised*	46	Original	50.38	Original	75.10	3 <sup>rd</sup> Revised
5	Original	47	1 <sup>st</sup> Revised	50.39	Original	75.11	3 <sup>rd</sup> Revised
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10	Original	50.2	Original	51.1	5 <sup>th</sup> Revised	75.16	1 <sup>st</sup> Revised
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12	Original	50.4	Original	52	3 <sup>rd</sup> Revised	75.18	5 <sup>th</sup> Revised
13	Original	50.5	Original	53	1 <sup>st</sup> Revised	76	2 <sup>nd</sup> Revised
14	Original	50.6	Original	54	Original	77	31 <sup>st</sup> Revised
15	Original	50.7	Original	55	Original	77.1	10 <sup>th</sup> Revised
16	Original	50.8	Original	56	Original	77.2	3 <sup>rd</sup> Revised
17	Original	50.9	Original	57	Original	77.3	3 <sup>rd</sup> Revised
18	Original	50.10	Original	58	1 <sup>st</sup> Revised	77.4	3 <sup>rd</sup> Revised
19	Original	50.11	Original	59	1 <sup>st</sup> Revised	77.5	3 <sup>rd</sup> Revised
20	Original	50.12	Original	60	Original	77.6	4 <sup>th</sup> Revised
21	Original	50.13	Original	61	Original	78	15 <sup>th</sup> Revised
22	Original	50.14	Original	62	Original	79	36 <sup>th</sup> Revised
23	Original	50.15	Original	63	Original	80	16 <sup>th</sup> Revised*
24	Original	50.16	Original	64	Original	80.1	10 <sup>th</sup> Revised*
25	Original	50.17	Original	65	Original	80.2	5 <sup>th</sup> Revised
26	Original	50.18	Original	66	1 <sup>st</sup> Revised	80.3	Original
27	Original	50.19	Original	67	1 <sup>st</sup> Revised	80.4	11 <sup>th</sup> Revised
28	Original	50.20	Original	68	2 <sup>nd</sup> Revised	80.5	Original
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30	Original	50.22	Original	70	2 <sup>nd</sup> Revised	80.7	Original
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32	Original	50.24	Original	72	30 <sup>th</sup> Revised	82	Original
33	Original	50.25	Original	72.1	27 <sup>th</sup> Revised	83	21 <sup>st</sup> Revised
34	1 <sup>st</sup> Revised	50.26	Original	73	27 <sup>th</sup> Revised	84	25 <sup>th</sup> Revised
35	1 <sup>st</sup> Revised	50.27	Original	74	11 <sup>th</sup> Revised*	85	1 <sup>st</sup> Revised
36	Original	50.28	Original	75	10 <sup>th</sup> Revised	86	8 <sup>th</sup> Revised
37	Original	50.29	Original	75.1	9 <sup>th</sup> Revised	87	2 <sup>nd</sup> Revised
38	Original	50.30	Original	75.2	9 <sup>th</sup> Revised	88	1 <sup>st</sup> Revised
39	Original	50.31	Original	75.3	3 <sup>rd</sup> Revised	89	1 <sup>st</sup> Revised
40	Original	50.32	Original	75.4	3 <sup>rd</sup> Revised	90	1 <sup>st</sup> Revised
41	Original	50.33	Original	75.5	3 <sup>rd</sup> Revised	91	1 <sup>st</sup> Revised
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93	1 <sup>st</sup> Revised	101	1 <sup>st</sup> Revised	110	Original	119	1 <sup>st</sup> Revised
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96.1	15 <sup>th</sup> Revised*	105	1 <sup>st</sup> Revised	114	Original	120.3	1 <sup>st</sup> Revised
96.2	1 <sup>st</sup> Revised	106	1 <sup>st</sup> Revised	115	Original	120.4	1 <sup>st</sup> Revised
97	31 <sup>st</sup> Revised	107	1 <sup>st</sup> Revised	116	Original	120.5	1 <sup>st</sup> Revised
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100	5 <sup>th</sup> Revised	109	Original	118	1 <sup>st</sup> Revised		

**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this product guide for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate and regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation

### **APPLICATION OF PRODUCT GUIDE**

This product guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Metropolitan Telecommunications of Illinois, LLC d/b/a MetTel to customers within the state of Illinois.

## **SECTION 1.0 - DEFINITIONS**

For the purpose of this product guide, the following definitions will apply:

**Access Line** - An arrangement which connects the Customer's location to a carrier's switching center or point of presence.

**Account Codes** - Optional, Customer-defined digits that allow the Customer to identify the individual user, department or client associated with a call. Account Codes appear on the Customer bill.

**Advance Payment** - Part or all of a payment required before the start of service.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Business** - A class of service provided to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature.

**Commission** - Illinois Commerce Commission.

**Company or Carrier** – Metropolitan Telecommunications of Illinois, LLC d/b/a MetTel, MetTel, unless otherwise clearly indicated by the context.

**Customer** - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's product guide.

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

**SECTION 1.0 - DEFINITIONS (CONT'D)**

**DID Trunk** - A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the Company operator.

**Dial Pulse (or "DP")** - The pulse type employed by rotary dial station sets.

**Dual Tone Multi-Frequency (or "DTMF")** - The pulse type employed by tone dial station sets.

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this product guide. The End User is responsible for payment unless the charges for the services utilized are accepted and paid for by another Customer.

**End Office** - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this product guide shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Bellcore.

**Hearing Impaired** - Those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

**Hunting** - Routes a call to an idle station line in a prearranged group when the called station line is busy.

**In-Only** - A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

**IXC or Interexchange Carrier** - A long distance telecommunications services provider.

**SECTION 1.0 - DEFINITIONS (CONT'D)**

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**LEC** - Local Exchange Company

**Main Point of Presence ("MPOP")** - The main telephone closet in the Customer's building.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Multi-Frequency or ("MF")** - An inter-machine pulse type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

**Non-Recurring Charge ("NRC")** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**Other Telephone Company** - An Exchange Telephone Company, other than the Company.

**PBX** - Private Branch Exchange

**Premises** - A building or buildings on contiguous property.

**Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment which continue for the agreed upon duration of the service.



### **SECTION 1.0 - DEFINITIONS (CONT'D)**

**Service commencement Date** - The first day following the date on which the Company notifies the Customer that the requested service is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order and this product guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written request for services executed by the Customer and the Company in the format devised by the Company. The signing of an Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this product guide, but the duration of the service is calculated from the Service Commencement Date.

**Telecommunications Company or Provider** - Used throughout this product guide to mean Metropolitan Telecommunications of Illinois, LLC d/b/a MetTel unless clearly indicated otherwise by the text.

**TBD** – To Be Determined.

**Two Way** - A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**Usage Based Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User or End User** - A Customer, Joint User, or any other person authorized by a Customer to use service provider under this product guide.

## **SECTION 2.0 - RULES AND REGULATIONS**

### **2.1 Undertaking of the Company**

#### **2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this product guide in connection with one-way and/or two-way information transmission originating from points within the State of Illinois, and terminating within a local calling area as defined herein.

The Company is responsible under this product guide only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

#### **2.1.2 Shortage of Equipment or Facilities**

- (A) The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- (B) The furnishing of service under this product guide 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.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.1 Undertaking of the Company (Cont'd.)**

#### **2.1.3 Terms and Conditions**

- (A) Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this product guide, a month is considered to have thirty (30) days.
- (B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this product guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) Except as otherwise stated in the product guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon proper notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this product guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- (D) Service may be terminated upon written notice to the Customer if:
  - (1) the Customer is using the service in violation of this product guide; or
  - (2) the Customer is using the service in violation of the law.
- (E) This product guide shall be interpreted and governed by the laws of the State of Illinois without regard for its choice of laws provision.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.3 Terms and Conditions (Cont'd.)**

- (F) Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- (G) To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the Other Telephone Company shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- (H) The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.4 Limitations on Liability**

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

- (D) The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - (3) Any unlawful or unauthorized use of the Company's facilities and services;
  - (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of company-provided facilities or services;
  - (5) Breach in the privacy or security of communications transmitted over the Company's facilities;

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability (Cont'd.)**

**(D) (cont'd)**

- (6)** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7)** Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- (8)** Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- (9)** Any non-completion of calls due to network busy conditions;
- (10)** Any calls not actually attempted to be completed during any period that service is unavailable;
- (11)** And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.1 Undertaking of the Company, (Cont'd.)**

#### **2.1.4 Limitations on Liability (Cont'd.)**

- (E) The Company does not guarantee nor make any warranty with respect to installations provided for use in an explosive atmosphere.
- (F) The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- (G) Failure by the Company to assert its rights pursuant to one provision of this product guide does not preclude the Company from asserting its rights under other provisions.

#### **2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.



## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.1 Undertaking of the Company (Cont'd.)**

#### **2.1.6 Provision of Equipment and Facilities**

- (A) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (B) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided by the Customer.
- (C) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
- (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with the service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- (E) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this product guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this product guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
  - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (2) the reception of signals by Customer-provided equipment; or
  - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.1 Undertaking of the Company (Cont'd.)**

#### **2.1.7 Non-Routine Installation**

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

#### **2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this product guide, special construction or facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (D) in a quantity greater than that which the company would normally construct;
- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.1 Undertaking of the Company (Cont'd.)**

#### **2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this product guide remains in the Company, its partners, agents, contractors or suppliers.

### **2.2 Prohibited Uses**

**2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

**2.2.2** The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Illinois Commission's regulations, policies, orders, and decisions.

**2.2.3** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.

**2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this product guide will apply.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.3 Obligations of the Customer**

#### **2.3.1 General**

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this product guide;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.3 Obligations of the Customer**

**2.3.1 General (cont'd.)**

- (E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in an Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.3 Obligations of the Customer (Cont'd.)**

#### **2.3.2 Liability of the Customer**

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other product guide of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this product guide including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent to intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this product guide is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.4 Customer Equipment and Channels**

#### **2.4.1 General**

A user may transmit or receive information or signals via the facilities of the Company. The Company's services are designated primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this product guide. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this product guide.

#### **2.4.2 Station Equipment**

- (A) Terminal equipment of the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the user. The user is responsible for the provision of wiring or cable to connect its terminal equipment to the Company MPOP.
- (B) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.4 Customer Equipment and Channels (Cont'd.)**

#### **2.4.3 Interconnection of Facilities**

(A) Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.

(B) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

(C) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the product guides of the other communications carriers which are applicable to such connections.

(D) Facilities furnished under this product guide may be connected to Customer provided terminal equipment in accordance with the provisions of this product guide. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.



**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.4 Customer Equipment and Channels (Cont'd.)**

**2.4.4 Inspections**

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
- (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.5 Customer Deposits and Advance Payments**

**2.5.1 Advance Payments**

Reserved for future use.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.5 Customer Deposits and Advance Payments (Cont'd.)**

**2.5.2 Deposits**

Reserved for future use.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.6 Payment Arrangements**

#### **2.6.1 Payment for Services**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the Illinois Administrative Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Illinois, or both, and are charged to a subscriber's telephone number or account in Illinois.

#### **2.6.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. Company will pay interest on overpayments in accordance with Illinois Administrative Code 735.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the billing period, or end of the last day of the billing period, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

- (D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this product guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- (E) Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% or \$5.00, whichever is greater, will be applied to all amounts previously billed under this Product guide, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- (F) The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in compliance with the dispute procedures set forth in Section 2.6.2(G) through (K).
- (G) The Company shall assign one or more of its personnel in each of its offices where it transacts business with the public the duty of hearing, in person, any dispute by an applicant, customer or user. Such personnel shall consider the complainant's allegations and shall explain the complainant's account and the Company's assertions in connection therewith. Such personnel shall be authorized to act on behalf of the Company in resolving the complaint and shall be available during all business hours for the duty hereinabove described.
- (H) If the Company does not maintain an office where it transacts business in the community/exchange where the complainant resides and/or receives service, the Company shall upon request meet with the customer at a mutually acceptable location in the community lacking such business office. The Company shall notify the customer of its willingness to meet in the customer's exchange to resolve the dispute.

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**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.2 Billing and Collection of Charges (Cont'd.)**

(I) The Company shall direct its personnel engaged in personal contact with the applicant, customer, or user seeking dispute resolution under the provisions of this Part to inform the customer of their right to have the problem considered and acted upon by supervisory personnel of the company where any dispute cannot be resolved. The company shall further direct such supervisory personnel to inform such applicant, complainant, or user who expresses non-acceptance of the decision of such supervisory personnel of their right to have the problem reviewed by the Commission

Illinois Commerce Commission  
Attn: Consumer Affairs Division  
527 E. Capitol Avenue  
Springfield, IL 62701  
(800) 524-0795 or TTY# (800) 858-9277

- (J) When a customer disputes a particular bill, the Company shall not discontinue service for nonpayment so long as the customer:
- (1) pays the undisputed portion of the bill; and
  - (2) pays all future periodic bills by the due date; and
  - (3) enters into discussions with the Company to settle the dispute with dispatch.
- (K) No late payment charge shall be charged on any disputed bill paid within fourteen (14) days of resolution of the dispute if the complaint was filed before the bill became past due.
- (L) If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates in Section 4.3.

## **SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

### **2.6 Payment Arrangements (Cont'd.)**

#### **2.6.2 Billing and Collection of Charges (Cont'd.)**

- (M) In the event that a customer pays a bill as submitted by a telephone utility and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the utility shall refund the overcharge with interest from the date of overpayment by the customer.

The rate of interest shall be the rate as established by the Commission to be paid on deposits in accordance with Illinois Administrative Code 735.120 (h)(1).

The refund shall be accomplished by a credit on a subsequent bill for telephone service, or by check if the account is final, or if so requested by the customer.

#### **2.6.3 Discontinuance of Service for Cause**

The Company may discontinue service for the following reasons provided in this Section 2.6.3. The Company may discontinue service to a customer only after it has mailed or delivered by other means a written notice of discontinuance. Service shall not be discontinued until at least five (5) days after delivery of this notice or eight (8) days after the postmark date on a mailed notice. The notice of discontinuance shall be delivered separately from any other written matter or bill.

Notice of discontinuance shall not be mailed before the third business day following the due date shown on the bill.

Upon the Company's discontinuance of service to the Customer under Section 2.6.3(A) or 2.6.3(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this product guide, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

**SECTION 2.0 - RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.3 Discontinuance of Service for Cause (Cont'd.)**

- (A) Upon nonpayment of any amounts owing to the Company, the Company may discontinue or suspend service without incurring any liability. No service shall be disconnected for nonpayment until at least 29 days from the date of the bill and only following proper written notification.
- (B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, discontinue or suspend service without incurring any liability if such violation continues during that period.
- (C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- (D) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- (E) Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- (F) Without notice in the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- (G) Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- (H) Without notice in the event of tampering with the equipment or services furnished by the Company.



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**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd)**

**2.6.4 Notice to Company for Cancellation of Service**

Customers desiring to terminate service shall provide the Company thirty (30) days notice of desire to terminate service. If special construction is involved, the required notice shall be written.

**2.6.5 Cancellation of Application for Service**

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

(C)

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(C)

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**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.6 Payment Arrangements (Cont'd)**

**2.6.8 Deferred Payment Agreements (Cont'd)**

(B) The terms and conditions of a Deferred Payment Agreement shall be determined by the Company after consideration of the following:

- (1) size of the past due account;
- (2) customer's or applicant's ability to pay;
- (3) customer's or applicant's payment history;
- (4) reasons for the delinquency; and
- (5) any other relevant factors relating to the circumstances of the customer's or applicant's service.

(C) The Company may require an applicant for business service or a business customer to pay no more than  $\frac{1}{3}$  the amount past due and owing at the time of entering into the deferred payment agreement. The Company shall allow the customer or applicant a minimum of four months from the date of said agreement and a maximum of twelve months in which to complete payment pursuant to a Deferred Payment Agreement.

(C)  
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(C)

(D) A Deferred Payment Agreement shall be in writing, with a copy provided to the applicant or customer, and shall conform to the following requirements:

- (1) The applicant or customer shall be required to pay all future bills for utility service by the due date; and
- (2) The applicant or customer shall retire the delinquent amount according to the terms of the Deferred Payment Agreement.

## **SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

### **2.6 Payment Arrangements (Cont'd)**

#### **2.6.8 Deferred Payment Agreements (Cont'd)**

(E) If an applicant or customer shall default upon any payment due under the Deferred Payment Agreement, all amounts owed pursuant to the agreement become payable immediately and a company shall have the right to discontinue service, pursuant to proper notice.

### **2.7 Allowances for Interruptions in Service**

#### **2.7.1 General**

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this product guide.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

## **SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

### **2.7 Allowances for Interruptions in Service (Cont'd)**

#### **2.7.1 General (Cont'd)**

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

#### **2.7.2 Limitations of Allowances**

No credit allowance will be made for any interruption in service:

- (A) Due to the negligence of or noncompliance with the provisions of this product guide by any person or entity other than the Company, including but not limited to the Customer;
- (B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (C) Due to circumstances or causes beyond the reasonable control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.7 Allowances for Interruptions in Service (Cont'd)**

**2.7.2 Limitations of Allowances Cont'd)**

- (E) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- (F) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (H) That was not reported to the Company within thirty (30) days of the date that service was affected.

**2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

## **SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

### **2.7 Allowances for Interruption in Service (Cont'd)**

#### **2.7.4 Application of Credits for Interruptions in Service**

(A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

(B) For calculating credit allowances, every month is considered to have thirty (30) days.

#### **(C) Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

#### **(D) Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one-month period.

## **SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

### **2.7 Allowances for Interruption in Service (Cont'd)**

#### **2.7.5 Limitations on Allowances**

No credit allowance will be made for:

- (A) interruptions due to the negligence of or noncompliance with the provisions of this product guide by the Customer, authorized user or joint user;
- (B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- (C) interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (D) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (E) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (F) interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- (G) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

#### **2.7.6 Cancellation For Service Interruption**

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen (16) hours in a continuous twelve (12) month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.



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**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a service order or terminates services before the completion of the term for any reason other than a service interruption (as defined in Section 2.7.1) or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

**2.8.1 Termination Liability**

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation;
- (D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

**2.9 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any subsidiary, parent company or affiliate of the Company; b) pursuant to any sale or transfer of substantially all the assets of the Company; or c) pursuant to any financing, merger or reorganization of the Company.

## **SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

### **2.10 Notices and Communications**

- 2.10.2** The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.10.3** The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.10.4** Except as otherwise stated in this product guide, all notices or other communications required to be given pursuant to this product guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.10.5** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

### **2.11 Service Order Charge**

- 2.11.1** A Service Order Charge is a non-recurring charge which applies to each order to change existing service at the same location, or to disconnect service in whole or in part.

### **2.12 Payphone Surcharge**

- 2.12.1** The payphone surcharge for the Company is \$0.75 in all jurisdictions.

**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.13 Termination of Service Charges**

**2.13.1** Services provided in this product guide which are under a Term Commitment Agreement are guaranteed against Company initiated rate increases for the duration of the Agreement. If a customer discontinues service, in whole or in part, before the expiration of the Agreement, the customer is liable for a termination of service charge. Unless otherwise specified in the product guide, the termination charge will be calculated as follows:

- (A) The average of the sum of all line charges on all previous Company invoices to the customer for each month the agreement was in service, multiplied by the number of months remaining on the term agreement.

**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.14 Customer Credits**

**2.14.1** The Company shall credit customers for violations of the basic local exchange service quality standards described in this Section 2.14. The credits shall be applied on the statement issued to the customer for the next monthly billing cycle following the violation or following the discovery of the violation and shall be identified as a "Service Quality Credit" or "S.Q. Credit". The Company may provide additional detail regarding the service quality credit if it wishes.

(A) If the Company fails to repair an out-of-service condition for basic local exchange service within 24 hours, the Company shall provide a credit to the customer. If the service disruption is for 48 hours or less, the credit must be equal to a pro-rata portion of the monthly recurring charges for all local services disrupted. A pro-rata portion shall be based upon a 30-day month. If the service disruption is for more than 48 hours, but not more than 72 hours, the credit must be equal to at least 33% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 72 hours, but not more than 96 hours, the credit must be equal to at least 67% of one month's recurring charges for all local services disrupted. If the service disruption is for more than 96 hours, but not more than 120 hours, the credit must be equal to one month's recurring charges for all local services disrupted. For each day or portion thereof that the service disruption continues beyond the initial 120-hour period, the Company shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customer's option. The customer shall be notified that he/she may choose alternative telephone 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.

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**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.14 Customer Credits (Cont'd)**

(B) If the Company fails to install basic local exchange service as required in accordance with Illinois Administrative Code 732.20(a), the Company shall waive 50% of any installation charges, or in the absence of an installation charge or where installation is pursuant to the Link Up program, the Company shall provide a credit of \$25. If the Company fails to install service within 10 business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the Company shall waive 100% of the installation charge or, in the absence of an installation charge or where installation is provided pursuant to the Link Up program, the Company shall provide a credit of \$50. For each day that the failure to install service continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the Company shall also provide either alternative telephone service or an additional credit of \$20 per day, at the customer's option until service is installed. The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when installation is delayed beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.

(C) If the Company fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, the carrier shall credit the customer \$50 per missed appointment. A credit required by this subsection (c) does not apply when the Company provides the customer with 24-hour notice of its inability to keep the appointment. The 24-hour notice period shall be construed to mean 24 hours notice by the end of each 4 hour window the day before the scheduled appointment, or, by 4 P.M. of the business day preceding the day of the scheduled appointment if the appointment has been scheduled, by a Company that uses the resold services, network or network elements of another Company to provide service to the customer, for between 8 A.M. and 4 P.M. of a particular day.

**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.14 Customer Credits (Cont'd)**

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

(E) Credits required by this Section do not apply if the violation of a service quality standard:

- (1) occurs as a result of a negligent or willful act on the part of the customer;
- (2) occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
- (3) occurs as a result of, or is extended by, an emergency situation;
- (4) is extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the carrier;
- (5) occurs as a result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the carrier;
- (6) occurs as a result of a carrier'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 the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to a carrier's obligation for reasonable facilities planning.

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**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.15 Telecommunications Relay Service**

**2.15.1** The Company concurs in the Rates, Rules and Regulations governing: (1) intrastate Telecommunications Provisions for the Hearing-and-Voice-Impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C. C. No. 1 tariff; (2) intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Telecommunications Relay Service as filed by the Illinois Telecommunications Access Corporation in its ILL. C. C. No. 2 tariff.

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

**2.15.3** The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

**2.15.4 ITAC Supplemental Charge**

Pursuant to the Order dated April 17, 2019, of the Illinois Commerce Commission in Docket No. 19-0207, MetTel shall impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoIP residential subscriber lines, a charge of 0.4 cents per VoIP business subscriber lines, a charge of 0.4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror MetTel Company's application of 9-1-1 charges. The assessment on prepaid wireless transactions is established at 0.07% of prepaid retail transactions, to be implemented by the Illinois Department of Revenue. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2019 or at the beginning of the first cycle after July 1, 2019.

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(C)

**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.16 Reserved For Future Use**

(T)

(D)

(D)



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**SECTION 2.0 – RULES AND REGULATIONS (CONT'D)**

**2.16 Reserved For Future Use (Cont'd)**

(T)

(D)

(D)

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## **SECTION 3.0 - SERVICE AREAS**

### **3.1 Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) SBC Ameritech; 2) Frontier – former Verizon North and former Verizon South; 3) Legacy Citizens-Frontier companies; 4) Brightspeed of Illinois

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### **3.2 Access Areas – SBC Ameritech**

Charges for local services provided by the Company may be based, in part, on the Access Area associated with the Customers End Office. The Access Area is determined by the total access lines and PBX trunks in the local calling area, which can be reached from each End Office.

In the event that an Incumbent LEC or the Illinois Commission reclassifies an exchange from one Access Area to another, the reclassification will also apply to customers who purchase services under this product guide. Local calling areas and Access Area assignments are equivalent to those areas and classes specified in AT&T Illinois Guidebook.

T

#### **Access Areas**

A  
B  
C

<b>Rate Groups</b>	<b>Access Line Limits</b>
1	7,000 or less
2	7,001 to 15,000
3	15,001 to 25,000
4	25,001 to 45,000
5	45,001 to 80,000
6	80,001 to 120,000
7	120,001 to 180,000
8	180,001 to 260,000
9	260,001 to 360,000
10	360,001 to 480,000
11	480,001 to 620,000
12	620,001 to 780,000
13	780,001 to 960,000
14	960,001 to 1,160,000
15	1,160,001 to 1,380,000
16	1,380,001 to 1,620,000
17	1,620,000 to 1,880,000

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COO & EVP

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## **SECTION 3.0 - SERVICE AREAS (Cont'd)**

### **3.2 Access Areas – Legacy Citizens-Frontier Companies (Cont'd)**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Legacy Citizens-Frontier companies:

Citizens Telecommunications of Illinois  
Frontier Communications of DePue  
Frontier Communications of Illinois  
Frontier Communications of Lakeside  
Frontier Communications of Midland  
Frontier Communications of Mt. Pulaski  
Frontier Communications of Orion  
Frontier Communications of Prairie  
Frontier Communications of Schuyler

### **3.3 Extended Area Service – Legacy Citizens-Frontier Areas**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
ABINGDON	
ADDIEVILLE	Okawville
ALBANY	
ALEDO	Joy, Reynolds, Seaton, Viola
ALEXIS	North Henderson
ALPHA	Andover, New Windsor, Rio, Woodhull
ALTAMONT	
ANDOVER	Alpha, Cambridge, Orion, Osco, Woodhull
ARENZVILLE	Concord
ASHLEY	
BARTELSON	Breese, Carlyle
BASCO	Bowen, Carthage
BATCHTOWN	Brussels
BATH	Kilbourne
BEECHER CY	Altamont, Cowden, Shumway
BENLD	Gillespie
BIGGSVILLE	Kirkwood, Stronghurst
BOWEN	Augusta, Basco
BROWNSTOWN	Sefton, St. Elmo, St. Peter

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.3 Extended Area Service – Legacy Citizens-Frontier Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
BRUSSELS	Batchtown
BUNKERHILL	
CARLINVL	
CARTHAGE	Basco, Colusa, Elvaston, Ferris
CHADWICK	Lanard-Brookville, Milledgeville
CHESTERBDG	
CHESTNUT	Latham, Mt. Pulaski
COFFEEN	Donnellson, Fillmore, Hillsboro
COLETA	Sterling
CONCORD	Arenzville
COOKSVILLE	Towanda, Ellsworth
CORDOVA	Albany, East Moline, Erie, Hampton-Rapid City, Hillsdale, Moline, Port Byron, Rock Island
CULLOM	Kempton, Saunemin
DALLASCITY	
DANVERS	
DEPUE	
DONNELLSON	Coffeen, Greenville, Hillsboro, Sorento
DORCHESTER	Shipman, Woodburn
DOW	Alton, Jerseyville
DUBOIS	Ashley, Tamaroa
E DUBUQUE	Dubuque, IA, Fairplay, WI
EDGEWOOD	Farina
ELIZA	Edgington, Illinois City, Joy, New Boston, Reynolds, Muscatine, IA.
ELVASTON	Carthage, Ferris, Hamilton
ERIE	
FARINA	Edgewood, Kinmundy, St. Peter
FERRIS	Carthage, Elvaston
FIELDON	Hardin, Jerseyville
FILLMORE	Coffeen, Ramsey
FINDLAY	Kirksville, Shelbyville

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.3 Extended Area Service – Legacy Citizens-Frontier Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
FLANAGAN	Graymont
FULTON	Morrison
GILLESPIE	Benld
GRAYMONT	Pontiac, Flanagan
GREENVIEW	
GULFPORT	Biggsville, Stronghurst
HAMBURG	Hardin, Kampsville
HAMILTON	
HAMPTON	East Moline, Moline, Port Byron, Rock Island
HARDIN	Hamburg, Kampsville
HERRICK	Ramsey
HETTICK	
HILLSDALE	Cordova, East Moline, Erie, Hampton-Rapid City, Moline, Port Byron, Rock Island
HOFFMAN	
HOOPPOLE	Annawan, Prophetstown
HOYLETON	Hoffman, Irvington, New Minden
INA	Mt. Vernon
IRVINGTON	
JERSEYVL	
JOY	Aledo, Eliza, Keithsburg, New Boston
KAMPSVILLE	Hamburg, Hardin
KEITHSBURG	
KEMPTON	Cullom, Cabery, Saunemin
KEYESPORT	Carlyle, Greenview
KILBOURNE	Bath
KIRKSVILLE	Kirksville, Shelbyville
KIRKWOOD	Biggsville, Monmouth
LANARK	
LATHAM	Chestnut, Mt. Pulaski
LITTLE YORK	Monmouth, Seaton
LONDON ML	
LYNDON	Morrison

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.3 Extended Area Service – Legacy Citizens-Frontier Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
MASON CITY	
MATHERVL	Aledo, Moline, Preemption, Reynolds, Rock Island, Sherrard, Viloa
MEDORA	
MILLEDGEVL	Chadwick, Lanark-Brookville
MODESTO	Palmyra, Scottville
MONMOUTH	Cameron, Kirkwood, Little York
MORRISON	Lyndon, Fulton
MOUNTOLIVE	
MOWEAQUA	
MT PULASKI	Chestnut, Latham
MULBRY GRV	
NAUVOO	
NEW BOSTON	Eliza, Joy, Keithsburg
NEW DOUGLAS	
NEW MINDEN	Hoyleton
NIOTA	Dallas City, Nauvoo
NOHENDERSN	Alexis, New Windsor, Rio
OCONEE	
OQUAWKA	
ORION	Moline, Rock Island, East Moline, Edgington, Illinois City
PATOKA	
PITTSBURG	Greenville, Mulberry Grove, Vandalia
POCAHONTAS	
POLO	
PORT BYRON	Erie, East Moline, Moline, Rock Island, Cordova, Hillsdale, Hampton-Rapid City
PREEMPTION	Aledo, Matherville, Moline, Reynolds, Rock Island, Sherrard, Viola
PROPHETSTN	
RAMSEY	Fillmore, Herrick
RIO	Alpha, North Henderson

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.3 Extended Area Service – Legacy Citizens-Frontier Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ROSEVILLE	Raritan, Smithshire, Swan Creek
RUSHVILLE	
SANDOVAL	
SAUNEMIN	Cullom, Forrest, Kempton
SCOTTVILLE	Modesto, Palmyra
SEATON	Aledo, Keithsburg, Little York
SEFTON	Brownstown
SHANNON	Forreston, Lanark-Brookville
SHATTUC	Sandoval
SHERRARD	Aledo, Andover, Matherville, New Windsor, Preemption, Rock Island, Moline
SHIPMAN	Dorchester, Medora, Woodburn
SHUMWAY	Altamont, Beecher City, Effingham
SORENTO	Donnellson, New Douglas
ST ELMO	Altamont, Brownstown, Sefton, St. Peter
ST PETER	Brownstown, Farina, Shabonier, St. Elmo
STRONGHST	Biggsville
SUTTER	Warsaw
TAMAROA	DuBois, DuQuoin
TAMPICO	Sterling
TEUTOPOLIS	Effingham, Sigel
THOMAS	Hooppole, Manlius, Prophetstown, Tampico
TOWANDA	Cooksville
WALTONVL	
WARSAW	
WATSON	Effingham
WOODBURN	Bunker Hill, Dorchester, Shipman
WOODLAWN	

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.4 Access Areas – Brightspeed Company (T)

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Brightspeed company: (T)

Brightspeed of Illinois fGallatin River Communications Inc. (T)

#### 3.5 Extended Area Service – Brightspeed of Illinois Areas (T)

Home Exchange	Additional Exchanges Included in Local Exchange Service Area
AVON	---
CAMERON	Galesburg, Knoxville, Wataga, Monmouth
DIXON	Harmon, Grand Detour, Nelson
FOREST CITY	Manito, Talbott
GALESBURG	Wataga, Cameron, Knoxville
GRAND DETOUR	Dixon, Harmon, Nelson
GREEN VLY	---
HARMON	Dixon, Grand Detour, Nelson
HAVANA	Topeka
KNOXVILLE	Galesburg, Cameron, Wataga
LACON	Sparland
MANITO	Forest City, Talbott
MT CARROLL	Savanna, Thomson
NELSON	Dixon, Grand Detour, Harmon
NORTH PEKIN	Pekin, South Pekin
PEKIN	North Pekin, South Pekin, Talbott
SAVANNA	Mount Carroll, Thomson
SOUTH PEKIN	North Pekin, Pekin, Talbott
TALBOTT	Forest City, Manito, Pekin, South Pekin
THOMSON	Mount Carroll, Savanna
TOPEKA	Havana
WATAGA	Galesburg, Cameron, Knoxville, Oneida, Victoria



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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.6 Access Areas – Frontier (former Verizon) Companies

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Frontier (former Verizon) companies:

Frontier North Inc.  
Frontier Communications of the Carolinas LLC

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ALBERS	Addieville, Aviston, Bartelso, Beckemeyer, Breese, Carlyle, Fayetteville, Germantown, Highland, Lebanon, Mascoutah, New Baden, New Minden, Okawville, St. Jacob, St. Libory, Summerfield, Trenton, Venedy
ALBION	Bellmont, Browns, Burnt Prairie, Crossville, Grayville, Mount Erie, Parkersburg, West Salem
ALEXANDER	Jacksonville, Franklin, Literberry, Murrayville, Woodson
ALLENDAL	Mount Carmel, Bellmont, Bridgeport, Lawrenceville, St. Francisville, Westport
ALVIN	Bismarck, Danville, Henning, Rossville Armstrong, Cheneyville, Collison, East Lynn, Hoopeston, Potomac
AMBOY	Franklin Grove, Sublette, Ashton, Dixon, Grand Detour, Harmon, Nelson
ANNA	Cobden, Cypress, Dongola, Ullin
ANNAPOLIS	Hutsonville, Oblong, Palestine, Robinson
APPLE RIVER (594)	Warren, Elizabeth, Scales Mound, Stockton
APPLE CANYON (492)	Warren, Elizabeth, Scales Mound, Stockton

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ARGENTA	Cisco, Decatur, Oreana, Cerro Gordo Deland, La Place, Maroa, Mount Zion, Warrensburg
ARMSTRONG	Collison, Penfield and Potomac
ARROWSMITH	Saybrook, Bellflower, Colfax, Cooksville, Cropsey, Downs, Ellsworth, Farmer City, Le Roy, Lexington
ASHKUM	Clifton, Chebanse, Crescent City, Danforth, Gilman, Herscher, Martinton, Onarga, Stelle,
	Watseka
ASHTON	Franklin Grove, Amboy, Creston, Dixon, Grand Detour, Oregon, Rochelle, Steward, Sublette
ASTORIA	Sumnum, Adair, Industry, Littleton, Vermont
ATLANTA	McLean, Minier, Beason, Emden, Hartsburg, Heyworth, Kenney, Lincoln, Stanford, Waynesville
AUBURN	Chatham, Divernon, Girard, Loami, Modesto, New Berlin, Pawnee, Springfield, Virden, Waverly
AVA	Percy, Elkhville, Glenn, Murphysboro, Pinckneyville, Steeleville
BARRY	Baylis, Hull, New Canton, Pittsfield, Fishhook, Liberty, Payson, Rockport
BAYLIS	Barry, Fishhook, Griggsville, Liberty, Pittsfield, Chambersburg, Hull, New Canton, Perry, Rockport

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
BEAVERVILLE	Donovan, Martinton, Chebanse, Clifton, Momence, Sheldon, St. Anne, Wateska
BELLFLOWER	Saybrook, Arrowsmith, Ellsworth, Farmer City, Le Roy
BELLMONT	Browns, Mount Carmel Albion, Allendale, Grayville, West Salem
BELVIDERE	Capron, Cherry Valley, Garden Prairie, Poplar Grove, Rock Cut, Rockford New Milford, Roscoe
BEMENT	Monticello, Ivesdale, Sadorus, Seymour
BENSON	Roanoke, Eureka, La Rose, Low Point, Metamora, Minonk, Secor, Varna, Washburn
BENTON	Christopher, Ewing, Sesser, Thompsonville, West Frankfort, Zeigler Johnston City, Royalton
BETHANY	Dalton City, Sullivan, Hammond, La Place, Lovington, Macon, Mount Zion, Moweaqua
BIRDS	Bridgeport, Chauncey, Flat Rock, Hardinville, Lawrenceville, Palestine, Robinson, Sumner, Westport
BISMARCK	Alvin, Danville, Henning, Rossville Armstrong, Catlin, Cheneyville, Collison, Hoopeston, Oakwood, Potomac
BLOOMINGTON	Carlock, Cooksville, Danvers, Downs, Ellsworth, Heyworth, Hudson, McLean, Stanford, Towanda

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**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
BLUFFS	Arenzville, Chambersburg, Chapin, Concord, Griggsville, Meredosia, Milton, Perry, Versailles, Winchester
BONDVILLE	Champaign-Urbana and Seymour
BRADFORD	Buda, Camp Grove, Castleton, Elmira, Kewanee, Neponset, Putnam, Sheffield, Tiskilwa, Toulon, Wyanet, Wyoming
BRIDGEPORT	Sumner Allendale, Birds, Chauncey, Claremont, Flat Rock, Hardinville,
BRIMFIELD	Lawrenceville, St. Francisville, Westport Elmwood, Peoria, Dunlap, Edelstein, Farmington, Hanna City, Princeville, Trivoli, Yates City
BROADLANDS	Homer, Newman, Sidell, Sidney Fairmount, Indianola, Ogden, Pesotum, Philo, St. Joseph, Tolono, Villa Grove
BROCTON	Grandview, Metcalf, Paris, Redmon
BROOKPORT	Metropolis Joppa
BUCKLEY	Loda, Melvin, Paxton, Rankin, Roberts, Thawville
BUDA	Neponset, Sheffield, Bradford, Castleton, Elmira, Kewanee, Manlius, Mineral, Princeton, Tiskilwa, Wyanet
BUREAU	Hennepin, Princeton, Tiskilwa Dover, Henry, Ladd, Putnam, Spring Valley, Wyanet
BURNT PRAIRIE	Fairfield, Albion, Blairsville, Carmi, Crossville, Enfield, Grayville

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**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
BUSHNELL	Prairie City, Adair, Avon, Bardolph, Good Hope, Macomb, Roseville, Swan Creek
BYRON	Rockford, Stillman Valley, German Valley, New Milford, Pecatonica, Seward, Winnebago
CABERY	Kempton, Campus, Cullom, Emington, Reddick, Saunemin
CALHOUN	Claremont, Dundas, Mount Erie, Noble, Olney, Parkersburg, Sumner, West Salem
CAMP GROVE	Bradford, Edelstein, Wyoming Castleton, Chillicothe, Dunlap, Elmira, Henry, Lacon, Princeville, Putnam, Sparland, Toulon
CAMP POINT	Clayton, Coatsburg, Columbus, Golden, Liberty, Quincy, Augusta, Burton, Fowler, Loraine, Mendon, Mindale
CAMPUS	Emington, Reddick, Cabery, Cullom, Kempton, Odell, Saunemin
CAPRON	Belvidere, Poplar Grove, Garden Prairie, Rock Cut, Roscoe
CARBONDALE	De Soto, Murphysboro, Carterville, Cobden, Elkville, Herrin, Hurst, Royaltown
CARLOCK	Bloomington, Danvers, El Paso, Hudson, Minier, Stanford, Towanda
CARMI	Enfield, Maunie, New Haven Burnt Prairie, Crossville, Grayville, Norris City

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
CARRIER MILLS	Harrisburg, Stonefort Creal Springs, Eddyville, Eldorado, Paulton & Crab Orchard, Raleigh-Galatia
CARROLLTON	Eldred, Greenfield, Hillview, Patterson, Roodhouse, White Hall
CARTERVILLE	Herrin, Hurst, Johnston City, Marion, Royalton, Carbondale, Christopher, De Soto, Elkville, Murphysboro, Paulton & Crab Orchard, West Frankfort, Zeigler
CASEY	Greenup and Westfield
CASTLETON	Bradford, Wyoming, Buda, Camp Grove, Edelstein, Elmira, Kewanee, Neponset, Princeville, Toulon
CEDAR POINT	LaSalle, Oglesby, Depue, Granville, McNabb, Tonica, Utica
CEDARVILLE	Freeport, Dakota, Davis, German Valley, Lena, McConnell, Orangeville, Pearl City, Pecatonica, Winslow
CERRO GORDO	Argenta, Cisco, Dalton City, Decatur, Elwin, Hammond, La Place, Lovington, Mount Zion, Oreana
CHAPIN	Jacksonville, Arenzville, Bluffs, Chambersburg, Concord, Literberry, Meredosia, Murrayville, Winchester, Woodson
CHATSWORTH	Cropsey, Cullom, Fairbury, Forrest, Kempton, Piper City, Saunemin, Strawn

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**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
CHAUNCEY	Bridgeport, Sumner, Birds, Claremont, Dundas, Flat Rock, Hardinville, Lawrenceville, Oblong, Olney, Robinson, Willow Hill
CHEBANSE	Clifton, Ashkum, Beaverville, Danforth, Herscher, Kankakee, Martinton, St. Anne, Stelle
CHENEYVILLE	Hoopeston
CHENOA	Colfax, Cooksville, Fairbury, Flanagan,
CHERRY VALLEY	Graymont, Gridley, Lexington, Pontiac Belvidere, New Milford, Rockford Garden Prairie, Poplar Grove, Rock Cut, Roscoe, Stillman Valley
CHESTER	Blair, Ellis Grove, Evansville, Percy, Steeleville
CHILLICOTHE	Mossville, Camp Grove, Dunlap, Edelstein, Germantown Hills, La Rose, Lacon, Low Point, Metamora, Princeville, Sparland, Spring Bay, Washburn
CHRISMAN	Metcalf, Paris, Redmon
CHRISTOPHER	Benton, Sesser, West Frankfort, Zeigler Carterville, De Soto, Du Quoin, Elkhartville, Ewing, Herrin, Hurst, Johnston City, Royalton,
CISCO	Argenta, Monticello, Oreana Cerro Gordo, DeLand, La Place, Maroa
CISSNA PARK	Rankin and East Lynn

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**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
CLAREMONT	Olney, Bridgeport, Calhoun, Chauncey, Dundas, Hardinville, Noble, Parkersburg, Sumner, West Salem
CLAY CITY	Sailor Springs, Bible Grove, Cisne, Flora, Louisville, Mount Erie, Noble, Olney, Wendelin
CLAYTON	Camp Point, Fishhook, Golden, Liberty, Mindale, Mount Sterling, Quincy Augusta, Coatsburg, Columbus, Hersman
CLIFTON	Ashkum, Chebanse, Beaverville, Crescent City, Danforth, Gilman, Herscher, Kankakee, Martinton, St. Anne, Stelle
CLINTON	Beason, Heyworth, Kenney, Waynesville, Weldon
COBDEN	Anna, Carbondale, Dongola
COLFAX	Arrowsmith, Chenoa, Cooksville, Cropsey, Ellsworth, Fairbury, Lexington, Saybrook, Strawn, Towanda
COLLISON	Armstrong, Potomac, Danville and Oakwood
COMPTON	Mendota, Paw Paw, West Brooklyn
CONGERVILLE	Deer Creek and Goodfield
COULTERVILLE	Sparta, Baldwin, Blair, Marissa, Percy, Pinckneyville, Steeleville, Tilden
CREAL SPRINGS	Marion, Stonefort, Carrier Mills, Goreville, Johnston City, Paulton & Crab Orchard, Simpson, Vienna
CRESTON	Ashton, DeKalb, Kirkland, Malta, Monroe Center, Rochelle, Shabbona, Steward, Sycamore, Waterman



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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
CROPSEY	Fairbury, Strawn, Arrowsmith, Chatsworth, Colfax, Cooksville, Forrest, Saybrook
CUBA	Canton, Ellisville, Fairview (Fulton), Fiatt, Ipava, Lewistown, Marietta, Smithfield, Table Grove
CYPRESS	Dongola, Karnak, Vienna Anna, Goreville, Joppa, Ullin
DAKOTA	Freeport, Cedarville, Davis, Durand, German Valley, McConnell, Orangeville,  Pecatonica, Seward
DALTON CITY	Bethany, Mount Zion, Cerro Gordo, Decatur, Elwin, Hammond, La Place, Lovington, Macon, Moweaqua, Sullivan Gilman
DANFORTH DAVIS, ROCK CITY & ROCK GROVE	Durand, Pecatonica, Cedarville, Dakota, Freeport, German Valley, Orangeville, Seward, Shirland, Winnebago
DEER CREEK	Congerville and Goodfield
DEKALB	Sycamore, Creston, Genoa, Hinckley, Kirkland, Malta, Maple Park, Shabbona, Waterman
DELAND	Monticello, Argenta, Cisco
DE SOTO	Carbondale, Murphysboro, Carterville, Christopher, Du Quoin, Elkhville, Herrin, Hurst, Royalton, Zeigler
DIVERNON	Auburn, Chatham, Girard, Loami, Pawnee, Rochester, Springfield, Virden
DONGOLA	Cypress, Ullin, Anna, Cobden, Karnak, Tamms, Vienna, Villa Ridge

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
DONOVAN	Beaverville, Martinton, Crescent City, Sheldon, St. Anne, Watseka, Woodland
DOVER	Princeton, Bureau, Hennepin, La Moille, Ladd, Manlius, Ohio, Spring Valley, Tiskilwa, Walnut, Wyand
DOWNS	Bloomington, Le Roy, Arrowsmith, Cooksville, Ellsworth, Heyworth, Towanda
DUNDAS	Calhoun, Chauncey, Claremont, Hardinville, Newton, Noble, Olney, Sumner, Wendelin,
DUNLAP	Willow Hill Peoria, Princeville, Brimfield, Camp Grove, Chillicothe, Edelstein, Germantown Hills, Hanna City, Mossville, Spring Bay, Wyoming
DURAND	Dakota, Davis, Pecatonica, Rockton, Seward, Shirland, Winnebago
DU QUOIN	Elkville, Pinckneyville, Tamaroa, Christopher, De Soto, Hurst, Royalton, Sesser, Zeigler
EARLVILLE	Leland, Mendota, Paw Paw, Harding, Sheridan, Somonauk
EAST LYNN	Rankin, Cissna Park and Hoopseton
EDELSTEIN	Camp Grove, Peoria, Princeville, Brimfield, Castleton, Chillicothe, Dunlap, Germantown Hills, Lacon, Mossville, Sparland, Spring Bay, Wyoming
ELDORADO	Harrisburg, Raleigh-Galatia, Carrier Mills, Equality, Leamington, Ridgway

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ELDRED	Carrollton, Hillview, Patterson, Pearl, White Hall
ELIZABETH	Apple River, Hanover, Massbach, Scales Mound, Stockton
ELKHART	Lincoln, Middleton-New Holland
ELKVILLE	Du Quoin, Ava, Carbondale, Carterville, Christopher, De Soto, Herrin, Hurst, Murphysboro, Pinckneyville, Royalton, Zeigler
ELLIOTT	Gibson City, Fisher, Foosland, Loda, Ludlow, Melvin, Paxton, Rantoul, Roberts, Sibley
ELLIS GROVE	Baldwin, Blair, Chester, Evansville, Sparta, Steeleville
ELLSWORTH	Bloomington, Cooksville, Arrowsmith, Bellflower, Colfax, Downs, Farmer City, Le Roy, Lexington, Saybrook, Towanda
ELMIRA	Bradford, Kewanee, Toulon, Buda, Camp Grove, Castleton, Galva, Mineral, Neponset, Sheffield, Wyoming
ELMWOOD	Brimfield, Yates City, Canton, Fairview (Fulton), Farmington, Hanna City, Trivoli
ELWIN	Decatur, Blue Mound, Cerro Gordo, Dalton City, Harristown, Illiopolis, La Place, Macon, Mount Auburn, Mount Zion, Moweaqua, Niantic, Oreana, Warrensburg
EMDEN	Hartsburg
EMINGTON	Campus, Odell, Cabery, Cullom, Kempton, Reddick, Saunemin

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ENFIELD	Carmi, Belle Prairie, Blairsville, Broughton, Burnt Prairie, Crossville, Dale, McLeansboro, Norris City, Omaha
EUREKA	Benson, Congerville, Deer Creek, Germantown Hills, Goodfield, Low Point, Mackinaw, Metamora, Morton, Roanoke, Secor, Sunnyland, Washburn, Washington
EVANSVILLE	Baldwin, Blair, Chester, Ellis Grove, Marissa, Sparta
EWING	Benton, Christopher, Sesser, Thompsonville, West Frankfort
FAIRBURY	Cropsey, Forrest, Strawn, Chatsworth, Chenoa, Colfax, Pontiac, Saunemin
FAIRFIELD	Burnt Prairie, Wayne City, Belle Prairie, Cisne, Crisp, Geff, Mount Erie
FARMER CITY	Arrowsmith, Bellflower, Ellsworth, Le Roy, Saybrook, Weldon
FAYETTEVILLE	Albers, Belleville, Freeburg, Hecker, Mascoutah, New Athens, New Baden, Okawville, St. Libory, Summerfield, Venedy
FISHER-DEWEY	Foosland, Rantoul and Champaign-Urbana,
FLATVILLE	Gifford, Penfield, Rantoul, Thomasboro, Champaign-Urbana, St. Joseph and Royal
FLORA	Bible Grove, Cisne, Clay City, Louisville, Noble, Orchardville, Sailor Springs, Xenia
FOOSLAND	Fisher-Dewey and Gibson City
FORRESTON	German Valley, Shannon, Freeport, Seward
FRANKLIN	Jacksonville, Waverly, Alexander, Murrayville, Woodson

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
FRANKLIN GROVE	Amboy, Ashton, Dixon, Grand Detour, Oregon, Rochelle, Steward, Sublette
FREEPORT	Cedarville, Dakota, Davis, Forreston, German Valley, Lena, McConnell, Orangeville, Pearl City, Pecatonica, Seward
GALVA	Elmira, Kewanee, Toulon
GARDEN PRAIRIE	Belvidere, Capron, Cherry Valley, Poplar Grove, Rock Cut
GENOA - KINGSTON	DeKalb, Kirkland, Malta, Maple
GERMAN VALLEY	Park, Sycamore Forreston, Seward, Byron, Cedarville, Dakota, Davis, Freeport, Pecatonica, Winnebago
GIFFORD	Flatville, Penfield, Rantoul, Champaign-Urbana, St. Joseph and Thomasboro
GIRARD	Virden, Auburn, Divernon, Modesto, Palmyra, Pawnee, Waverly
GOLCONDA	Eddyville, Elizabethtown, Hicks, Renshaw, Rosiclare
GOODFIELD	Congerville and Deer Creek
GOREVILLE	Marion, Vienna, Creal Springs, Cypress, Simpson, Stonefort
GRAND RIDGE	Ottawa, Streator, Leonore, Lostant, Ransom
GRANVILLE & MARK	Hennepin, Cedar Point, Depue, La Salle, McNabb, Oglesby, Tonica, Utica
GRAYVILLE	Albion, Bellmont, Browns, Burnt Prairie, Carmi, Crossville
GREENFIELD	Carrollton, Manchester, Roodhouse, White Hall

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
GREENUP	Casey and Toledo
GRIGGSVILLE	Pittsfield, Baylis, Bluffs, Chambersburg, Fishhook, Meredosia, Milton, Perry, Versailles, Winchester
GROVELAND	Morton, Peoria, Tremont, Deer Creek, Germantown Hills, Glasford, Goodfield, Green Valley, Hopedale, Mackinaw, North Pekin, Pekin, South Pekin, Sunnyland, Talbott, Washington
HAMMOND	Atwood, La Place, Bethany, Cerro Gordo, Dalton City, Lovington, Sullivan
HANOVER	Elizabeth, Massbach
HARDINVILLE	Birds, Bridgeport, Chauncey, Claremont, Dundas, Flat Rock, Oblong, Palestine, Robinson, Sumner, Willow Hill
HARRISBURG	Carrier Mills, Eldorado, Raleigh-Galatia, Stonefort, Equality, Leamington
HARTSBURG	Emden
HEBRON	Woodstock, Fox Lake, Harvard, McHenry, Pistakee Highlands, Richmond, Spring Grove, Wonder Lake
HECKER	Belleville, Millstadt, Columbia, Fayetteville, Freeburg, New Athens, Red Bud, Renault, Waterloo, Westview
HENNEPIN	Bureau, Granville, McNabb, Dover, Henry, Ladd, Princeton, Putnam, Spring Valley, Tiskilwa, Wyand

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
HENNING	Alvin, Bismarck, Collison, Danville, Potomac, Rossville, Armstrong, Cheneyville, East Lynn, Hoopeston, Oakwood, Penfield
HENRY	Bureau, Camp Grove, Hennepin, La Rose, Lacon, Putnam, Sparland, Tiskilwa, Varna, Washburn
HERRIN	Carterville, Hurst, Johnston City, Marion, Royalton, Carbondale, Christopher, De Soto,  Elkville, Paulton & Crab Orchard, West Frankfort, Zeigler
HEYWORTH	Bloomington, Atlanta, Clinton, Downs, LeRoy, McLean, Waynesville
HIGHLAND	Albers, Alhambra, Aviston, Breese, Germantown, Grantfork, Hamel, Lebanon, Marine, New Baden, Pocahontas, St. Jacob, Summerfield, Trenton, Troy
HILLVIEW	Patterson, White Hall, Carrollton, Eldred, Manchester, Milton, Pearl, Roodhouse, Winchester
HINCKLEY	DeKalb, Maple Park, Shabbona, Waterman
HOMER	Broadlands, Champaign-Urbana, St. Joseph, Sidney, Catlin, Fairmount, Fithian, Flatville, Indianola, Oakwood, Ogden, Philo, Royal, Sidell
HOOPESTON	Cheneyville, Rossville and Wellington
HOPEDALE	Deer Creek, Delavan, Green Valley, Groveland, Mackinaw, Morton, San Jose, South Pekin, Tremont

### **SECTION 3.0 - SERVICE AREAS (Cont'd)**

#### **3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
HUDSON	Bloomington, Carlock, Cooksville, Danvers, El Paso, Gridley, Lexington, Towanda
HULL	Barry, New Canton, Baylis, Burton, Liberty, Payson
HURST	Carterville, Herrin, Johnston City, Marion, Royalton, Carbondale, Christopher, De Soto, Du Quoin, Elkhville, Murphysboro, West Frankfort, Zeigler
HUTSONVILLE	Annapolis, Flat Rock, Oblong, Palestine,  Robinson
ILLIOPOLIS	Blue Mound, Buffalo, Chestnut, Elwin, Harristown, Latham, Mount Auburn, Mount Pulaski, Niantic, Warrensburg
IVESDALE	Sadorus and Champaign-Urbana
JACKSONVILLE	Alexander, Chapin, Franklin, Literberry, Murrayville, Woodson Arenzville, Concord, Manchester, Winchester
JOHNSTON CITY	Carterville, Herrin, Hurst, Marion, Royalton Benton, Christopher, Creal Springs, Paulton & Crab Orchard, Thompsonville, West Frankfort, Zeigler
JOPPA	Metropolis, Brookport, Cypress, Karnak, Vienna
KARNAK	Cypress, Vienna, Dongola, Joppa, Ullin
KENNEY	Atlanta, Beason, Clinton, Lincoln, Waynesville

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
KEWANEE	Elmira, Neponset, Bradford, Buda, Castleton, Galva, Mineral, Sheffield, Toulon, Wyoming
KIRKLAND	Creston, DeKalb, Genoa, Malta, Monroe Center, Sycamore
LADD	Spring Valley Bureau, Dover, Hennepin, La Moille, Mendota, Princeton
LA MOILLE	Dover, Ladd, Mendota, Ohio, Princeton,
LA PLACE	Spring Valley, West Brooklyn Cerro Gordo, Hammond Argenta, Bethany, Cisco, Dalton City, Decatur, Elwin, Lovington, Mount Zion, Oreana, Sullivan
LA ROSE	Toluca, Varna, Washburn Benson, Chillicothe, Henry, Lacon, Low Point, Metamora, Minonk, Roanoke, Sparland
LAWRENCEVILLE	Allendale, Birds, Bridgeport, Chauncey, Flat Rock, St. Francisville, Sumner, Westport
LELAND	Earlville, Sandwich, Somonauk Harding, Newark, Paw Paw, Plano, Sheridan
LENA	Cedarville, Freeport, McConnell, Orangeville, Pearl City, Stockton, Warren, Winslow
LE ROY	Arrowsmith, Bellflower, Cooksville, Downs, Ellsworth, Farmer City, Heyworth, Saybrook
LEXINGTON	Arrowsmith, Chenoa, Colfax, Cooksville, El Paso, Ellsworth, Gridley, Hudson, Towanda

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**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
LINCOLN	Atlanta, Beason, Elkhart, Emden, Hartsburg, Kenney, Middleton-New Holland, Waynesville
LITERBERRY	Jacksonville, Alexander, Arenzville, Chapin, Concord
LOAMI	Auburn, Chatham, Divernon, New Berlin, Pawnee, Pleasant Plains, Springfield, Virden, Waverly
LODA	Buckley, Paxton, East Lynn, Elliott, Ludlow,
LONG POINT	Melvin, Rankin, Rantoul, Roberts, Thawville Rutland, Streator, Cornell, Flanagan, Graymont, Leonore, Lostant, Toluca, Wenona
LOSTANT	Leonore, Tonica, Grand Ridge, Long Point, Magnolia, Rutland, Streator, Toluca, Wenona
LOW POINT	Washburn, Benson, Chillicothe, Eureka, Germantown Hills, La Rose, Lacon, Metamora, Minonk, Mossville, Roanoke, Secor, Sparland, Spring Bay, Sunnyland, Varna, Washington
LUDLOW	Champaign-Urbana and Rantoul
MCCONNELL	Cedarville, Freeport, Lena Orangeville Dakota, Pearl City, Warren, Winslow
MCLEAN	Atlanta, Beason, Bloomington, Danvers, Hartsburg, Heyworth, Minier, Stanford, Waynesville

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
MCLEANSBORO	Belle Prairie, Belle Rive, Blairsville, Broughton, Dahlgren, Dale, Enfield, Macedonia, Norris City
MACKINAW	Congerville, Deer Creek, Eureka, Goodfield, Groveland, Hopedale, Morton, Sunnyland, Tremont, Washington
MACOMB	Adair, Bardolph, Blandinsville, Bushnell, Colchester, Good Hope, Industry, Swan Creek
MACON	Bethany, Blue Mound, Dalton City, Decatur, Elwin, Harristown, Mount Auburn, Mount Zion, Moweaqua, Niantic
MAGNOLIA	McNabb, Varna, Wenona, Leonore, Lostant, Rutland, Toluca
MAHOMET	Champaign-Urbana, Bondville, Fisher, Foosland, Mansfield, Monticello, Seymour, Thomasboro
MALTA	DeKalb, Creston, Genoa, Kirkland, Maple Park, Monroe Center, Rochelle, Shabbona, Steward, Sycamore, Waterman
MANCHESTER	Roodhouse, Greenfield, Hillview, Jacksonville, Murrayville, Patterson, White Hall, Winchester, Woodson
MANLIUS	Buda, Dover, Mineral, Neponset, Ohio, Princeton, Sheffield, Tiskilwa, Walnut, Wyanet
MANSFIELD	Bondville, Fisher, Foosland, Mahomet, Monticello, Seymour DeKalb, Genoa, Hinckley, Malta, Sycamore, Waterman

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
MARION	Cartersville, Creal Springs, Goreville, Herrin, Hurst, Johnston City, Paulton & Crab Orchard, Royalton Stonefort, West Frankfort, Zeigler
MARISSA	Baldwin, Blair, Coulterville, Evansville, Sparta, Tilden
MAROA	Argenta, Chestnut, Cisco, Decatur, Harristown, Latham, Oreana, Warrensburg
MARSHALL	Clarksville, West Union, Grandview, Paris,  Vermilion
MARTINTON	Ashkum, Beaverville, Chebanse, Clifton, Crescent City, Danforth, Donovan, Sheldon, St. Anne, Watseka, Woodland
MASCOUTAH	Albers, Aviston, Belleville, Fayetteville, Freeburg, Germantown, Lebanon, New Athens, New Baden, O'Fallon, Okawville, St. Libory, Summerfield, Trenton, Venedy
MASSBACH	Elizabeth, Stockton, Hanover
MAUNIE	Carmi, Crossville, New Haven
MELVIN	Buckley, Elliott, Gibson City, Loda, Ludlow, Paxton, Roberts, Sibley, Thawville
MENDOTA	Compton, La Moille, Ladd, West Brooklyn
MEREDOSIA	Arenzville, Beardstown, Bluffs, Chambersburg, Chapin, Concord, Griggsville, Hersman, Perry, Versailles, Winchester
METCALF	Chrisman, Brocton, Paris, Redmon
METROPOLIS	Brookport, Joppa
MIDDLETOWN-NEW	
HOLLAND	Elkhart, Emden, Hartsburg, Lincoln
MILFORD	Stockland, Wellington, Woodland and Watseka

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
MILLSTADT	Belleville, Columbia, Westview Dupo, East St. Louis, Edgemont, Freeburg, Hecker, O'Fallon, Waterloo
MILTON	Pearl, Pittsfield Bluffs, Griggsville, Hillview, Patterson, Pleasant Hill, Winchester
MINERAL	Annawan, Sheffield Buda, Elmira, Kewanee, Manlius, Neponset, Wyanet
MINIER	Mackinaw, Stanford Atlanta, Carlock, Danvers, Emden, Hartsburg, McLean
MINONK	Benson, La Rose, Low Point, Roanoke, Secor, Varna, Washburn
MONROE CENTER	Rochelle, Creston, Kirkland, Malta
MONTICELLO	Bement, Cisco, DeLand Bondville, Ivesdale, Mahomet, Mansfield, Sadorus, Seymour
MORTON	Groveland, Tremont, Congerville, Deer Creek, Eureka, Germantown Hills, Goodfield, Hopedale, Mackinaw, Metamora, North Pekin, Pekin, Peoria, South Pekin, Sunnyland, Washington
MOSSVILLE	Chillicothe, Peoria, Dunlap, Edelstein, Germantown Hills, Hanna City, Low Point, Metamora, North Pekin, Princeville, Spring Bay, Sunnyland, Washington
MOUNT CARMEL	Allendale, Bellmont, Browns, St. Francisville, West Salem

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
MOUNT MORRIS	Oregon, Dixon, Grand Detour, Leaf River, Polo
MOUNT STERLING	Clayton, Hersman, Mindale, Rushville, Versailles, Chambersburg, Fishhook, Perry
MOUNT ZION	Dalton City, Decatur Argenta, Bethany, Blue Mound, Cerro Gordo, Elwin, Harristown, La Place, Lovington, Macon, Moweaqua, Oreana, Warrensburg
MURPHYSBORO	Carbondale, De Soto Ava, Carterville, Elkhart, Glenn, Hurst, Royalton
MURRAYVILLE	Jacksonville, Woodson, Alexander, Chapin, Franklin, Manchester, Patterson, Roodhouse, White Hall, Winchester
NEOGA	Sigel and Toledo
NEPONSET	Buda, Kewanee, Bradford, Castleton, Elmira, Manlius, Mineral, Sheffield, Tiskwa, Toulon, Wyand
NEW BADEN	Albers, Aviston, Bartelso, Belleville, Breese, Fayetteville, Freeburg, Germantown, Highland, Lebanon, Mascoutah, O'Fallon, Okawville, St. Jacob, St. Libory, Summerfield, Trenton, Venedy
NEW BERLIN	Pleasant Plains, Springfield, Ashland, Auburn, Chatham, Loami, Waverly
NEW CANTON	Barry, Hull, Rockport, Baylis, Payson
NEW HAVEN	Carmi, Norris City, Omaha, Ridgeway Maunie
NEWMAN	Broadlands, Sidell, Villa Grove

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
NEW MILFORD	Cherry Valley, Rockford, Belvidere, Byron, Rock Cut, Seward, Stillman Valley, Winnebago
NEWTON	Rose Hill, Willow Hill, Dundas, Oblong, Wendelin
NIANTIC	Blue Mound, Buffalo, Chestnut, Decatur, Elwin, Harristown, Illiopolis, Latham, Macon, Mount Auburn, Mount Pulaski, Warrensburg
NOBLE	Calhoun, Claremont, Clay City, Dundas, Flora, Mount Erie, Olney, Parkersburg, Sailor Springs, Wendelin
NORRIS CITY	New Haven, Omaha, Blairsville, Broughton, Carmi, Dale, Enfield, McLeansboro
ODELL	Campus, Cornell, Emington, Pontiac, Ransom, Saunemin
OGDEN	Royal, Champaign-Urbana and St. Joseph
OHIO	Princeton, Dover, La Moille, Manlius, Walnut
OKAWVILLE	Addieville, Albers, Aviston, Bartelso, Beckemeyer, Breese, Fayetteville, Germantown, Mascoutah, Nashville, New Baden, New Minden, Oakdale, St Libory, Trenton, Venedy
OLNEY	Claremont, Calhoun, Chauncey, Clay City, Dundas, Noble, Parkersburg, Sumner, Wendelin
OMAHA	New Haven, Norris City, Ridgeway Broughton, Dale, Enfield

### **SECTION 3.0 - SERVICE AREAS (Cont'd)**

#### **3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
ORANGEVILLE	Cedarville, Dakota, Davis, Freeport, Lena, McConnell, Winslow
OREANA	Argenta, Cisco, Decatur, Cerro Gordo, Elwin, Harristown, La Place, Maroa, Mount Zion, Warrensburg
OREGON	Mount Morris, Ashton, Dixon, Franklin Grove, Grand Detour, Leaf River, Polo, Rochelle
PALESTINE	Annapolis, Birds, Flat Rock, Hardinville,  Hutsonville, Robinson
PALMYRA	Modesto, Scottville, Girard, Virden, Waverly
PARIS	Redmon, Vermilion, Brocton, Chrisman, Clarksville, Grandview, Marshall, Metcalf
PARKERSBURG	West Salem, Albion, Calhoun, Claremont, Mount Erie, Noble, Olney, Sumner
PATTERSON	Hillview, Roodhouse, White Hall Carrollton, Eldred, Manchester, Milton, Murrayville, Pearl, Winchester
PAULTON & CRAB ORCHARD	Marion, Carrier Mills, Carterville, Creal Springs, Herrin, Johnston City, Stonefort, Thompsonville, West Frankfort
PAWNEE	Auburn, Chatham, Divernon, Girard, Loami, Rochester, Springfield, Virden
PAW PAW	Compton, Earlville, Mendota, Harding, Leland
PAXTON	Buckley, Elliott, Gibson City, Gifford, Loda, Ludlow, Melvin, Penfield, Rankin, Rantoul, Roberts



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**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
PEARL	Milton, Pittsfield, Eldred, Hillview, Patterson, Pleasant Hill, Roodhouse, White Hall
PEARL CITY	Freeport, Cedarville, Lena, McConnell, Stockton
PECATONICA	Byron, Cedarville, Dakota, Davis, Durand, Freeport, German Valley, Rockford, Seward, Shirland, Winnebago
PENFIELD	Armstrong, Rantoul, Gifford, Thomasboro, Flatville and  Champaign-Urbana
PERCY	Ava, Pinckneyville, Steeleville, Blair, Chester, Coulterville, Sparta, Tilden
PERRY	Baylis, Bluffs, Chambersburg, Fishhook, Griggsville, Hersman, Meredosia, Mount Sterling, Pittsfield, Versailles
PESOTUM	Champaign-Urbana
PHILO	Champaign-Urbana
PINCKNEYVILLE	Du Quoin, Percy, Ava, Coulterville, Elkhville
PIPER CITY	Chatsworth, Cullom, Forrest, Kempton, Saunemin, Strawn
PITTSFIELD	Baylis, Griggsville, Milton, Pearl, Pleasant Hill, Rockport, Barry, Fishhook, Perry
PLEASANT HILL	Pittsfield, Rockport, Milton, Pearl
PLEASANT PLAINS	New Berlin, Springfield, Tallula, Ashland, Athens, Cantrall, Loami, Petersburg
PONTIAC	Graymont, Chenoa, Cornell, Fairbury, Flanagan, Forrest, Odell, Saunemin
POPLAR GROVE	Belvidere, Capron, Rock Cut, Rockford Cherry Valley, Garden Prairie, Rockton, Roscoe

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
POTOMAC	Armstrong, Collison, Henning and Rossville
PRAIRIE CITY	Bushnell, Abingdon, Adair, Avon, Bardolph, Good Hope, London Mills, Roseville, Swan Creek
PRINCETON	Bureau, Dover, Ohio, Tiskilwa, Wyand Buda, Hennepin, La Moille, Ladd, Manlius, Putnam, Sheffield, Spring Valley, Walnut
PRINCEVILLE	Dunlap, Edelstein, Brimfield, Camp Grove, Castleton, Chillicothe, Mossville, Spring
PUTNAM	Bay, Toulon, Wyoming Bradford, Bureau, Camp Grove, Hennepin, Henry, Lacon, Princeton, Sparland, Spring Valley, Tiskilwa, Varna
RALEIGH-GALATIA	Eldorado, Harrisburg Carrier Mills, Equality, Ridgway, Thompsonville
RANKIN	Cissna Park and East Lynn
RANTOUL	Flatville, Gifford, Penfield, Thomasboro, Fisher-Dewey, Champaign-Urbana and Ludlow
REDDICK	Cabery, Campus, Emington, Kempton
REDMON	Paris, Brocton, Chrisman, Clarksville, Grandview, Metcalf
RICHMOND	Spring Grove, Antioch, Fox Lake, Hebron, Lake Villa, McHenry, Pistakee Highlands, Round Lake, Wonder Lake, Woodstock
RIDGWAY	New Haven, Omaha, Shawneetown, Eldorado, Equality, Leamington, Raleigh- Galatia

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ROANOKE	Benson, Congerville, Deer Creek, Eureka, Germantown Hills, Goodfield, La Rose, Low Point, Metamora, Minonk, Secor, Washburn, Washington
ROBERTS	Melvin, Thawville, Buckley, Elliott, Gibson City, Loda, Paxton, Sibley
ROBINSON	Annapolis, Birds, Chauncey, Flat Rock, Hardinville, Hutsonville, Oblong, Palestine
ROCHELLE	Ashton, Creston, Franklin Grove, Malta,
ROCK CUT	Monroe Center, Oregon, Shabbona, Steward Belvidere, Poplar Grove, Rockford Capron, Cherry Valley, Garden Prairie, New Milford, Rockton, Roscoe, Shirland
ROCKPORT	New Canton, Pittsfield, Pleasant Hill Barry, Baylis
ROCKTON	Rockford, Roscoe, Shirland, South Beloit Durand, Poplar Grove, Rock Cut
ROODHOUSE	Manchester, Patterson, White Hall Carrollton, Greenfield, Hillview, Murrayville, Pearl, Winchester, Woodson
ROSCOE	Rockford, Rockton, Shirland, South Beloit Belvidere, Capron, Cherry Valley, Poplar Grove, Rock Cut
ROSE HILL	Newton, Willow Hill, Oblong
ROSSVILLE	Alvin, Bismarck, Henning, Hoopeston, Potomac, Armstrong, Cheneyville, Collison, East Lynn, Rankin
ROYAL	Ogden, Champaign-Urbana, St. Joseph and Flatville

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### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
ROYALTON	Carterville, Herrin, Hurst, Johnston City, Marion, Benton, Carbondale, Christopher, De Soto, Du Quoin, Elkhville, Murphysboro, Sesser, West Frankfort, Zeigler
RUTLAND	Long Point, Minonk, Toluca, Wenona Flanagan, Leonore, Lostant, Magnolia, Streator
SADORUS	Ivesdale and Champaign-Urbana
SAILOR SPRINGS	Clay City, Bible Grove, Flora, Louisville,  Noble, Wendelin
ST. FRANCISVILLE	Allendale, Bridgeport, Lawrenceville, Mount Carmel, Sumner, Westport
SANDWICH	Leland, Plano, Sheridan, Somonauk Big Rock, Kaneville, Lisbon, Newark, Oswego, Plattville, Sugar Grove, Yorkville
SAYBROOK	Arrowsmith, Bellflower, Colfax, Cooksville, Cropsey, Ellsworth, Farmer City, LeRoy
SCALES MOUND	Apple River, Elizabeth, Warren
SESSER	Benton, Christopher, Du Quoin, Ewing, Royalton, West Frankfort, Zeigler
SEWARD	German Valley, Pecatonica, Winnebago Byron, Dakota, Davis, Durand, Forreston, Freeport, New Milford, Rockford, Stillman Valley
SEYMOUR	Bondville and Champaign-Urbana
SHABBONA-LEE	DeKalb, Creston, Hinckley, Malta, Rochelle, Steward, Waterman
SHAWNEETOWN	Ridgway, Equality, Leamington

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
SHEFFIELD	Buda, Mineral, Bradford, Elmira, Kewanee, Manlius, Neponset, Princeton, Tiskilwa, Wyanet
SHELDON	Watseka, Beaverville, Donovan, Martinton, Milford, Stockland, Woodland
SHERIDAN	Newark, Sandwich, Somonauk, Earlville, Harding, Leland, Lisbon, Marseilles, Ottawa, Plano, Yorkville
SHERMAN	Athens, Buffalo, Cantrall, Riverton,
SHIRLAND	Springfield, Williamsville Rochester Rockford, Rockton, Roscoe, South Beloit Davis, Durand, Pecatonica, Rock Cut, Winnebago
SIBLEY	Elliott, Gibson City, Melvin, Roberts
SIDELL	Broadlands, Fairmount, Indianola Catlin, Fithian, Georgetown, Homer, Newman, Oakwood, Ridge Farm, Westville
SIDNEY	Broadlands, Champaign-Urbana, Homer, St. Joseph, Fairmount, Fithian, Flatville, Ogden, Pesotum, Philo, Royal, Sadorus, Tolono, Villa Grove
SOMONAUK	Leland, Sandwich, Sheridan Big Rock, Earlville, Harding, Lisbon, Newark, Plano, Sugar Grove, Yorkville
SPARLAND	Lacon, Camp Grove, Chillicothe, Edelstein, Henry, La Rose, Low Point, Putnam, Spring Bay, Varna, Washburn
SPARTA	Coulterville, Baldwin, Blair, Ellis Grove, Evansville, Marissa, Percy, Steeleville, Tilden

### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
SPRING GROVE	Fox Lake, McHenry, Richmond, Antioch, Crystal Lake, Grays Lake, Hebron, Lake Villa, Pistakee Highlands, Round Lake, Wauconda, Wonder Lake, Woodstock
SPRING VALLEY	Ladd, La Salle-Peru Bureau, Dover, Hennepin, La Moille, Princeton, Putnam
STANFORD	Bloomington, Minier Atlanta, Carlock, Danvers, McLean,
STEELEVILLE	Waynesville Chester, Percy Ava, Blair, Coulterville, Ellis Grove, Sparta, Tilden
STEWARD	Rochelle Ashton, Creston, Franklin Grove, Malta, Shabbona, Waterman
SPRING VALLEY	Ladd, La Salle-Peru Bureau, Dover, Hennepin, La Moille, Princeton, Putnam
STANFORD	Bloomington, Minier Atlanta, Carlock, Danvers, McLean, Waynesville
STEELEVILLE	Chester, Percy Ava, Blair, Coulterville, Ellis Grove, Sparta, Tilden
STEWARD	Rochelle Ashton, Creston, Franklin Grove, Malta, Shabbona, Waterman
STOCKLAND	Milford, Wellington and Woodland

### **SECTION 3.0 - SERVICE AREAS (Cont'd)**

#### **3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
SULLIVAN	Bethany, Gays, Windsor
SUMMERFIELD	Dalton City, Hammond, La Place, Lovington Albers, Aviston, Belleville, Breese, Collinsville, Fayetteville, Freeburg, Germantown, Highland, Lebanon, Marine, Mascoutah, New Baden, O'Fallon, St. Jacob, Trenton, Troy, Venedy
SUMNER	Bridgeport Birds, Calhoun, Chauncey, Claremont,  Dundas, Hardinville, Lawrenceville, Olney, Parkersburg, St. Francisville
SUNNYLAND	Peoria, Washington Deer Creek, Eureka, Germantown Hills, Goodfield, Groveland, Low Point, Mackinaw, Metamora, Morton, Mossville, North Pekin, Pekin, Spring Bay, Tremont
SYCAMORE	DeKalb Creston, Genoa, Kirkland, Malta, Maple Park
THAWVILLE	Roberts Buckley, Loda, Melvin
THOMASBORO	Rantoul, Gifford, Flatville, Penfield, Champaign-Urbana and St. Joseph
THOMPSONVILLE	Benton, West Frankfort Ewing, Johnston City, Paulton & Crab Orchard, Raleigh-Galatia
TILDEN	Baldwin, Blair, Coulterville, Marissa, Percy, Sparta, Steeleville

### SECTION 3.0 - SERVICE AREAS (Cont'd)

#### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
TISKILWA	Bureau, Princeton Bradford, Buda, Dover, Hennepin, Henry, Manlius, Neponset, Putnam, Sheffield, Wyanet
TOLEDO	Greenup and Neoga
TOLONO	Champaign-Urbana
TOLUCA	LaRose, Rutland, Varna, Wenona Leonore, Long Point, Lostant, Magnolia
TOULON	Elmira, LaFayette, Wyoming  Bradford, Camp Grove, Castleton, Galva, Kewanee, Neponset, Princeville
TREMONT	Groveland, Morton Deer Creek, Delavan, Goodfield, Green Valley, Hopedale, Mackinaw, North Pekin, Pekin, Peoria, South Pekin, Sunnyland, Washington
TUSCOLA	Ivesdale, Pesotum, Sadorus, Tolono, Villa Grove
ULLIN	Dongola Anna, Cypress, Karnak, Mound City, Mounds, Olive Branch, Tamms, Villa Ridge
VARNA	La Rose, Magnolia, Toluca Benson, Henry, Lacon, Low Point, Minonk, Putnam, Sparland, Washburn
VERMILION	Paris Clarksville, Grandview, Marshall
VERMONT	Table Grove Adair, Asotria, Industry, Littleton



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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
VERSAILLES	Beardstown, Bluffs, Chambersburg, Fishhook, Griggsville, Hersman, Meredosia, Mount Streling, Perry
VIENNA	Cypress, Eddyville, Goreville, Karnak, Renshaw, Simpson, Stonefort Creal Springs, Dongola, Joppa
VILLA GROVE	Broadlands, Newman, Pesotum, Philo, Sadorus, Sidney, Tolono, Tuscola
VILLA RIDGE	Mounds, Cairo, Dongola, Mound City, Olive  Branch, Tamms, Ullin
VIRDEN	Girard, Auburn, Chatham, Divernon, Loami, Modesto, Palmyra, Pawnee, Waverly
WALNUT	Dover, Manlius, Ohio, Princeton, Wyand
WARREN	Apple River, Lena, McConnell, Scales Mound, Stockton, Winslow
WARRENSBURG	Argenta, Chestnut, Decatur, Elwin, Harristown, Illiopolis, Latham, Maroa, Mount Pulaski, Mount Zion, Niantic, Oreana
WASHBURN	La Rose, Low Point, Benson, Chillicothe, Eureka, Germantown Hills, Henry, Lacon, Metamora, Minonk, Roanoke, Secor, Sparland, Spring Bay, Varna
WASHINGTON	Peoria, Sunnyland, Congerville, Deer Creek, Eureka, Germantown Hills, Goodfield, Groveland, Low Point, Mackinaw, Metamora, Morton, Mossville, North Pekin, Roanoke, Secor, Spring Bay, Tremont
WATERMAN	Creston, DeKalb, Hinckley, Malta, Maple Park, Shabbona, Steward

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
WAVERLY	Franklin, Auburn, Chatham, Girard, Loami,  Modesto, New Berlin, Palmyra, Scottville, Virden
WAYNE CITY	Belle Prairie, Bluford, Crisp, Dahlgren, Fairfield, Geff, Harmony, Mount Vernon Belle Rive, Blairsville, Cisne, Orchardville
WAYNESVILLE	Atlanta, Beason, Clinton, Heyworth, Kenney, Lincoln, McLean, Stanford
WELDON	Clinton, Farmer City
WELLINGTON	Stockland, Woodland, Hoopeston and Milford
WENONA	Magnolia, Rutland, Toluca, Leonore, Long Point, Lostant, Streator
WENDELIN	Bible Grove, Clay City, Dundas, Louisville, Newton, Noble, Olney, Sailor Springs
WEST BROOKLYN	Compton, Mendota, La Moille
WEST FRANKFORT	Benton, Christopher, Thompsonville, Zeigler Carterville, Ewing, Herrin, Hurst, Johnston City, Marion, Paulton & Crab Orchard, Royalton, Sesser
WEST SALEM	Parkersburg, Albion, Bellmont, Browns, Calhoun, Claremont, Mount Carmel, Mount Erie
WEST UNION	Marshall
WESTFIELD	Casey and Kansas
WESTPORT	Vincennes, IN Allendale, Birds, Bridgeport, Lawrenceville, St. Francisville
WESTVIEW	Belleville, Millstadt, Collinsville, Columbia, Dupo, East St. Louis, Edgemont, Freeburg, Granite City, Hecker, O'Fallon, Waterloo

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## SECTION 3.0 - SERVICE AREAS (Cont'd)

### 3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)

Home Exchange	Additional Exchanges Included in FLAT RATE Calling Area
WHITE HALL	Hillview, Patterson, Roodhouse, Carrollton, Eldred, Greenfield, Manchester, Murrayville, Pearl, Winchester
WILLIAMSVILLE	Athens, Buffalo, Cantrall, Elkhart, Riverton, Sherman, Springfield Greenview, Mount Pulaski, Rochester
WILLOW HILL	Newton, Rose Hill, Chauncey, Dundas, Hardinville, Oblong
WINCHESTER	Bluffs, Chapin, Concord, Griggsville,  Hillview, Jacksonville, Manchester, Meredosia, Milton, Murrayville, Patterson, Roodhouse, White Hall, Woodson
WINNEBAGO	Pecatonica, Rockford, Seward Byron, Davis, Durand, German Valley, New Milford, Shirland, Stillman Valley
WINSLOW	Cedarville, Lena, McConnell, Orangeville, Stockton, Warren
WONDER LAKE	McHenry, Woodstock Antioch, Cary, Crystal Lake, Fox Lake, Harvard, Hebron, Lake Villa, Pistakee Highlands, Richmond, Round Lake, Spring Grove, Union, Wauconda
WOODLAND	Milford, Stockland, Wellington and Watseka
WOODSON	Jacksonville, Murrayville Alexander, Chapin, Franklin, Manchester, Roodhouse, Winchester
WYANET	Princeton Bradford, Buda, Bureau, Dover, Hennepin, Manlius, Mineral, Neponset, Sheffield, Tiskilwa, Walnut

**SECTION 3.0 - SERVICE AREAS (Cont'd)**

**3.7 Extended Area Service – Frontier (former Verizon) Areas (Cont'd)**

<b>Home Exchange</b>	<b>Additional Exchanges Included in FLAT RATE Calling Area</b>
WYOMING	Camp Grove, Castleton, Toulon Bradford, Dunlap, Edelstein, Elmira, Kewanee, Princeville
ZEIGLER	Benton, Christopher, West Frankfort Carterville, De Soto, Du Quoin, Elkhville, Herrin, Hurst, Johnston City, Marion, Royalton, Sesser

## **SECTION 4.0 – SERVICE CHARGES AND SURCHARGES**

### **4.1 Service Order and Change Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service, for additions or changes to the Customer's calling features, for changes to the Customer's Primary Interexchange Carrier (PIC) code and for changes in the Customer's billing information.

#### **SBC Ameritech Territory**

First Line    Each Additional Line

New Line Installation	\$200.00 (I)	\$200.00 (I)
Move Service-Different Premises	\$200.00 (I)	\$200.00 (I)
Telephone Number Change	\$95.00	\$55.00
Rewire-From One Type of Service to Another	\$95.00	\$55.00
Remote Call Forwarding	\$95.00	\$55.00
Restore Service for Non-Payment - per account	\$39.00	-
Change of Service Charge – per line	\$24.75	\$24.75
Hunting Arrangement - per line group	\$95.00	-
Rewire Charge	\$95.00	\$55.00

#### **Frontier – Carolina (fVerizon South (VZS) and North (fVz North -Contel/GTE Territory**

Frontier Carolina    Frontier North  
First Line /Each Additional Line

New Line Installation	\$200.00/\$200.00 (I)	\$200.00/\$200.00 (I)
Move Service-Different Premises	\$200.00/\$200.00 (I)	\$200.00/\$200.00 (I)
Telephone Number Change	\$53.00/\$26.00	\$53.00/\$22.00
Rewire-From One Type of Service to Another	\$53.00/\$26.00	\$53.00/\$22.00
Remote Call Forwarding	\$54.00/\$26.00	\$71.00/\$22.00
Restore Service for Non-Payment - per line	\$44.00/\$44.00	\$41.00 per acct
Change of Service Charge	\$24.75/\$24.75	\$24.75/\$24.75
Hunting Arrangement - per line group	\$53.00/\$26.00	-

#### **Legacy Citizens-Frontier Territory**

First Line    Each Additional Line

New Line Installation	\$200.00 (I)	\$200.00 (I)
Move Service-Different Premises	\$200.00 (I)	\$200.00 (I)
Telephone Number Change	\$68.75	\$31.25
Rewire-From One Type of Service to Another	\$68.75	\$31.25
Remote Call Forwarding	\$77.78	\$29.41
Restore Service for Non-Payment - per account	\$56.25	-
Change of Service Charge	\$24.75	\$24.75

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New York, NY 10041

**SECTION 4.0 – SERVICE CHARGES AND SURCHARGES (Cont’d)**

**4.1 Service Order and Change Charges (Cont’)**

Brightspeed of Illinois fGallatin River Communications Inc. (T)

	<u>First Line</u>	<u>Each Additional Line</u>
New Line Installation	\$200.00 (I)	\$200.00 (I)
Move Service-Different Premises	\$200.00 (I)	\$200.00 (I)
Telephone Number Change	\$102.50	\$46.25
Rewire-From One Type of Service to Another	\$102.50	\$46.25
Remote Call Forwarding	\$102.50	\$46.25
Restore Service for Non-Payment - per account	\$31.88	-
Change of Service Charge	\$24.75	\$24.75
Hunting Arrangement - per line group	\$102.50	-

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New York, NY 10041

Effective Date: May 15, 2024

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**SECTION 4.0 – SERVICE CHARGES AND SURCHARGES (Cont'd)**

**4.2 Maintenance Visit Charges**

Maintenance Visit Charge is a flat rate charge that applies when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

	Citizens <u>Frontier</u>	All <u>Other</u>
Repair Charges – Technician Dispatched to Premise		
First 1 Hour	\$250.00 (R)	\$250.00
Each Additional 1 Hour	\$125.00 (R)	\$125.00

**4.2.1 Additional Service Order Charges**

Disconnection Order Charge: When subscriber lines and trunks are disconnected the Company incurs costs which may include other carrier related charges.

Change of Service Charge: Requests to change service of a line or trunk will be billed a Change of Service Charge.

Change of Features: Requests to add/change or delete features, will be charged on a per order basis.

	<u>Per Line or Trunk</u>	<u>Per Order</u>
Disconnection Order Charge	\$24.75 (I)	
Change of Feature Charge		\$24.00

**SECTION 4.0 – SERVICE CHARGES AND SURCHARGES (Cont’d)**

**4.4 Voice Mail Connection Charge**

When a new Customer subscribes to a Company service which includes Voice Mail, a connection charge applies to the initiation of Voice Mail Service. The Voice Mail Connection charge is waived when the new Customer disconnects Voice Mail Service from the underlying incumbent local exchange carrier to switch to the Company's service.

	Citizens	All
Voice Mail Connection Nonrecurring Charge	<u>Frontier</u>	<u>Other</u>
Per Line:	\$20.00 (R)	\$20.00



## **SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS**

### **5.1 General**

#### **5.1.1 Services Offered**

The following Network Services are available to Business Customers and for resale by other carriers certificated by the Illinois Commission:

Standard Business Line Service  
PBX Trunk Service  
Direct Inward Dial (DID) Service  
Centrex Service  
Optional Calling Features

The following services are available to Business Customers and are not offered on a resale basis as of the effective date of this page.

Listing Services (including Non Published and Non Listed Services)  
Directory Assistance  
Miscellaneous Services

#### **5.1.2 Application of Rates and Charges**

All services offered in this product guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for Business lines, PBX Trunks, DID Trunks and Digital/DS1 service.

(D)

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.1 General (Cont'd)**

#### **5.1.3 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

Governmental fire fighting, Illinois State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.

An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.2 Call Timing for Usage Sensitive Services**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 5.2.1** Calls are measured in durational increments identified for each service. All calls, which are fractions of a measurement increment, are rounded-up to the next whole unit.
- 5.2.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 5.2.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- 5.2.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 5.2.5** All times refer to local time.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.3 Distance Calculations**

Where charges for a service are specified based upon distance, the following rules apply:

**5.3.1** Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is not telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

**5.3.2** The airline distance between any two rate centers is determined as follows:

Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.

Step 2: Computer the difference between he "V" coordinate of the two rate centers; and the difference between the two "H" coordinates.

Step 3: Square each difference obtained in step (b) above.

Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in step C) above.

Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

Step 6: Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

**5.3.3** The formula for distance calculations is the square root of:

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

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.4 Rate Periods for Time of Day Sensitive Services**

**5.4.1** For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this product guide.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD					EVE	
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						
11:00 PM TO 8:00 AM	NIGHT/WEEKEND RATE PERIOD						

\*Up to but not including.

**5.4.2** Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

**5.4.3** For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

New Year's Day	January 1
Memorial Day	As Federally Observed
Independence Day	July 4
Thanksgiving Day	As Federally Observed
Christmas Day	December 25

## 5.5 Reserved For Future Use

$$\begin{array}{c} \textbf{(T)} \\ \textbf{(D)} \\ | \\ | \\ | \\ | \\ | \\ \textbf{(D)} \end{array}$$

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

DID service is an optional feature which can be purchased in conjunction with Company-provided Basic Trunks or Digital Trunks. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID numbers apply in addition to charges specified for Basic Trunks or Digital Trunks.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (Cont'd)**

### **5.8 Direct Inward Dialing (DID) Service (Cont'd)**

So the Company may efficiently manage its number resource, the Company, at its sole discretion, reserves the right to limit the quantity of DID numbers a Customer may obtain. Requests for 300 or more DID numbers must be provided to the Company in writing no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The Customer has no property right to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

**D**  
**|**  
**D**

### **5.9 Centrex Service**

Centrex Service provides the Customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex station lines are provided for connection of Centrex-compatible customer-provided station sets to the public switched telecommunications network. Centrex Service is provided with a minimum of five Centrex station lines. Each Centrex station line is provided in combination with other Company-provided services.

### **5.10 Reserved for Future Use**

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.11 Optional Calling Features**

The features listed in Section 5.11.1 are offered by the Company to Business Customers. Refer to Price List in Section 7 of this product guide for specific features offered with each type of local exchange service.

#### **5.11.1 Features Descriptions**

**(A) Flexible Call Forwarding:** Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other capabilities included with this feature include:

Speed Forwarding;  
Priority Screening;  
Ring Control; and  
Timed Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

**(B) Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.

**(C) Call Forwarding Variable, Remote Access:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to (1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.



## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.11 Optional Calling Features, (cont'd)**

#### **5.11.1 Feature Descriptions, (cont'd)**

- (D) Call Waiting:** Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activate by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- (E) Caller ID – Basic:** Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
- (F) Caller ID – Deluxe:** Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- (G) Call Block:** Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the features screening list.
- (H) Anonymous Call Rejection:** Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand-alone feature or as an add-on to Caller ID Deluxe.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.11 Optional Calling Features, (cont'd)**

#### **5.11.1 Feature Descriptions, (cont'd)**

- (I) Call Return:** Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.
- (J) Calling Number Delivery Blocking:** Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked. Per line end-users must dial an activation code prior to utilization.
- (K) Message Waiting Indication:** Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.
- (L) Distinctive Ringing:** This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing – First Number and Distinctive Ringing – Second Number). The designated primary number will receive a normal ringing pattern; other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.11 Optional Calling Features, (Cont'd)**

#### **5.11.1 Feature Descriptions, (Cont'd)**

**(M) Repeat Dialing:** Permits the end-user to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

**(N) Speed Calling:** Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

**(O) Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

## **SECTION 5.0 – NETWORK SERVICES DESCRIPTIONS (CONT'D)**

### **5.12 Directory Assistance**

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance. For further details on descriptions and rates, please refer to Section 8 of this product guide.

### **5.13 Miscellaneous Services**

#### **5.13.1 Presubscription Services**

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

#### **5.13.2 Pay Per Call Blocking/Unblocking**

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

## **SECTION 6.0 - DIGITAL DIVIDE ELIMINATION FUND PROGRAM**

### **6.1 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.

- 6.1.1 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.
- 6.1.2 This contribution will be a line item on the bill and identified as the Digital Divide Fund.
- 6.1.3 Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 per month per line.
- 6.1.4 Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone, mail or email to the Company.
- 6.1.5 Failure by the customer in any month to remit the entire billed amount may reduce the contribution accordingly.

## **SECTION 7.0 - LOCAL EXCHANGE SERVICES PRICE LIST**

### **7.1 General**

Services provided in this product guide section are available on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of local exchange services.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by the Illinois Commission.

### **7.2 Reserved For Future Use**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST**

**7.2 Reserved For Future Use (Cont'd)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST**

**7.2      Reserved For Future Use (Cont'd)** **(T)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST**

**7.2 Reserved For Future Use (Cont'd)**

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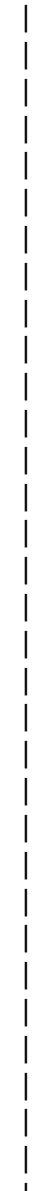
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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST**

**7.2 Reserved For Future Use (Cont'd)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.3 Standard Business Local Exchange Service**

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

**C/T**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.3 Standard Business Local Exchange Service, (Cont'd)**

**7.3.1 SBC Ameritech Calling Areas**

**A. Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

1. Market Service Areas (MSA) 1, 2, 3, 6, 7, 9 and 15

<u>ACCESS AREAS</u>	<u>SERVICE TYPE- Measured Rate</u>		
Month to Month	Line *	PBX Trunk	
Access Area A	\$2348.75	\$2348.75	(I)
Access Area B	\$2348.75	\$2348.75	
Access Area C	\$2348.75	\$2348.75	(I)

\*Discounts of approximately 19%, 24% and 28% are available for 12, 24, and 36 months terms with Commercial Agreement.

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.3 Standard Business Local Exchange Service, (Cont'd)**

**7.3.1 SBC Ameritech Calling Areas**

**A. Monthly Recurring Usage Rate Schedule**

2. Market Service Areas (MSA) 4, 5, 10, 12, 13, and 16

<u>RATE</u> <u>GROUPS</u>	<u>SERVICE TYPE – Flat Rate</u>	
	Line *	PBX Trunk
1 - 11	\$3192.50 (I)	\$5065.00 (I)

\*Discounts of approximately 19%, 24% and 28% are available for 12, 24, and 36 months terms with Commercial Agreement.

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.1 SBC Ameritech Calling Areas (Cont'd)**

**B. Usage Sensitive Charges and Allowances**

**(I) Flat Rate Service**

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

**(II) Measured Rate Service**

Customers subscribing to Measured Rate Service will pay a recurring service charge and a local usage per call charge. The Measured Rate Service Customer will be charged a per minute rate for all local calls placed from the Customer's line.

<u>ACCESS AREAS</u>	<u>Initial Minute</u>	<u>Additional Minute</u>
A, B and C		
Band A	\$1.10 (I)	\$1.10 (I)
Band B	\$1.10 (I)	\$1.10 (I)
Band C	\$9.80 (I)	\$9.80 (I)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.2 Frontier – Frontier Carolinas**

**A. Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month for customers located in the Frontier – former Verizon Calling Areas. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

Flat Rate Local Calling Service provides the customer with unlimited local calls within their local calling area for one flat monthly rate. A local calling area includes their home location and any EAS (Extended Area Service) locations that are available for their service area. Regional toll calls (outside the local area, but within regional boundaries) will be billed separately per minute.

<u>Individual Line</u>	<u>Line Rate</u>	<u>EAS Rate</u>	<u>Total</u>
Rate Group S1	\$41.40	\$1.25	\$53.00
Rate Group S2	\$41.40	\$2.50	\$54.25
Rate Group S3	\$41.40	\$3.75	\$55.50
Rate Group S4	\$41.40	\$6.25	\$58.00
Rate Group S5	\$42.00	\$7.50	\$60.00
Rate Group S6	\$42.00	\$11.25	\$63.75
Rate Group S7	\$42.00	\$13.75	\$66.25
Rate Group S8	\$42.00	\$0.00	\$52.50
<u>PBX Trunk</u>	<u>Trunk Rate</u>	<u>EAS Rate</u>	<u>Total</u>
Rate Group S1	\$103.00 (I)	\$1.25	\$104.25 (I)
Rate Group S2	\$103.00 (I)	\$2.50	\$105.50 (I)
Rate Group S3	\$103.00 (I)	\$3.75	\$106.75 (I)
Rate Group S4	\$103.00 (I)	\$6.25	\$109.25 (I)
Rate Group S5	\$103.00 (I)	\$7.50	\$110.50 (I)
Rate Group S6	\$103.00 (I)	\$11.25	\$114.25 (I)
Rate Group S7	\$103.00 (I)	\$13.75	\$116.75 (I)
Rate Group S8	\$103.00 (I)	\$0.00	\$103.00 (I)

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## **SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

### **7.3 Standard Business Local Exchange Service (Cont'd)**

#### **7.3.2 Frontier – former Verizon North Calling Areas**

##### **B. Usage Sensitive Charges and Allowances**

With Measured Service, customers can call within their local calling area for a low monthly rate. In addition, calls within the home exchange are billed at a per-minute rate. Calls to the remainder of the local calling area are billed at a per-call and per-minute rate.

The remainder of the local calling area includes Extended Area Service (EAS) exchanges that is available for the customer's area.

##### **Monthly Charge**

<u>Individual Line</u>	<u>Monthly Rate</u>
Rate Group N1	\$55.00 (I)
Rate Group N2	\$55.00 (I)

<u>PBX 2-Way Trunk</u>	<u>Monthly Rate</u>
Rate Group N1	\$55.00 (I)
Rate Group N2	\$55.00 (I)

##### **Usage Charges**

	<b>PEAK</b>		<b>OFF-PEAK<sup>2</sup></b>	
	<b>First Minute</b>	<b>Add'l Minute</b>	<b>First Minute</b>	<b>Add'l Minute</b>
Home Calling Area	0.0093	0.0093	0.0047	0.0047
Extended Service Area	0.0325	0.0180	0.0163	0.0090

<sup>1</sup> 9:00 PM to 7:59 AM Monday through Friday, and all day Saturday, Sunday and Holidays



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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas**

**A. Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month for customers located in the Legacy Citizens-Frontier Calling Areas. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

Flat Rate Local Calling Service provides the customer with unlimited local calls within their local calling area for one flat monthly rate. A local calling area includes their home location and any EAS (Extended Area Service) locations that are available for their service area. Regional toll calls (outside the local area, but within regional boundaries) will be billed separately per minute.

**Business Lines**

	<b>Flat Rate</b>		<b>Total</b>
<b>Home Exchange</b>	<b>Line</b>	<b>EAS</b>	<b>Flat Rate</b>
	<b>Line</b>		<b>Line</b>
Rate Group 1	41.56	0.00	41.56
Rate Group 2	65.00 (I)	0.00	65.00 (I)
Rate Group 3	63.29 (I)	5.06	68.35 (I)
Rate Group 4	63.29 (I)	7.00	70.29 (I)
Rate Group 5	63.29 (I)	2.13	65.41 (I)
Rate Group 6	47.38	1.09	48.46
Rate Group 7	47.38	1.31	48.69
Rate Group 8	47.38	2.28	49.65
Rate Group 9	47.38	3.91	51.29
Rate Group 10	47.38	0.00	47.38
Rate Group 11	47.38	3.23	50.60
Rate Group 12	47.38	2.20	49.58
Rate Group 13	47.38	0.95	48.33
Rate Group 14	47.38	7.89	55.26
Rate Group 15	66.25 (I)	0.46	66.71 (I)
Rate Group 16	66.25 (I)	1.40	67.65 (I)
Rate Group 17	66.25 (I)	0.00	66.25 (I)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)**

**A. Monthly Recurring Charges (Cont'd)**

**Business Lines (Cont'd)**

<b>Home Exchange</b>	<b>Flat Rate Line</b>	<b>EAS</b>	<b>Total Flat Rate Line</b>
Rate Group 18	66.25 (I)	1.21	67.46 (I)
Rate Group 19	66.25 (I)	1.96	68.21 (I)
Rate Group 20	66.25 (I)	0.39	66.64 (I)
Rate Group 21	50.00	0.00	50.00
Rate Group 22	47.50	0.55	48.05
Rate Group 23	47.50	6.51	54.01
Rate Group 24	68.13 (I)	0.00	68.13 (I)
Rate Group 25	50.63	0.00	50.63
Rate Group 26	51.25	2.48	53.73
Rate Group 27	51.25	12.13	63.38

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)**

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**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)**

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### 7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)**

**A. Monthly Recurring Charges (Cont'd)**

**PBX Trunks**

<b>Home Exchange</b>	<b>Flat Rate PBX Trunk</b>	<b>EAS</b>	<b>Total Flat Rate PBX Trunk</b>
Rate Group 1	N/A	N/A	N/A
Rate Group 2	66.25 (I)	0.00	66.25 (I)
Rate Group 3	30.38	5.06	35.44
Rate Group 4	30.38	7.00	37.38
Rate Group 5	30.38	2.13	32.50
Rate Group 6	37.38	1.09	38.46
Rate Group 7	37.38	1.31	38.69
Rate Group 8	37.38	2.28	39.65
Rate Group 9	37.38	3.91	41.29
Rate Group 10	37.38	0.00	37.38
Rate Group 11	37.38	3.23	40.60
Rate Group 12	37.38	2.20	39.58
Rate Group 13	37.38	0.95	38.33
Rate Group 14	37.38	7.89	45.26
Rate Group 15	36.06	0.46	36.53
Rate Group 16	36.06	1.40	37.46
Rate Group 17	36.06	0.00	36.06
Rate Group 18	36.06	1.21	37.28
Rate Group 19	36.06	1.96	38.03
Rate Group 20	36.06	0.39	36.45
Rate Group 21	NA	NA	NA
Rate Group 22	37.50	0.55	38.05
Rate Group 23	37.50	6.51	44.01
Rate Group 24	NA	NA	NA
Rate Group 25	NA	NA	NA
Rate Group 26	41.25	2.48	43.73
Rate Group 27	41.25	12.13	53.38

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### 7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)

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### 7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)

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### 7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)

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### 7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont'd)**

**B. Usage Sensitive Charges and Allowances**

With Measured Service, customers can call within their local calling area for a low monthly rate. In addition, calls within the home exchange and extended area are billed at a per-call rate and per-minute rate.

**Monthly Recurring Charges**

<u>Home Exchange</u>	<u>Measured Line</u>
Rate Group 2	58.74 (I)

**Usage Charges\***

	<u>First Minute</u>	<u>Add'l Minute</u>
Home Calling Area	0.0351	0.0116
Extended Service Area	0.0600	0.0225

**Extended Local Calling Plan**

The Extended Local Calling Plan (the Plan) is a calling plan available to Legacy Citizens-Frontier local exchange service customers in the Cooksville, Danvers and Towanda exchanges.

The Plan applies to direct, seven-digit dialed calls (excluding “1+”, “0+”, or “0-”) that originate from the Cooksville, Danvers or Towanda exchanges (See Note 1) and terminate to the Arrowsmith, Bloomington/Normal, Carlock, Colfax/Anchor, Cooksville (see Note 2 on next page), Danvers, Downs, Ellsworth (see Note 3 on next page), Hudson, Lexington, Stanford and Towanda (see Note 3 on next page) exchanges.

\* 50% discount applies for nights, weekends and holidays.

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont’d)**

**7.3 Standard Business Local Exchange Service (Cont’d)**

**7.3.3 Legacy Citizens-Frontier Calling Areas (Cont’d)**

**B. Usage Sensitive Charges and Allowances (Cont’d)**

The Plan is available only to customers who subscribe to the Company’s Basic Local Exchange Service. Usage shall be charged for in increments of one minute. Minimum timing per call is one minute. Timing of additional minutes and fractions thereof will be rounded to the next higher minute. Call duration is measured beginning when connection is established between the calling party and the called party, and ends when the calling party “hangs up,” thereby releasing the network connection. If the called party “hangs up,” but the calling party does not, the measured called duration ends when the network connection is released by automatic timing equipment in the telephone network.

The following rate applies for calls made under the Extended Local Calling Plan.

Rate Per Minute	\$0.0250 (I)
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Note 1: Calls within the exchange are not covered by The Plan. These Calls are included in the Local Area Service rate.

Note 2: Calls placed from Towanda to Cooksville are not covered by The Plan. Towanda to Cooksville calls are included under a separate calling arrangement.

Note 3: Calls placed from Cooksville to Ellsworth or Towanda are not covered by The Plan. Cooksville to Ellsworth or Towanda calls are included under a separate calling arrangement.

(M) Material appearing on this page previously appeared on page 75.17.

### 7.3 Standard Business Local Exchange Service (Cont'd)

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### 7.3 Standard Business Local Exchange Service (Cont'd)

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### 7.3 Standard Business Local Exchange Service (Cont'd)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3                      Standard Business Local Exchange Service (Cont'd)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.3 Standard Business Local Exchange Service (Cont'd)**

**7.3.4 Brightspeed of Illinois fGallatin River Communications Inc. (T) Calling Areas**

**Usage Sensitive Charges and Allowances**

With Measured Service, customers can call within their local calling area for a low monthly rate. In addition, calls within the home exchange and extended area are billed at a per-minute rate.

<b>Exchange Access Lines</b>	<b>Monthly</b>
Individual Line	\$38.75 (I)
Key Line	\$38.75 (I)
PBX Trunk	\$42.50 (I)

**Usage Charges**

	<b>PEAK</b>		<b>OFF-PEAK<sup>1</sup></b>	
	<b>First Minute</b>	<b>Add'l Minute</b>	<b>First Minute</b>	<b>Add'l Minute</b>
Home Calling Area	0.0375	0.0188	0.0281	0.0141
Extended Service Area	0.0375	0.0188	0.0281	0.0141

<b>Detail of Local Measured Usage</b>	<b>Monthly</b>
Printed Billing Detail	\$10.00

<sup>1</sup> 9:00 PM to 7:59 AM Monday through Friday, and all day Saturday, Sunday and Holidays

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.4 Reserved For Future Use**

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Issued By:

Andoni Economou  
COO & EVP  
55 Water Street, 32<sup>nd</sup> Floor  
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Effective Date: September 7, 2014

## **SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

### **7.5 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 7 of this product guide. The Customer will be charged for the number of DID numbers utilized out of the available 10 numbers.

#### **A. SBC Ameritech Calling Areas**

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Establish Trunk Group and Provide:		
10 DID Numbers, per working Block	\$32.95	\$223.00 (I)
10 DID Numbers, per reserved Block	\$32.95	\$122.00 (I)
DID Trunk Termination		
Per Trunk	\$32.95	\$1827.50 (I)
Service Establishment Charge		
Per Trunk Group	\$175.00	N/A
2-Way DID Trunk Termination with Call Transfer		\$2671.25 (I)

#### **B. Frontier – Frontier**

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Former Verizon North		
DID Trunk Termination - Initial	\$750.00	\$62.50
DID Trunk Termination - Each Additional	\$60.00	\$31.25
20 DID Numbers	-	\$10.00
100 DID Numbers	-	\$50.00
Frontier Carolinas		
DID Trunk Termination	-	\$21.88
20 DID Numbers - Initial	\$350.00	\$10.00
20 DID Numbers – Each Additional	\$35.00	\$10.00

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.5 Direct Inward Dialing (DID) Service (Cont'd)**

**C. Legacy Citizens-Frontier Calling Areas**

**Recurring Charges:**

<b><u>Home Exchange</u></b>	<b><u>DID/DIOD Trunk</u></b>	<b><u>EAS</u></b>	<b><u>Trunk Termination</u></b>	<b><u>Total DID Trunk</u></b>	<b><u>20 DID #s</u></b>	<b><u>100 DID #s</u></b>
Rate Group 2						
Initial Trunk	66.25 (I)	0.00	62.50*	128.75 (I)	12.50	31.25
Additional Trunks	66.25 (I)	0.00	31.25*	97.50 (I)	12.50	31.25
Rate Group 2 (DIOD)	66.25 (I)	0.00	19.06*	85.31 (I)	12.50	31.25
Rate Group 3	30.38	5.06	21.88	57.32	12.50	N/A
Rate Group 4	30.38	7.00	21.88	59.26	12.50	N/A
Rate Group 5	30.38	2.13	21.88	54.39	12.50	N/A

**Non-Recurring Charges:**

**Trunk Termination**

\$937.50 per order for initial Trunk Termination.

\$75.00 for each additional Trunk Termination.

**DID #s**

\$87.50 to establish first group of 20 DID numbers.

\$31.25 to establish each addition group of 20 DID numbers.

\* DIOD Trunk Termination \$19.06

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.5 Direct Inward Dialing (DID) Service (Cont'd)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.5 Direct Inward Dialing (DID) Service (Cont'd)**

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.5 Direct Inward Dialing (DID) Service (Cont'd)**

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## 7.5 Direct Inward Dialing (DID) Service (Cont'd)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.5 Direct Inward Dialing (DID) Service (Cont'd)**

D. Brightspeed of Illinois fGallatin River Communications Inc. (T) Calling Areas

	<b>Monthly</b>
PBX DID Trunk	\$50.00 (I)
Block of 20 DID Numbers	\$12.50

## **SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

### **7.6 Reserved For Future Use**

### **7.7 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

#### **7.7.1 Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

	<u>SBC</u>	<u>Frontier –former Verizon/Frontier Carolinas</u>	<u>Brightspeed of IL fGallatin River Comm. (T)</u>	<u>Legacy Citizens- Frontier</u>
<u>Optional Calling Features</u>				
Three-Way Calling	\$3.00	\$3.00*	\$2.50	\$4.00
Call Return	\$3.00	\$3.00*	\$2.50	\$4.00
Repeat Dialing	\$3.00	\$3.00*	\$2.50	\$4.00
Call Trace	-	\$8.00 **	\$5.00	\$9.00

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

\*Maximum monthly charge is \$15.00 (N)

\*\*Maximum monthly charge is \$32.50 (N)

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.7 Optional Calling Features, (Cont'd)**

**7.7.2 Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

SBC/Ameritech Exchange Areas

<b>Optional Calling Feature</b>	<b>Business</b>
Call Waiting	\$27.83
Call Forwarding Variable	\$27.83
Call Forwarding – Busy Line Customer Control	\$1.00
Call Forwarding – No Answer Customer Control	\$1.00
Call Forwarding – Busy Line	\$0.60
Call Forwarding – No Answer	\$0.60
Speed Dialing – 8 numbers	\$21.15
Speed Dialing – 30 numbers	\$8.75
Three Way Calling	\$26.44
Caller ID	\$38.04
Caller ID with Number	\$38.04
Call Block	\$5.00
Last Number Redial	\$5.00
Message Waiting Indicator	\$0.30
Multi-Ring – First Line	\$5.00
Multi Ring – Each additional line	\$5.00
Remote Call Forward, per initial feature	\$76.08
Remote Call Forward, per additional feature	\$76.08
Automatic Call Back	\$6.50
Repeat Dialing	\$7.00
Call Intercept/Privacy Manager	\$55.66
Direct Connect	\$530.00 (I)
Hotline	\$329.00 (I)
Trunk Make Busy Arrangement	\$355.00 (I)

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONT'D)**

**7.7 Optional Calling Features, (Cont'd)**

**7.7.2 Features Offered on a Monthly Basis (Cont'd)**

Frontier – fVerizon North/Frontier Carolinas

<b>Optional Calling Feature</b>	<b>Business</b>
Call Waiting	\$24.50 (I)
Cancel Call Waiting	\$24.50 (I)
Call Forwarding Variable	\$9.00
Call Forward Busy No Answer	\$9.00
Speed Dialing – 8 numbers	\$6.99
Speed Dialing – 30 numbers	\$6.99
Three Way Calling	\$9.50
Caller ID – Number Only	\$25.75 (I)
Caller ID with Name	\$29.00 (I)
Last Number Redial	\$2.95
Distinctive Ringing	\$7.50
Fixed Call Forwarding	
Busy	\$9.00
No Answer	\$9.00
Busy No Answer	\$9.00
Automatic Call Return	\$6.99
Automatic Busy Redial	\$6.99
Call Block	\$7.50
Priority Call	\$6.99
Remote Call Forwarding	\$47.50
Anonymous Call Rejection	\$6.50

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.7 Optional Calling Features, (Cont'd)**

**7.7.2 Features Offered on a Monthly Basis (Cont'd)**

Legacy Citizens-Frontier Exchange Areas

**Optional Calling Feature**

Anonymous Call Rejection	7.50
Automatic Busy Redial	8.74
Automatic Call Return	8.74
Call Block	6.25
Call Forward Busy No answer	8.75
Call Forwarding Variable	8.75
Call Waiting	28.13 (I)
Caller ID Number Only	11.25
Caller ID with Name	35.00 (I)
Distinctive Ringing	9.38
Last Number Redial	3.69
Remote Call Forward, per path	47.50
Speed Dialing – 30 numbers	8.74
Speed Dialing – 8 numbers	5.94
Three Way Calling	11.25
Toll Restriction	6.25
Warm Line	1.88

**Remote Call Forwarding – Usage Charges**

<u>Band</u>	<u>Peak</u>	<u>Off-Peak</u>
1-10 Miles	\$0.0500	\$0.0313
11-16 Miles	\$0.0625	\$0.0375
17-40 Miles	\$0.1288	\$0.0738
41 Miles and Over	\$0.1288	\$0.0738

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.7 Optional Calling Features, (Cont'd)**

**7.7.2 Features Offered on a Monthly Basis (Cont'd)**

Brightspeed of Illinois fGallatin River Communications Inc. (T) Exchange Areas

**Optional Calling Feature**

Automatic Busy Redial	\$6.25
Automatic Call Return	6.25
Call Block	5.00
Call Forward Busy	10.00
Call Forward No Answer	10.00
Call Forward Busy No Answer	11.25
Call Forwarding Variable	6.25
Call Waiting	8.75
Caller ID	12.50
Caller ID with Name	12.50
Distinctive Ringing	7.06
Remote Call Forward, per initial path	40.09
Remote Call Forward, per additional path	40.00 (I)
Speed Dialing – 30 numbers	12.11
Speed Dialing – 8 numbers	6.25
Ultra Forward (CF Remote Activation )	6.25
Three Way Calling	6.25

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.8 Subscriber Intrastate Access Service**

**7.8.1 General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

**7.8.2 Limitations**

(A) A telephone number is not provided with Subscriber Intrastate Access Service.

(B) Detail billing is not provided with Subscriber Intrastate Access Service.

(C) Directory listings are not included with Subscriber Intrastate Access Service.

(D) Intercept arrangements are not included with Subscriber Intrastate Access Service.

**7.8.3 Undertaking of the Company**

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

**7.8.4 Term of Service**

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

**7.8.5 Rate Regulations**

(A) The Subscriber Access Charge shall not apply to Lifeline customers.

(B) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this tariff and any contract. No other credits are available for Subscriber Intrastate Access Service.

(C) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.



**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.8 Subscriber Intrastate Access Service, continued**

**7.8.5 Rate Regulations, continued**

(D) The Subscriber Access Charge, as set forth in 7.8.6 following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

(E) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.

**7.8.6 Rates**

<b>Business Customer Service Type</b>	<b>ILEC AREA/OCN</b>			
	<b>SBC /5070</b>	<b>Brightspeed of IL (fGallatin River Comm) /1057</b>	<b>Frontier North, South (fVerizon) /1000, 1015, 1036</b>	<b>Legacy - Citizens Frontier IL/ 0998, 1011, 1038, 1055, 1061, 1067, 1073, 1079, 1183</b>
Single Line Local Exchange Service	7.50	7.50	7.50	7.50
Multi-line Local Exchange Service	7.69	10.20	10.20	10.20
Centrex	7.69	10.20	10.20	10.20
Trunk	7.69	10.20	10.20	10.20
PRI	38.45	51.00	51.00	51.00
(D)	(D)	(D)	(D)	(D)
BRI	7.69	7.50	8.00	8.00

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

7.9 Local Telecom Surcharge

7.9.1 Rate Regulations,

(A) Telecommunications rules and regulations allows Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 7.14 following for rates.

7.10 Carrier Access Recovery Charge

7.10.1 Rate Regulations,

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 7.8.6 preceding will be assessed a flat-rated, monthly Carrier Access Recovery Charge (CARC). CARCs will be billed to the associated end user or reseller of the local exchange services except for those customers who participate in the Lifeline Assistance Program. See table in paragraph 7.14 following for rates.

7.11 Regulatory Recovery Fee-State

6.12.1 Rate Regulations,

(A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 7.14 following for rates.

7.12 End User Port Charges

7.12.1 Rate Regulations,

Certain local exchange services provided under the general and/or local exchange service tariffs are subject to End User Port Charges. These services include:

- Business Lines, Centrex Lines
- Integrated Services Digital Network (ISDN) – Basic Rate and Primary Rate
- T-1 Digital PBX Services
- PBX Trunks

See table in paragraph 7.15 following for rates

**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

**7.13 Local Portability Charge**

**7.13.1 Rate Regulations,**

(A) Telecommunications rules and regulations require all local phone companies to provide "service provider number portability," which allows customers to retain their local phone number when switching companies to provide their local phone service. The Local Portability Charge (LPC) is used by telephone companies to recover the costs associated with the development, implementation, and operability of service provider number portability.

(B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below applies to all local exchange service lines provided by the Company. See table in paragraph 7.14 following for rates.

**7.14 Rate Table (LTS, CARC, RRF-S and LPC) applies to all service areas:**

**Monthly Per Line or Per Trunk\***

Services	Business			
	Local Telecom Surcharge	Carrier Access Recovery Charge	Regulatory Recovery Fee-State	Local Portability Charge
Single Line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Multi-line Local Exchange Svc.	\$5.00	\$4.50	\$2.99	\$1.49
Lifeline customer	-	-	-	-
ISDN BRI	\$5.00	\$4.50	\$2.99	\$1.49
ISDN PRI (rates per svc.)	-	\$22.50	\$14.95	\$53.55
Foreign Exchange–Single Line	-	\$4.50	\$2.99	\$1.49
Foreign Exchange–Multi-Line	\$5.00	\$4.50	\$2.99	\$1.49
Remote Call Forward	\$5.00	-	-	\$1.49
Centrex	\$5.00	\$4.50	\$2.99	\$1.49
Trunks	\$5.00	\$4.50	\$2.99	\$10.71
T-1/Digital PBX (rates per svc.)	-	\$22.50	\$14.95	\$53.55

\*Unless otherwise noted

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**SECTION 7.0 – LOCAL EXCHANGE SERVICES PRICE LIST (Cont'd)**

7.15 End User Port Charge Rate Table

**Business Monthly Per Line or Per Trunk\***

Services	End User Port Charge			
	ATT SBC /5070	Brightspeed of ILL fGallatin River Comm. /1057	Frontier North, South (fVerizon) /1000, 1015, 1036	Legacy - Citizens Frontier ILL/ 0998, 1011, 1038, 1055, 1061, 1067, 1073, 1079, 1183
Single Line Local Exchange Svc.	\$0.99	-	-	-
Multi-line Local Exchange Svc.	\$0.99	-	-	-
Lifeline customer	-	-	-	-
ISDN BRI	\$1.58	\$2.23	\$2.80	\$2.68
ISDN PRI (rates per svc.)	\$15.53	\$23.51	\$15.53	\$30.05
Foreign Exchange–Single Line	\$0.99	-	-	-
Foreign Exchange–Multi-Line	\$0.99	-	-	-
Remote Call Forward	-	-	-	-
Centrex	\$0.99	-	-	-
Trunks	\$0.99	-	-	-
T-1/Digital PBX (rates per svc.)	\$28.18	\$23.51	\$28.18	\$30.05

\*Unless otherwise noted

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## **SECTION 8.0 - DIRECTORY ASSISTANCE SERVICES**

### **8.1 Directory Assistance Services**

#### **8.1.1 Directory Assistance**

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number.

At the Customer's option, the Company will automatically place a call to the requested number. For all calls completed in this manner, a Call Completion Charge and the Standard Usage Charges will apply in addition to the Requested Number Charge.

	SBC Ameritech	Frontier (fVerizon) Frontier Carolinas	Legacy Citizens-Frontier	Brightspeed of ILL fGallatin River Comm (T)
Per Call to Directory Assistance	5.99	5.99	5.99	6.99 I
National Directory Assistance	5.99	5.99	5.99	6.99 I
Directory Assistance Call Completion	0.30	1.00	2.00	-
Name and Address Request	5.99	5.99	5.99	6.99 I
Business Category Search	5.99	5.99	5.99	6.99 I

### **8.2 NON-PUBLISHED DIRECTORY SERVICE**

#### **8.2.1 General**

- A. Non-Published Directory Service is a telephone number which is not listed in either the directory assistance records, or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of customers. Non-Published Directory Service is classified as a competitive service for all business customers.

**SECTION 8.0 – DIRECTORY ASSISTANCE SERVICES (Cont'd)**

**8.2 NON-PUBLISHED DIRECTORY SERVICE (Cont'd)**

**8.2.1 General (Cont'd)**

- B. Incoming calls to Non-Published Directory Service telephone numbers will be completed by the Company only when the calling party places the call by telephone number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. However, the Company may provide the customer's name, address and telephone number to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency situations. The acceptance by the Company of the customer's request to furnish Non-Published Directory Service does not create any relationship or obligation, direct or indirect, to any person other than the customer.
- C. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Published Directory Service customer in the directory or disclosing a Non-Published Directory Service telephone number to any calling party shall attach to the Company, and where such a number is published or is disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such service.
- D. The Non-Published Directory Service telephone number and name associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers (called parties) of Caller ID, Caller ID with Name, and customers using Automatic Callback feature with announcement.

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**SECTION 8.0 – DIRECTORY ASSISTANCE SERVICES (Cont’d)**

**8.2 NON-PUBLISHED DIRECTORY SERVICE (Cont’d)**

**8.2.2 Rates**

Former SBC/Ameritech	
<u>Description</u>	<u>Monthly Price</u>
Non-Published Directory Service, each separate customer service	\$5.25
Frontier f Verizon; Frontier Carolinas	
<u>Description</u>	<u>Monthly Price</u>
Non-Published Directory Service, each separate customer service	\$8.00 (I)
Legacy Citizens-Frontier	
<u>Description</u>	<u>Monthly Price</u>
Non-Published Directory Service, each separate customer service	\$10.00 (I)
Brightspeed of Illinois fGallatin River Communications Inc. (T)	
<u>Description</u>	<u>Monthly Price</u>
Non-Published Directory Service, each separate customer service	\$13.75

The preceding rate does not apply to:

- A. Reversed Charge Service.
- B. Foreign Exchange, Foreign District or Foreign Central Office Service if the customer has other exchange service which is listed in the published telephone directory at the same address.
- C. Additional service furnished to the same customer who has service listed in the published telephone directory at the same address.
- D. A customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the P.B.X. or semipublic service furnished to the hotel, hospital, retirement complex, apartment house, boarding house or club.
- E. Temporary service furnished for short periods, such as for elections, special events (e.g., fairs, exhibits, parades, etc.) and other special situations.
- F. 800 Service.

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**SECTION 8.0 – DIRECTORY ASSISTANCE SERVICES (Cont’d)**

**8.3 NON-LISTED DIRECTORY SERVICE**

**8.3.1 General**

- A. Non-Listed Directory Service is a telephone number which is not listed in the alphabetical directory or that section of the directory containing the regular alphabetical list of names of customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party. Non-Listed Directory Service is classified as a competitive service for all business customers.
- B. The Company may provide the customer's name, address and telephone number to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency situations.
- C. The Non-Listed Directory Service telephone number and name associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers (called parties) of Caller ID, and Caller ID with Name.

**8.3.2 Rates**

Former SBC/Ameritech	
<u>Description</u>	<u>Business</u>
Non-Listed Directory Service, each separate listing	\$4.50
Frontier f Verizon; Frontier Carolinas	
<u>Description</u>	
Non-Listed Directory Service, each separate listing	\$7.50
Legacy Citizens-Frontier	
<u>Description</u>	
Non-Listed Directory Service, each separate listing	\$9.38
Brightspeed of Illinois fGallatin River Communications Inc.	
<u>Description</u>	
Non-Listed Directory Service, each separate listing	\$13.75

**8.3.3 ADDITIONAL LISTINGS**

**A listing on a second number in a hunt group will be considered an additional listing and be billed at the appropriate rate following.**

Listings	Former SBC Ameritech	Frontier fVerizon; Frontier Carolinas	Legacy Citizens- Frontier	Brightspeed of ILL fGallatin Comm. Inc.
Additional	\$7.00	\$35.00 (I)	\$43.75 (I)	\$10.00
Foreign	\$7.00	\$12.50	\$15.63	\$10.00



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**SECTION 8.0 – DIRECTORY ASSISTANCE SERVICES (CONT'D)**

**8.4 CUSTOM NUMBER SERVICE**

**8.4.1 General**

- A. Custom Number Service (CNS) allows customers to request a specific telephone number other than the one that would normally be assigned by the Company. These specifically requested numbers include, but are not limited to, numbers with alpha equivalents or “easy to remember” numbers. The CNS charge does not give any customer a property right in the telephone number selected. (T)
- B. CNS is provided subject to the availability of telephone numbers.
- C. An initial nonrecurring charge will apply when a Custom Number is assigned.

**8.4.2 Rates and Charges**

<u>Description</u>	<u>Nonrecurring Charge</u>
Number Search and Assignment	\$38.00

**8.5 Directory Assistance for the Blind**

A business main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind. (T)

**SECTION 9.0 – RESERVED FOR FUTURE USE**

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## **SECTION 10.0 - PRODUCT SERVICES**

### **10.1 MetPath™ ISDN PRI Service with Unlimited Local Calling**

\*Calls made within Band A are on a per call basis.

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

**MetPath™** ISDN PRI includes the following non-optional Feature Package: Inbound Calling Line ID-Name & Number and Call by Call Selection.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

#### **Recurring Charges**

	Monthly Recurring Charge			<b>C</b>
	12 Months	24 Months	36 Months	
All Areas	ICB	ICB	ICB	

## **SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

### **10.1 MetPath™ ISDN PRI Service with Unlimited Local Calling (Cont'd)**

#### **Non-Recurring Charges**

		Non-Recurring Charge			
		12 Months	24 Months	36 Months	
All Areas	First Line	ICB	ICB	ICB	T D D D
	Each Add'l Line	ICB	ICB	ICB	
Expedite Service Charge <sup>1</sup>		Per PRI			T D
All Areas		ICB			
Order Supplement Charge <sup>2</sup>	All Areas	First Change	Subsequent Change		T D
		ICB	ICB		
Order Cancellation Charge		Per PRI			T D
All Areas		ICB			

<sup>1</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>1</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.2 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a MetPath™ digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

**Monthly Recurring Charges**

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.2 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling (Cont'd)**

Non-Recurring Charges

	Non-Recurring Charge			
	12 Months	24 Months	36 Months	
All Areas				<b>T</b>
First Line	ICB	ICB	ICB	<b>D</b>
Each Add'l Line	ICB	ICB	ICB	<b>D</b>
				<b>D</b>
Expedite Service Charge <sup>1</sup>	Per DS1			<b>T</b>
All Areas	ICB			<b>D</b>
Order Supplement Charge <sup>2</sup>	First Change	Subsequent		<b>T</b>
All Areas	ICB	Change		<b>D</b>
		ICB		
Order Cancellation Charge	Per DS1			<b>T</b>
All Areas	ICB			<b>D</b>

<sup>1</sup> Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

<sup>2</sup> Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service**

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

This product is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

**MetPath™ ISDN PRI with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)**

**MetPath™ ISDN PRI with Unlimited Local and Bundled 10,000 Long Distance MOU**

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**MetPath™ ISDN PRI with Unlimited Local and Bundled 15,000 Long Distance MOU**

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**MetPath™ ISDN PRI with Unlimited Local and Bundled 30,000 Long Distance MOU**

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.3 MetPath™ ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)**

MetPath™ ISDN PRI with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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MetPath™ ISDN PRI with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**10.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service**

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a MetPath™ digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)**

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

**MetPath™ ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU**

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**MetPath™ ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU**

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)**

MetPath™ ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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MetPath™ ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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MetPath™ ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.4 MetPath™ Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)**

MetPath™ ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
All Areas	ICB	ICB	ICB

**10.5 MetPath™ ISDN BRI Service**

MetPath™ ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

Monthly Recurring Charges – former Ameritech/SBC Areas

ISDN Digital Line		
Access Area A	\$11,571.25	(I)
Access Area B	\$9,227.50	(I)
Access Area C	\$7,602.50	(I)
Features		
Circuit Switched Capability, per B Channel	\$741.25	(I)
Usage Rates		
ISDN BRI Flat Rate Access	\$93.50	
Circuit Switched Data – Intrastate Rate per minute (Measured Rate Usage)	\$0.1090	

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**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

**10.5 MetPath™ ISDN BRI Service (Cont'd)**

Usage Rates

Local Voice and Data Calls (Measured Service)

<u>ACCESS AREAS</u>	<u>Initial</u>	<u>Additional</u>
A, B and C	<u>Minute</u>	<u>Minute</u>
Band A	\$1.375	\$1.375
Band B	\$1.375	\$1.375
Band C	\$12.25	\$12.25

Monthly Recurring Charges – Frontier – Former Verizon North Areas

ISDN Digital Line

Measured Service<sup>1</sup> \$90.00 (I)

Flat Rate Service<sup>1</sup> \$343.13 (I)

Features

B-Channel Circuit-Switched Data	\$8.00
Packet Switched Data - B Channel	\$120.00
Packet Switched Data - D Channel	\$15.00
Additional Directory Number	\$2.00

Usage Rates

Local Voice and Data Calls (Measured Service) \$0.025

Intrastate Toll Rate per minute \$0.1090

**SECTION 10.0 - PRODUCT SERVICES (Cont'd)**

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## **SECTION 10.0 - PRODUCT SERVICES (CONT'D)**

### **10.6 MetPath™ Digital Centrex Service**

MetPath™ Digital Centrex Service delivers superior performance, PBX-like functionality including abbreviated dialing, and is compatible with many telephone sets. Each user has a unique seven-digit direct telephone number and customized features. The service is affordable, power failure safe and provides a scalable platform for future growth and technology.

#### **Monthly Recurring Charges**

	Monthly Recurring Charge
Former SBC Areas (M)	
Month to Month – Message Rate	\$1003.75 (I)
Month to Month – Flat Rate	\$1003.75 (I)

#### **Frontier Carolina (former Verizon South)**

Centrex – Dial 9 Flat Rate	\$75.00
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#### **Frontier North (former Verizon North)**

Centrex Measured Rate Service	\$69.69
CentrexPak Service 2-30 Lines – MTM	\$36.88
CentrexPak Service 2-30 Lines – 24M	\$36.38

**NOTES FOR ALL MetPath™Services:** Availability of services must be verified with the Company based on customer address and NPA-NXX. Rates does not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes. Minimum service period is 12 months. If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

## SECTION 11.0 - MISCELLANEOUS SERVICES

### 11.1 Carrier Presubscription

#### 11.1.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**11.1.2 Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.



## **SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

### **11.1 Carrier Presubscription, (Cont'd)**

#### **11.1.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 11.1.5 below:

#### **11.1.4 Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90-day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 11.1.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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**SECTION 11.0 – MISCELLANEOUS SERVICES (Cont'd)**

**11.1 Carrier Presubscription, (Cont'd)**

**11.1.5 Presubscription Charges**

**(A) Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 11.1.4 above, for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**(B) Nonrecurring Charges**

Per business line, trunk, or port

	<u>SBC</u>	<u>Former Verizon</u>	<u>Legacy Citizens-Frontier</u>	<u>Brightspeed of ILL (T)</u>
Initial Line, or Trunk or Port	\$5.00	\$5.00	\$5.00 (R)	\$5.00
Additional Line, Trunk or Port	\$5.00	\$5.00	\$5.00 (R)	\$5.00

**SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

**11.2    Reserved For Future Use**

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**SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

**11.2    Reserved For Future Use (Cont'd)** (T)

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## 11.2 Reserved For Future Use (Cont'd)

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## 11.2 Reserved For Future Use (Cont'd)

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### 11.3 Reserved For Future Use

**SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

**11.3    Reserved For Future Use (Cont'd)**

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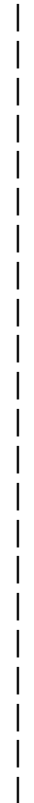
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**SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

**11.4 Reserved For Future Use**

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**SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

**11.5 Reserved For Future Use**

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## 11.6 Reserved For Future Use

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**SECTION 11.0 – MISCELLANEOUS SERVICES (CONT'D)**

**11.8 MetPak Plus Bundled Service Plan\***

**A. Description**

MetPak Plus Bundled Service Plan is an optional business package offer that provides the following:

1. Business Network Access Line
2. Unlimited Local Usage
3. Custom Calling Features
4. Fixed monthly rates for 12, 24 or 36 month term or a Month-to-Month Option

**B. Available Features**

Call Management features associated with the Service Plan Plus option are available on each line in the package at no extra charge. The customer may choose any of the following features for each line in the package.

Anonymous Call Rejection	Call Waiting ID
Call Block	Caller ID Name and Number
Call Forward Busy Line	Hunting
Call Forward Don't Answer	Remote Access Call Forwarding
Call Forward Don't Answer Ring Control	Repeat Dialing
Call Forward Variable	Speed Calling 8
Call Return	Speed Calling 30
Call Waiting	Three Way Calling

**C. Requirements**

Customers must use MetTel as their local and regional toll carrier. These plans only apply to voice traffic for sent-paid, directly dialed calls. Calls to Internet Service Providers which is not voice traffic is not covered under the plan. The plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI, ISDN PRI, Digital PBX Trunks, Remote Call Forwarding, Foreign Exchange, Coin or Pay Telephone Service or for use with Dial-up Modems, Predictive Dialers, Call Center operations, Broadcast Fax, Data Transmissions or Toll Free Services. Additional restrictions may apply.

**D. Rates**

Month to Month	12 Months	24 Months	36 Months
\$350.00	\$180.00	\$170.00	\$160.00

\*These plans are grandfathered effective 11/17/2024 and are only available to customers at their current rates at existing locations. Renewals or extensions of MTM or term contract rates are no longer available.

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**SECTION 12.0 - EXCHANGE AREAS**

**12.1 SBC Ameritech Exchange Areas**

<b>Exchange</b>	<b>Access Area</b>
Algonquin	C1
Alton	C15
Antioch	C1
Arlington Heights	C1
Athens	C9
Aurora East	C1
Aurora Main	C1
Aviston	C15
Barrington	C1
Barrington South	C1
Bartlett	C1
Bartonville	C6
Batavia	C
Beardstown	C
Beckemeyer	C15
Beecher	C1
Belleville	C
Belleville Adams	C15
Belleville Pioneer	C15
Bellwood	B1
Bensenville	C1
Berwyn	B
Bethalto	C15
Big Rock	C1
Blue Island	C1
Bluford	C15
Bolingbrook	C1
Braidwood	C1
Breese	C15
Brighton	C15
Brookfield	C
Buffalo	C9
Burton	C

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**SECTION 12.0 – EXCHANGE AREAS**

**12.2 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
Cahokoa	C15
Cairo	C
Calumet City	C1
Canton	C6
Cantrall	C9
Carlyle	C15
Cary	C1
Catlin	C7
Centralia	C15
Champaign Main	C7
Champaign University	C7
Chicago	A/B1
Chicago Heights East	C
Chicago Heights Main	C
Cicero	B1
Coal City	C1
Coal Valley	C3
Collinsville	C15
Columbus	C
Crescent City	C1
Crete	C1
Crystal Lake	C1
Danville	C7
Decatur Main	C9
Decatur North	C9
Deerfield	C1
Delavan	C6
Des Plaines	B1
Downers Grove	C1
Dundee	B/C1
Dwight	C1

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**SECTION 12.0 – EXCHANGE AREAS**

**12.3 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
E. St. Louis	C15
East Moline	C3
Edgemont	C15
Edgington	C3
Edwardsville	C15
Elburn	C1
Elgin	C1
Elk Grove	C1
Elmhurst	C1
Elsah	C15
Elwood	C1
Evanston	B1
Fairmount	C7
Farmington	C6
Fiatt	C6
Fithian	C7
Forest	B
Forrest	C
Fowler	C
Fox Lake	C1
Frankfort	C1
Franklin	B/C
Freeburg	C15
Galena	C3
Gardner	C1
Geneva	C1
Georgetown	C7
Germantown	C15
Gibson City	C7
Gilman	C1
Glen Carbon	C15

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**SECTION 12.0 – EXCHANGE AREAS**

**12.4 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
Glen Ellyn	C1
Glencoe	B
Glenview	B1
Godfrey	C15
Governors Park	C1
Granite City	C15
Grant Park	C1
Grays Lake	B1
Green Rock	C3
Greenville	C15
Half Day	C
Hampshire	C1
Hanna City	C6
Harding	C1
Harmony	C15
Harristown	C9
Harvard	C1
Harvey	C1
Herscher	C1
Hickory Hills	C1
Highland Park	CB1
Hillside	C1
Hinsdale	B/C1
Homewood	C1
Hopkins Park	C1
Huntley	C1
Illinois City	C
Indianola	C7
Ipava	C6
Itasca	B
Iuka	C15
Joliet	C
Joliet Mail	C1

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**SECTION 12.0 – EXCHANGE AREAS**

**12.5 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
Joliet West	C1
Kaneville	C1
Kankakee	C1
Kell-Dix	C15
Kinmundy	C15
LaGrange	C1
Lake Forest	C1
Lake Villa	C1
Lake Zurich	C1
Lansing	C
LaSalle	C1
Lebanon	C15
Lemont	C
Lemont Main	C1
Lemont North	C1
Lewistown	C6
Liberty	C
Libertyville	C1
Lisbon	C1
Lockport	C1
Lombard	C1
Loves Park	C2
Manhattan	C1
Manteno	C1
Marengo	C1
Marine	C15
Maywood	B/C
Mazon	C1
McHenry	C1
Milan	C3
Minooka	C1

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**SECTION 12.0 – EXCHANGE AREAS**

**12.6 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
Mokena	C1
Moline	C3
Momence	C1
Morris	C1
Morton Grove	B1
Mound City	C
Mounds	C
Mount Vernon	C15
Mundelein	C
Naperville	B/C1
Naperville NE	B1
Nashville	C15
New Athens	C15
New Lenox	C1
Newark	C1
North Chicago	C1
Northbrook	C1
Northbrook West	C1
Oak Brook	B1
Oak Forest	C
Oak Lawn	B/C1
Oak Park	B/C1
Oakford	C9
Oakwood	C7
O'Fallon	C15
Oglesby	C1
Olive Branch	C
Onarga	C1
Orland	C1
Oswego	C1
Ottawa	C1

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**SECTION 12.0 – EXCHANGE AREAS**

**12.7 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
Palatine	B/C1
Palos Park	C1
Park Forest	C1
Park Ridge	B1
Payson	C
Peoria	C
Peoria Bluffs	C6
Peoria East	C6
Peoria Jefferson	C6
Peoria North	C6
Peotone	C1
Petersburg	C9
Pistakee Hlds	C
Plainfield	C1
Plano	C1
Plato Center	C1
Plattville	C1
Pontoon Beach	C15
Poplar Creek	B1
Quincy	C
Ridge Farm	C7
River Grove	B1
Riverdale	C1
Riverside	C
Riverton	C9
Rochester	C9
Rock Island	C3
Rockford	C
Rockford East	C2
Rockford Main	C2
Romeoville	C1
Roselle	B/C1
Rosewood Heights	C15
Round Lake	C1

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**SECTION 12.0 – EXCHANGE AREAS**

**12.8 SBC Ameritech Exchange Areas (Continued)**

<b>Exchange</b>	<b>Access Area</b>
Salem	C15
San Jose	C6
Schaumburg	B1
Schaumburg North	C1
Schiller Park	C1
Seneca	C1
Skokie	B1
South Beloit	C
Spring Bay	C6
Springfield	C
Springfield Lake	C9
Springfield Main	C9
Springfield West	C9
St. Anne	C1
St. Charles	C
St. Joseph	C7
Sterling	C
Sugar Grove	C1
Summit	C1
Tallula	C9
Tamms	C
Thebes	C
Thornton	C

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**SECTION 12.0 – EXCHANGE AREAS**

**12.9 Frontier – Former Verizon South Exchange Areas**

<b>Exchange</b>	<b>RC</b>	<b>Exchange</b>	<b>RC</b>	<b>Exchange</b>	<b>RC</b>	<b>Exchange</b>	<b>RC</b>
Armstrong	S1	Emden	S1	Ludlow	S7	Sadorus	S6
Beason	S8	Fisher	S6	Milford	S3	Secor	S8
Bondville	S6	Flatville	S7	Neoga	S1	Seymour	S6
Casey	S3	Foosland	S4	Ogden	S7	Stockland	S1
Cheneyville	S1	Gifford	S7	Penfield	S7	Thomasboro	S7
Cissna Park	S2	Goodfield	S1	Pesotum	S6	Toledo	S3
Collision	S6	Greenup	S3	Philo	S6	Tolona	S6
Congerville	S1	Hartsburg	S1	Potomac	S3	Wellington	S4
Danforth	S1	Hoopeston	S3	Rankin	S1	Westfield	S4
Deer Creek	S1	Ivesdale	S6	Rantoul	S5	Woodland	S4
East Lynn	S4	Kansas	S8	Royal	S7		

## SECTION 12.0 – EXCHANGE AREAS

### 12.9 Frontier – Former Verizon North Exchange Areas

Exchange	RC	Exchange	RC	Exchange	RC	Exchange	RC
Albany	N2	Albers	N2	Albion	N2	Alexander	N2
Allendale	N2	Alvin	N2	Amboy	N2	Anna	N2
				Apple			
Annapolis	N2	Apple River	N2	Canyon	N2	Argenta	N2
Arrowsmith	N2	Ashkum	N2	Ashton	N2	Astoria	N2
Atlanta	N2	Auburn	N2	Ava	N2	Barry	N2
Baylis	N2	Beaverville	N2	Bellflower	N2	Bellmont	N2
Belvidere	N2	Bement	N2	Benson	N2	Benton	N2
Bethany	N2	Birds	N2	Bismarck	N2	Bloomington	N1
Bluffs	N2	Bradford	N2	Bridgeport	N2	Brimfield	N2
Broadlands	N2	Brocton	N2	Brookport	N2	Buckley	N2
Buda	N2	Bureau	N2	Burnt	N2	Bushnell	N2
				Prairie			
Byron	N2	Cabery	N2	Calhoun	N2	Camp Grove	N2
Camp Point	N2	Campus	N2	Capron	N2	Carbondale	N1
Carlock	N2	Carmi	N2	Carrier	N2	Carrollton	N2
				Mills			
Cartersville	N2	Castleton	N2	Cedar Point	N2	Cedarville	N2
Cerro Gordo	N2	Chapin	N2	Chatham	N2	Chatsworth	N2
Chauncey	N2	Chebanse	N2	Chenoa	N2	Cherry Valley	N2
Chester	N2	Chillicothe	N2	Chrisman	N2	Christopher	N2
Cisco	N2	Claremont	N2	Clay City	N2	Clayton	N2
Clifton	N2	Clinton	N2	Cobden	N2	Coleta	N2
Colfax	N2	Compton	N2	Coulterville	N2	Creal Springs	N2
Creston	N2	Cropsey	N2	Cuba	N2	Cypress	N2
Dakota	N2	Dalton City	N2	Davis	N2	DeKalb	N1
De Land	N2	De Soto	N2	Divernon	N2	Dongola	N2
Donovan	N2	Dover	N2	Downs	N2	Dundas	N2
Dunlap	N2	Durand	N2	Du Quoin	N2	Earlville	N2

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**SECTION 12.0 – EXCHANGE AREAS**

**12.9 Frontier – Former Verizon North Exchange (Continued)**

<b>Exchange</b>	<b>RC</b>	<b>Exchange</b>	<b>RC</b>	<b>Exchange</b>	<b>RC</b>	<b>Exchange</b>	<b>RC</b>
Edelstein	N2	Eldorado	N2	Eldred	N2	Elizabeth	N2
Elkhart	N2	Elkville	N2	Elliott	N2	Ellis Grove	N2
Ellsworth	N2	Elmira	N2	Elmwood	N2	Elwin	N2
Emington	N2	Enfield	N2	Eureka	N2	Evansville	N2
Ewing	N2	Fairbury	N2	Fairfield	N2	Farina	N2
Farmer City	N2	Fayetteville	N2	Flora	N2	Forreston	N2
		Franklin					
Franklin	N2	Grove	N2	Freeport	N1	Galva	N2
Garden				German			
Prairie	N2	Genoa	N2	Valley	N2	Girard	N2
Golconda	N2	Goreville	N2	Grand Ridge	N2	Grand Tower	N2
Grandville	N2	Greenfield	N2	Griggsville	N2	Groveland	N2
Hammond	N2	Hanover	N2	Hardin	N2	Hardinville	N2
Harrisburg	N2	Hebron	N2	Hecker	N2	Hennepin	N2
Henning	N2	Henry	N2	Herrin	N2	Heyworth	N2
Highland	N2	Hillview	N2	Hinckley	N2	Homer	N2
Hopedale	N2	Hudson	N2	Hull	N2	Hurst	N2
Hutsonville	N2	Illioopolis	N2	Jacksonville	N1	Johnston City	N2
Joppa	N2	Karnak	N2	Kenney	N2	Kewanee	N2
Kirkland	N2	Ladd	N2	LaMoille	N2	LaPlace	N2
LaRose	N2	Lawrenceville	N2	Leland	N2	Lena	N2
LeRoy	N2	Lexington	N2	Lincoln	N2	Literberry	N2
Loami	N2	Loda	N2	Long Point	N2	Lostant	N2
Low Point	N2	McConnell	N2	McLean	N2	McLeansboro	N2

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## SECTION 12.0 – EXCHANGE AREAS

### 12.9 Frontier – Former Verizon North Exchange (Continued)

Exchange	RC	Exchange	RC	Exchange	RC	Exchange	RC
Mackinaw	N2	Macom	N2	Macon	N2	Magnolia	N2
Mahomet	N2	Malta	N2	Manchester	N2	Manlius	N2
Mansfield	N2	Maple Park	N2	Marion	N1	Marissa	N2
Maroa	N2	Marshall	N2	Martinton	N2	Mascoutah	N2
Massbach	N2	Maunie	N2	Mendota	N2	Meredosia	N2
Melcalf	N2	Metropolis	N2	Middletown	N2	Millstadt	N2
Milton	N2	Mineral	N2	Minier	N2	Minonk	N2
Monroe							
Center	N2	Monticello	N2	Morton	N2	Mossville	N2
Mount							
Carmel	N2	Mt. Morris	N2	Mount Sterling	N2	Mt. Zion	N2
Murphysboro	N2	Murrayville	N2	Nauvoo	N2	Neponset	N2
New Baden	N2	New Berlin	N2	New Canton	N2	New Haven	N2
New Minden	N2	Newman	N2	New Milford	N2	Newton	N2
Niantic	N2	Noble	N2	Norris City	N2	Odell	N2
Ohio	N2	Okawville	N2	Olney	N2	Omaha	N2
Orangeville	N2	Oreana	N2	Oregon	N2	Palestine	N2
Palmyra	N2	Paris	N2	Parkersburg	N2	Patterson	N2
Paulton	N2	Pawnee	N2	Paw Paw	N2	Paxton	N2
Pearl	N2	Pearl City	N2	Pecatonica	N2	Percy	N2
Perry	N2	Pinckneyville	N2	Piper City	N2	Pittsfield	N2
Pleasant Hill	N2	Pleasant Plain	N2	Pontiac	N2	Poplar Grove	N2
Prairie City	N2	Princeton	N2	Princeville	N2	Putnam	N2
Raleigh	N2	Reddick	N2	Redmon	N2	Richmond	N2
Ridgway	N2	Roanoke	N2	Roberts	N2	Robinson	N2
Rochelle	N2	Rock Cut	N2	Rockport	N2	Rockton	N2
Roadhouse	N2	Roscoe	N2	Rose Hill	N2	Royalton	N2
		Sailor					
Rutland	N2	Springs	N2	St. Francisville	N2	Sandwich	N2

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## SECTION 12.0 – EXCHANGE AREAS

### 12.9 Frontier – Former Verizon North Exchange (Continued)

Exchange	RC	Exchange	RC	Exchange	RC	Exchange	RC
		Scales					
Saybrook	N2	Mound	N2	Sesser	N2	Somonauk	N2
Sparland	N2	Sparta	N2	Spring Grove	N2	Spring Valley	N2
Stanford	N2	Steeleville	N2	Steward	N2	Stillman Vall	N2
Stockton	N2	Stonefort	N2	Strawn	N2	Streator	N2
Sublette	N2	Sullivan	N2	Summerfield	N2	Summer	N2
Sunnyland	N2	Sycamore	N2	Thawville	N2	Thompsonville	N2
Tilden	N2	Tiskilwa	N2	Toluca	N2	Toulon	N2
Tremont	N2	Tuscola	N2	Ullin	N2	Varna	N2
Vermilion	N2	Vermont	N2	Versailles	N2	Vienna	N2
Villa Grove	N2	Villa Ridge	N2	Virden	N2	Walnut	N2
Warren	N2	Warrensburg	N2	Wasburn	N2	Washington	N2
Waterman	N2	Watson	N2	Waverly	N2	Wayne City	N2
Waynesville	N2	Weldon	N2	Wenona	N2	Wendelin	N2
West		West					
Brookly	N2	Frankfort	N2	West Salem	N2	West Union	N2
Westport	N2	Westview	N2	White Hall	N2	Williamsville	N2
Willow Hill	N2	Winchester	N2	Winnebago	N2	Winslow	N2
Wonder							
Lake	N2	Woodson	N2	Wyantet	N2	Wyoming	N2
Zeigler	N2						



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**SECTION 12.0 – EXCHANGE AREAS**

**12.10 Legacy Citizens-Frontier Exchange Areas**

<b>Local Exchange Company</b>	<b>Exchange</b>	<b>(N) Rate Group</b>
CITIZENS TELECOM CO OF ILLINOIS	ABINGDON	2
	ADDIEVILLE	2
	ALBANY	2
	ALEDO	2
	ALEXIS	2
	ALPHA	2
	ALTAMONT	2
	ANDOVER	2
	ASHLEY	2
	BARTELSON	2
	BASCO	2
	BATCHTOWN	2
	BATH	2
	BEECHER CY	2
	BENLD	2
	BIGGSVILLE	2
	BOWEN	2
	BROWNSTOWN	2
	BRUSSELS	2
	BUNKERHILL	2
	CARLINVILLE	2
	CARTHAGE	2
	CHADWICK	2
	CHESTERBDG	2
	COFFEEN	2
	COLETA	2
	CORDOVA	2
	DALLASCITY	2
	DONNELLSON	2
	DOW	2
	DUBOIS	2
	E DUBUQUE	2
	EDGEWOOD	2
	ELIZA	2

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**SECTION 12.0 – EXCHANGE AREAS (Cont'd)**

**12.10 Legacy Citizens-Frontier Exchange Areas (Cont'd)**

<b>Local Exchange Company</b>	<b>Exchange</b>	<b>(N) Rate Group</b>
CITIZENS TELECOM CO OF ILLINOIS	ELVASTON	2
	ERIE	2
	FARINA	2
	FERRIS	2
	FIELDON	2
	FILLMORE	2
	FULTON	3
	GILLESPIE	2
	GREENVIEW	2
	GULFPORT	2
	HAMBURG	2
	HAMILTON	2
	HAMPTON	2
	HARDIN	2
	HETTICK	2
	HILLSDALE	2
	HOFFMAN	2
	HOOPPOLE	2
	HOYLETON	2
	INA	2
	IRVINGTON	2
	JERSEYVL	2
	JOY	2
	KAMPSVILLE	2
	KEITHSBURG	2
	KEYESPORT	2
	KILBOURNE	2
	KIRKWOOD	2
	LANARK	2
	LITTLEYORK	2
	LONDON ML	2
	LYNDON	4
	MASON CITY	2
	MATHERVL	2
	MEDORA	2
	MILLEDGEVL	2

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**SECTION 12.0 – EXCHANGE AREAS (Cont'd)**

**12.10 Legacy Citizens-Frontier Exchange Areas (Cont'd)**

<b>Local Exchange Company</b>	<b>Exchange</b>	<b>(N) Rate Group</b>
CITIZENS TELECOM CO OF ILLINOIS	MONMOUTH	2
	MORRISON	5
	MOUNTOLIVE	2
	MULBRY GRV	2
	NAUVOO	2
	NEW BOSTON	2
	NEW MINDEN	2
	NEWDOUGLAS	3
	NIOTA	2
	NOHENDERSN	2
	OQUAWKA	2
	PATOKA	2
	PITTSBURG	2
	POLO	2
	PORT BYRON	2
	PREEMPTION	2
	PROPHETSTN	2
	RAMSEY	2
	RIO	2
	ROSEVILLE	2
	SANDOVAL	2
	SEATON	2
	SHANNON	2
	SHATTUC	2
	SHERRARD	2
	SHUMWAY	2
	SORENTO	2
	ST ELMO	2
	ST PETER	2
	STRONGHST	2
	SUTTER	2
	TAMAROA	2
	TAMPICO	2
	TEUTOPOLIS	2
	THOMAS	2
	WALTONVL	2

**SECTION 12.0 – EXCHANGE AREAS (Cont'd)**

**12.10 Legacy Citizens-Frontier Exchange Areas (Cont'd)**

<b>Local Exchange Company</b>	<b>Exchange</b>	<b>(N) Rate Group</b>
CITIZENS TELECOM CO OF ILLINOIS	WARSAW	2
	WATSON	2
	WOODLAWN	2
FRONTIER COMMUNICATIONS OF DEPUE, INC.	DEPUE	25
FRONTIER COMMUNICATIONS OF ILLINOIS, LLC	COOKSVILLE	15
	CULLOM	16
	DANVERS	17
	KEMPTON	18
	MOWEAQUA	17
	SAUNEMIN	19
	TOWANDA	20
FRONTIER COMMUNICATIONS OF LAKESIDE, INC.	FINDLAY	26
	KIRKSVILLE	27
FRONTIER COMMUNICATIONS OF MIDLAND, INC.	ARENZVILLE	6
	CONCORD	6
	DORCHESTER	7
	HERRICK	8
	MODESTO	9
	OCONEE	10
	POCAHONTAS	10
	SCOTTVILLE	11
	SEFTON	12
	SHIPMAN	13
	WOODBURN	14
FRONTIER COMMUNICATIONS OF MT. PULASKI, INC.	CHESTNUT	1
	LATHAM	1
	MT PULASKI	1

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**SECTION 12.0 – EXCHANGE AREAS (Cont'd)**

**12.10 Legacy Citizens-Frontier Exchange Areas (Cont'd)**

<b>Local Exchange Company</b>	<b>Exchange</b>	<b>(N) Rate Group</b>
FRONTIER COMMUNICATIONS OF ORION, INC.	ORION	21
FRONTIER COMMUNICATIONS OF PRAIRIE, INC.	FLANAGAN	22
	GRAYMONT	23
FRONTIER COMMUNICATIONS OF SCHUYLER, INC.	RUSHVILLE	24

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**SECTION 12.0 – EXCHANGE AREAS (Cont'd)**

**12.11 Brightspeed Exchange Areas (T)**

**Local Exchange Company**

Brightspeed of Illinois fGallatin River Communications, Inc.(T)

**Exchange**

AVON  
CAMERON  
DIXON  
FOREST CITY  
GALESBURG  
GRAND DETOUR  
GREEN VLY  
HARMON  
HAVANA  
KNOXVILLE  
LACON  
MANITO  
MT CARROLL  
NELSON  
NORTH PEKIN  
PEKIN  
SAVANNA  
SOUTH PEKIN  
TALBOTT  
THOMSON  
TOPEKA  
WATAGA

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**SECTION 13.0 - PROMOTIONAL OFFERINGS / CONTRACT & ICB**

**13.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular product guide offering.

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**13.2 Contract Rates / Individual Case Basis (ICB) Arrangements**

In lieu of the rates otherwise set forth in this product guide, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an individual case basis (ICB). ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this product guide shall be incorporated into, and be part of, said contract, and shall be binding on Carrier and Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

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