

LOCAL EXCHANGE SERVICE

**METROPOLITAN TELECOMMUNICATIONS OF SOUTH CAROLINA, LLC**

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE SERVICE  
WITHIN THE STATE OF SOUTH CAROLINA

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**EXPLANATION OF SYMBOLS, REFERENCE MARKS, AND OF  
ABBREVIATIONS TECHNICAL TERMS USED IN THIS PRODUCT GUIDE.**

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 or 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 furnishing of intrastate communications service by METROPOLITAN TELECOMMUNICATIONS OF SOUTH CAROLINA, LLC to customers within the local exchange service area, defined herein.

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**SECTION 1 - DEFINITIONS**

Certain terms used generally throughout this product guide are defined below.

Account Codes:	Allows a User to allocate local calls to a 4-digit, non-verified account code.
Advance Payment:	Payment of all or part of a charge required before the start of service.
Authorized User:	A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.
Business Service:	A switched network service that provides for dial Station Communications that is described as a business or commercial rate.
Call Forward Busy:	Automatically routes incoming calls to a designated answering point when the called line is busy.
Call Forward No Answer:	Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.
Call Forward Variable:	Automatically routes incoming calls to a designated answering point, regardless of whether the user's Station is idle or busy.
Call Hold:	Allows the User to hold one call for any length of time provided that neither party goes On Hook.  Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.
Call Pickup:	Allows a User to answer incoming calls to another Station line within a defined call Pickup group. Call Pickup is provided as either Group Call Pickup, where the predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.



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**SECTION 1 - DEFINITIONS (cont'd)**

Call Waiting:	Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.
Call Waiting Cancel:	Allows a User to cancel the Call Waiting feature on a per call basis by dialing a specific two-digit code.
Call Number Delivery:	Identifies the 10-digit number of the calling party.
Call Number Delivery Blocking:	Blocks the delivery of the number to the called party on a per call basis.
Class of Service:	Used to prevent a Station from dialing certain codes and numbers.
Company:	METROPOLITAN TELECOMMUNICATIONS OF SOUTH CAROLINA, LLC, which is the issuer of this product guide.
Commission:	South Carolina Public Service Commission
Conference/Six-Way:	The User can sequentially call up to five other people and add them together to make up a six-way call.
Conference/ Three-Way:	The User can sequentially call up to two other people and add them together to make up a three-way call.
Customer:	The person, firm, corporation or other entity that orders service and is responsible for the payment of charges and for compliance with the Company's product guide regulations.
Dial Pulse (DP):	The pulse type employed by rotary dial Station sets.
Direct Inward Dialing (DID):	A service attribute that routes incoming calls directly to Stations, bypassing a central answering point.

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**SECTION 1 - DEFINITIONS (cont'd)**

Dual Tone Multi-Frequency ("DTMF"):	The pulse type employed by tone dial Station sets.
Individual Case Basis:	A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.
Joint User:	A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.
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 for the provision and administration of communications services.
Local Calling:	A completed call or telephonic communication between a calling Station and any other Station within the local service area of the calling Station.
Local Exchange Carrier:	A company that furnishes exchange telephone service.
Mbps:	Megabits, or millions of bits, per second.
Message Waiting:	This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dialtone).
Most Idle Trunk Selection (MIDL):	MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.
Multiple Appearance Directory Numbers:	A directory number that is assigned more than once to one or more Proprietary Business Sets.

**SECTION 1 - DEFINITIONS (cont'd)**

Multi-Frequency  
("MF"):

An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Recurring  
Charges:

The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook:

The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook:

The term "on-hook" denotes the idle condition of a telephone exchange service line.

Recurring Charges:

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

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**SECTION 1 - DEFINITIONS (cont'd)****Service**

**Commencement Date:** The first day following the date on which the Company notifies the Customer that the requested service or facility 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 of service. The parties may mutually agree on a substitute Service Commencement Date.

**Service Order:** The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof 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.

**Services:** The Company's telecommunications services offered on the Company's network.

**Shared Facilities:** A facility or equipment system subsystem that can be used simultaneously by several Customers.

**Speed Call:** Provides a User with the option to call selected directory numbers by dialing a one-two-digit code.

**Station:** Telephone equipment from or to which calls are placed.

**TBD:** To Be Determined

**Toll Denial** This service blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance.

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

**User:** A customer or any other person authorized by the Customer to use service provided under this product guide.

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## **SECTION 2 - REGULATIONS**

### 2.1 Undertaking of the Company

#### 2.1.1 Scope:

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of South Carolina under the terms of this product guide.

The Company is responsible under this product guide only for the services and facilities provided herein, 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

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 the facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

#### 2.1.3 Terms and Conditions

2.1.3.1 Except as otherwise provided herein, service is provided on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, via telephone or in writing, on not less than 30 days notice. Unless otherwise specified herein, for the purpose of computing charges in this product guide, a month is considered to have 30 days. All calculations of dates set forth in this product guide shall be based on calendar days, unless otherwise specified herein.

2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the customer, 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.

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**SECTION 2 – REGULATIONS (continued)****2.1.3 Terms and Conditions (cont'd)**

- 2.1.3.3 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 30 days notice. Any termination shall not relieve 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.
- 2.1.3.4 This product guide shall be interpreted and governed by the laws of the State of South Carolina without regard for its choice of laws provision.
- 2.1.3.5 The Customer has no property right to the Telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central 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.
- 2.1.3.6 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section 2.1.3.7 below.
- 2.1.3.7 The Customer agrees to return to the Company all Company-provided equipment delivered to the Customer within five (5) days of the termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only expected. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

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**SECTION 2 - REGULATIONS (continued)****2.1.4 Liability of the Company**

2.1.4.1 The liability of the Company for damages arising out of the furnishing of its Service, including but not limited to mistakes, omissions, interruption, delay, or errors, or other defects, representations, or use of these services or damages arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, lost profits, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.1.4.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this product guide. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damage associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption of restoration of any service or facilities offered under this product guide, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

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**SECTION 2 - REGULATIONS (continued)****2.1.4 Liability of the Company (cont'd)**

- 2.1.4.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; and law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
- 2.1.4.4 The Company shall not be liable for (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of common carriers or warehousemen.
- 2.1.4.5 The Company shall not be liable for any damages or losses due to the fault of negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.1.4.6 The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation; failure to operate, maintenance, removal, condition, location, or use of installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.



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**SECTION 2 - REGULATIONS (continued)****2.1.4 Liability of the Company (cont'd)**

- 2.1.4.7 The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
- 2.1.4.8 Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss of damage arising from Customer's use of services furnished under this product guide, including: claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others. All other claims arising out of any act or omission of the Customer or others, in connection with any service provided by the Company pursuant to this product guide.
- 2.1.4.9 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by Customer for the specific services giving rise to the claim.
- 2.1.4.10 The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- 2.1.4.11 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.

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**SECTION 2 - REGULATIONS (continued)****2.1.4 Liability of the Company (cont'd)**

2.1.4.12 The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.

2.1.4.13 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, or materials and supplies, for interconnection of the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

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**SECTION 2 - REGULATIONS (continued)****2.1.4 Liability of the Company (cont'd)****2.1.4.14 With respect to Emergency Number 911 Service:**

(a) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

(b) The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

**2.1.4.15** The Company's liability arising from errors or omissions in Directory Listings, other than charged listing, shall be limited to the amount of actual impairment of the Customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs.

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**SECTION 2 - REGULATIONS (continued)****2.1.4 Liability of the Company (cont'd)**

- 2.1.4.16 In conjunction with a non-published telephone number, as described in Section 3.4.5.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
- .1.4.17 When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this product guide Customer acknowledges and agrees with the release of information as described above.
- 2.1.4.18 In conjunction with the Busy Line Verification and Interrupt Service as described in Section 3.3.2, the Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- 2.1.4.19 The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

**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 preventive maintenance. Generally, such activities are not specific to any 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.

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**SECTION 2 - REGULATIONS (continued)****2.1.6 Provisions of Equipment and Facilities**

- 2.1.6.1 The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this product guide. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to a Customer.
- 2.1.6.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may 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.
- 2.1.6.3 Equipment the Company provided 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 Company has provided it.
- 2.1.6.4 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. Beyond this responsibility, the Company shall not be responsible for:
- (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (b) the reception of signals by Customer provided equipment; or
  - (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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**SECTION 2 - REGULATIONS (continued)****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 unusual 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 Ownership of Facilities**

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

**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 a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

**2.3 Obligations of the Customer****2.3.1 The Customer shall be responsible for:**

- (a) the payment of all applicable charges pursuant to this product guide;
- (b) reimbursing the Company for 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's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.

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**SECTION 2 - REGULATIONS (continued)****2.3 Obligations of the Customer (continued)****2.3.1 The Customer shall be responsible for: (continued)**

(c) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space, and power to operate Company facilities and equipment installed on the premises of the Customer, at the level of heating and air conditioning necessary to maintain the proper operating environment of 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 Local Exchange Service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(c). Any costs associated with 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 born 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 any order for service;

(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's 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;

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**SECTION 2 - REGULATIONS (continued)****2.3 Obligations of the Customer (continued)****2.3.1 The Customer shall be responsible for: (continued)**

(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 any 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 for interruptions in service will be made for the period during which services are interrupted for such purposes.

**2.3.2 Claims**

With respect to any service or facility provided by the Company, 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:

(a) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Customer, its employees, agents, representatives or invitees; or



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**SECTION 2 - REGULATIONS (continued)****2.3.2 Claims (cont'd)**

(b) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company or this product guide.

**2.4 Customer Equipment and Channels****2.4.1 In General**

A Customer may transmit or receive information or signals via the facilities of the Company.

**2.4.2 Station Equipment**

2.4.2.1 The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance.

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**SECTION 2 - REGULATIONS (continued)****2.4 Customer Equipment and Channels (continued)**

2.4.2.2 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 the 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 other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

**2.4.3 Interconnection of Facilities**

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

2.4.3.2 Local 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.

2.4.3.3 Facilities furnished under this product guide may be connected to Customer provided terminal equipment in accordance with the provisions of this product guide.

**2.4.4 Inspections**

2.4.4.1 Upon reasonable 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 requirements set forth in section 2.4.2.2 for the installations, 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.

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**SECTION 2 - REGULATIONS (continued)****2.4 Customer Equipment and Channels (continued)**

- 2.4.4.2 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. The Company will, upon a request from the customer 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

**2.5 Payment Arrangements**

The following provisions shall apply to all service:

**2.5.1 Payment for Service**

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 120 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specific, those charges may be passed on to the Customer.

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**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.1.1 Taxes**

The customer is responsible for the payment of any sales, use, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income, imposed on or based upon the provision, sale or use of Local Services. Any taxes imposed by a local jurisdiction (e.g., county and municipal taxes) will only be recovered from those Customers located in the affected jurisdictions.

**2.5.1.1.1 Other Charges**

If an entity other than the Company (e.g. another carrier or a supplier) imposes charges on the Company, in addition to its own internal costs, in connection with a service for which the Company's non-recurring charge is specified, those charges will be passed on to the Customer. It shall be the responsibility of the Customer to pay any such taxes that subsequently became applicable retroactively.

**2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

**2.5.2.1** All service, installation, monthly Recurring, and Non-Recurring Charges are due and payable upon receipt.

**2.5.2.2** The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in such service is provided.

**2.5.2.3** For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rated basis. For this purpose every month is considered to have 30 days.

**2.5.2.4** A check return charge will be assessed for checks with insufficient funds or non-existing accounts.

**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.3 Disputed Bills**

The Customer shall notify the Company of any disputed items on a bill in accordance with 26 S.C. Code Ann. Regs. 103-623 (Supp. 1999). If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Service Commission in accordance with the Commission's rules of procedure.

- 2.5.3.1 The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

**2.5.4 Advance Payments**

Reserved for future use.

**2.5.5 Deposits**

- 2.5.5.1 Applicants for service or any existing Customer whose financial condition is not acceptable to the Company, or is not a matter of general knowledge, may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

- (a) two month's charges for service or facility which has a minimum payment period of one month; or
- (b) in accordance with 26 S.C. Code Ann. Regs. 103-621.2 (Supp. 1999).

**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.5 Deposits**

2.5.5.2 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit to the Customer's account.

2.5.5.3 Deposits held for business customers will accrue interest in accordance with 26 S.C. Code Ann. Regs. 103-621.3 (Supp. 1999).

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**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.6 Discontinuance of Service**

- 2.5.6.1 Upon non payment of any amounts owing to the Company, the Company may, by giving five days' prior written notice served personally upon the Customer; eight days written notice in postpaid wrapper; or five days after the Customer signs or refuses a registered letter containing written notice, suspend service without incurring any liability.
- 2.5.6.2 Upon violation of any of the other material terms or conditions for furnishing service, the Company may, by giving 30 days prior notice in writing to the Customer, discontinue or suspend service without incurring any liability, if such violation continues during the 30 day period.
- 2.5.6.3 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.
- 2.5.6.4 Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge and involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior notice to the Customer, immediately discontinue or suspend service without incurring any liability.
- 2.5.6.5 Upon any governmental prohibition or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

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**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.6 Discontinuance of Service (continued)**

2.5.6.6 The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability.

2.5.6.6.1 Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this sub-section 2.5.6.6.1 (a-f) if;

- (a) The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s); or
- (b) The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or
- (c) The Customer has been given written notices as described in Section 2.5.6.1 by the Company of any past due amount (which remains unpaid in whole or part) for any of the Company's other common carrier communications services to which the Customer either subscribes or has subscribed to use; or



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**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.6 Discontinuance of Service (continued)****2.5.6.6 (continued)****2.5.6.6.1 (continued)**

(d) The Customer uses or attempts to use service with the intent to avoid the payment of the product guide charges, either in whole or in part, by:

(d.1) Using or attempting to use service by rearranging, tampering with, or making connection to the Company's service not authorized by this product guide; or

(d.2) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or

(d.3) Any other fraudulent means or devices; or

(e) Use of Service in such a manner as to I interfere with the services of other users;  
or

(f) Use of service for unlawful purposes.

2.5.6.6.2 Immediately upon written notice to the Customer of any sum thirty (30) days past due;

2.5.6.6.3 Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5; or

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**SECTION 2 - REGULATIONS (continued)****2.5 Payment Arrangements (continued)****2.5.6 Discontinuance of Service (continued)**

2.5.6.6.4 Ten (10) days after sending the Customer written notice of noncompliance with any provision of this product guide if the noncompliance is not corrected within the ten (10) day period; or

2.5.6.6.5 Upon five (5) days written notice, excluding Sundays and holidays, for non-payment of a bill for service.

2.5.6.7 The suspension of discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

2.5.6.8 Upon the Company's discontinuance of service to the Customer under section 2.5.6.1 or 2.5.6.2, all applicable charges, including termination charges, shall become due. This is 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.

**2.5.7 Interest on Customer Overpayments**

A Customer who makes a payment to the Company in excess of the Correct charge for telephone service, which overpayment was caused by erroneous billing by the Company, shall be paid interest on the amount of the overpayment. The rate of interest on such amount shall be prescribed by the Commission in accordance with 26 S.C. Code Ann. Regs. 103-623.1 (Supp. 1999).

**SECTION 2 - REGULATIONS (continued)****2.6 Allowances for Interruptions in Service**

2.6.1 Credit for Interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption, whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's product guides. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on pro-rata basis against the rates specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up at the next whole 24 hours.

**2.6.2 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, Joint-User, or other common carrier providing service connected to the service of Company;
- (b) interruptions due to the negligence of any person other than the Company including, but not limited to, the Customer or other common carriers connected to the Company's facilities;

**SECTION 2 - REGULATIONS (continued)****2.6 Allowances for Interruptions in Service (continued)****2.6.2 Limitations on Allowances (continued)**

- (c) interruptions due to the failure or malfunction of non-Company equipment;
- (d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (e) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (f) 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;
- (g) interruption of service due to circumstances or causes beyond the control of the Company.

**2.6.3 User of Alternative Service Provided by the Company:** Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the product guided rates and charges for the alternative services used.

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**SECTION 2 - REGULATIONS (continued)****2.7 Cancellation of Service****2.7.1 Cancellation of Applications for Service**

The following provisions shall apply to all service offerings:

2.7.1.1 Unless the Company breaches its obligations, applications for service are non-cancelable after 48 hours, unless the Company otherwise agrees. Where the Company permits 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.

2.7.1.2 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 service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

2.7.1.3 The special charges described in 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

**2.7.2 Cancellation of Service by the Customer**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in 2.5.5, all costs, fees and expenses incurred in connection with:

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**SECTION 2 - REGULATIONS (continued)****2.7.2 Cancellation of Service by the Customer (cont.)**

- 1) all Non-Recurring Charges reasonably expended by the Company to establish service to Customer, plus
- 2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- 3) all Recurring Charges specified in the applicable Service Order product guide for the balance of the then current term.

**2.8 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 (a) to any subsidiary, parent company or affiliate of the Company (b) pursuant to any sale or transfer of substantially all assets of the Company; (c) pursuant to any financing, merger or reorganization of the Company.

**2.9 Notices and Communications**

- 2.9.1 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.
- 2.9.2 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.

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**SECTION 2 - REGULATIONS (continued)**

- 2.9.3 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, communications, 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.
- 2.9.4 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.

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### SECTION 3 - SERVICE DESCRIPTIONS

#### 3.1 Local Exchange Service

The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the Local calling area, as defined herein;
- access 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
  - access Operator Services
  - access Directory Assistance for the local calling area;
  - place or receive calls to 800 telephone numbers;
  - access Telecommunication Relay Service

The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.



### **SECTION 3 - SERVICE DESCRIPTIONS (continued)**

#### **3.1 Local Exchange Service (continued)**

##### **3.1.1 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) BellSouth Telecommunications
- 2) Frontier (former Verizon GTE, Contel)
- 3) Brightspeed of South Carolina fUnited Tel. SC, Embarq

##### **3.1.1.1 Rate Groups - BellSouth**

See Section 7.2.

(C)

##### **3.1.1.2 Rate Groups – Frontier (former Verizon GTE, Contel)**

The Company concurs with the Rate Groups appearing in the prevailing tariffs and/or product guides filed by Frontier (former Verizon GTE, Contel).

##### **3.1.1.3 Rate Groups - Brightspeed of South Carolina fUnited Tel. SC, Embarq. The Company concurs with the Rate Groups appearing in the prevailing tariffs and/or product guides filed by Brightspeed of South Carolina fUnited Tel. SC, Embarq.**

SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.1 Local Exchange Service (continued)

3.1.2 Local Line: Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

3.1.2.1 Standard Features: Each Local Line Customer is provided with the following standard features:

- Touch Tone
- Direct Inward Dialing
- Direct Outward Dialing

3.1.2.2 Optional Features: A local Business Customer may order the following optional features. At the rates specified in Section 7.

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- |  |                                      |
|--|--------------------------------------|
| Call Forwarding                        | Six-Way calling (conference calling) |
| Call Pick-up                           | Caller ID                            |
| Call Transfer                          | Project Account Codes, non-verified  |
| Call Waiting                           | Project Account Codes, verified      |
| Code Restrictions                      | Voicemail                            |
| Three-Way calling (conference calling) |                                      |

3.1.2.3 Local Line Rates and Charges: A Local Line Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges as specified in Section 7. Customers will be notified of all applicable rates, terms and conditions for local exchange services.

**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.1 Local Exchange Service (continued)****3.1.2 Local Line (continued)****3.1.2.3 Local Line Rates and Charges (continued)****A. Non-Recurring Charges**

	Bellsouth Areas	Frontier (former Verizon GTE, Contel)
<b>NewLine/Move Service Charge</b>		
- First line	200.00 (I)	200.00 (I)
- Each add'l line	200.00 (I)	200.00 (I)
<b>Record Order</b>	10.00	10.00
<b>Features – Add/Change/Delete per order</b>	\$24.00	\$24.00
<b>Telephone Number Change</b>		
- First line	48.00	40.00
- Each add'l line		26.00
<b>Rewire Charge</b>		
- First line	48.00	40.00
- Each add'l line	48.00	26.00
<b>Restoration Charge<sup>1</sup></b>	85.00	25.00 per account
<b>Premises Work Charge</b>		
- First 15 minutes	23.00	15.00
- Each add'l 15 mins	11.00	10.00
<b>Change of Service per Line/Trunk</b>	24.75	24.75
<b>Maintenance of Service Charge per Line/Trunk</b>	250.00	250.00

<sup>1</sup>Applies for line restoral after Customer-initiated suspension

**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.1 Local Exchange Service (continued)****3.1.2 Local Line (continued)****3.1.2.3 Local Line Rates and Charges (continued)****B. Non-Recurring Charges – Brightspeed of South Carolina fUnited Tel. SC,  
Embarq Service Areas****Business**

	Non Recurring Charge
New Line Installation, Move of Line	
-First Line	\$200.00 (I)
-Each Additional Line	200.00 (I)
Remote Call Forwarding	
- First of additional paths, each	50.00
Changes to Telephone Numbers, Rewire Charges	
- First or Additional Lines, each	28.00
Features/Changes/Additions/Deletions	24.00
Change of Service Charge	24.75
Change of Bill Name or Bill Address	9.38
Change of Service Address	13.13
Features/Add/Change/Delete	24.00
Restoral of Service, for Non-Payment	
- First or Additional Line(s), each	36.88
Maintenance of Service Charge per Line/Trunk	250.00

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.1 Local Exchange Service (continued)**

**3.1.3 Usage Rates:** All Local Exchange Service Customers must order service on a per minute usage basis. Following are three (3) calling options. These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

**Option 1**

Option 1 rates are postalized rates (single rate) regardless of the mileage associated with an intraLATA call. There is a peak and off-peak rate (see following for definition of peak & off-peak). Option 1 Toll Rates mirror the Customer's Local Service usage rates. Therefore, the customer is billed one rate for both local and interLATA calls.

**Option 2**

Option 2 establishes postalized peak and non-peak rate for all non-local calls.

**Option 3**

Option 3 establishes a peak/non-peak rate based upon the Customer's dialing pattern. For example, all calls made within a LATA dialing seven (7) digits will have a distinct rate from those calls made within a LATA dialing eleven (11) digits.

**3.1.4.1 Per Minute Usage Rate:** Rates are set forth in Section 7.

**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.1 Local Exchange Service (continued)****3.1.4 Timing of Local Exchange Calls**

Unless otherwise indicated, all calls are timed in six-second increments and all calls that are fractions of a minute are rounded up to the next six-second increment.

For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

**3.1.4.2.1 Time Periods Defined**

Peak: 8:00 a.m. to, but not including 5:00 p.m. - Monday through Friday

Off-Peak: 5:00 p.m. to, but not including 8:00 a.m. - Monday through Friday, all day Saturday and Sunday, and all Holidays.

Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

All times refer to local time.

**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.2 Directory Assistance**

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

3.2.1 Each call to Directory Assistance will be charged as follows:

	Per Call	
	Local	National
Bellsouth Service Area	\$5.99	\$5.99
Frontier (former Verizon GTE, Contel)	\$5.99	\$5.99
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	\$6.99 (I)	\$6.99 (I)

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

3.2.2 A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call;
- or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

3.3 Reserved For Future Use

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.4 Directory Listings**

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant local exchange service provided in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

- 3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 3.4.2 The Company may refuse a listing which is known to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.3 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules and respect thereto.

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.4 Directory Listings (continued)**

3.4.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

3.4.5 Directory listings are provided in connection with each Customer service as specified herein.

3.4.5.1 Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.

3.4.5.2 Additional Listings: In connection with business service, additional listings are available only in the names of the Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.5.8.

3.4.5.3 Non-published Listings: Listings that are not printed in directories or available from Directory Assistance.

A Non-published Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Non-published listings are specified in Section 7.

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.4 Directory Listings (continued)**

- 3.4.5.4 Non-listed Numbers: A Non-listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for Non-listed numbers are specified in Section 7.
- 3.4.5.5 Foreign Listings: Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the product guide published by the specific local exchange carrier providing the Foreign Listing.
- 3.4.5.6 Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.
- 3.4.5.7 Reference Listings: A listing including additional telephone numbers of the same or another customer to be called in the event there is no answer from the Customer's telephone. Charges for reference listings are specified in Section 7.
- 3.4.5.8 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are set forth in rate schedule attachments.

**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

- 3.5 Emergency Services: Both Basic and Enhanced 911 (E911) allow Customers to reach appropriate emergency services including police, fire and medical services. Subject to availability, Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).
- 3.6 Relay South Carolina – 711: This free service connects people using a TTY (text telephone) who are deaf, hard-of-hearing or speech disabled with a standard telephone. The relay operator (OPR) "relays" the conversation between the two. A Customer will be able to access the state provider(s) to complete such calls. Local relay calls placed from any telephone or a payphone are free. The user will be responsible for the long distance charges. A Customer will be able to access the state provider(s) to complete such calls.

**SECTION 4 - PROMOTIONAL OFFERINGS**

- 4.1 Promotional Offerings: The Company may make promotional offerings to its service which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made.

**SECTION 5 - INDIVIDUAL CASE BASE (ICB) ARRANGEMENTS**

- 5.1 Individual Case Base (ICB) Arrangements: Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to request by customers to Company, for proposals or for competitive bids. Service offered under this product guide provision will be provided to the Customer pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this product guide. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

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## **SECTION 6 - LOCAL SERVICE OFFERING**

### **6.1 Reserved For Future Use**



## **SECTION 6 - LOCAL SERVICE OFFERING**

### **6.1 Reserved For Future Use**

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## **SECTION 6 - LOCAL SERVICE OFFERING**

### **6.1 Reserved For Future Use**

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## SECTION 7 – LOCAL EXCHANGE SERVICES

### 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 BellSouth local exchange services. The rates, terms and conditions set forth in this Section 7 are not applicable to the Company's provision of service within the service area of any other incumbent local exchange carrier or where the Company provides service, in whole or in part, over its own facilities (OnNet). The rates, terms and conditions set forth in this Section 7 are available on a retail basis only and will not be provided for resale to any other carrier.

All rates set forth in this Section 7 are subject to change and may be changed by the Company pursuant to notice requirements established by the South Carolina Public Service Commission. The rates, terms and conditions set forth in this Section 7 are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of BellSouth's local exchange services, in whole or in part, prior to the effective date hereof.

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.2 Local Exchange Service Areas (Cont'd.)**

The local calling areas are as follows: (former Bellsouth Service Areas)

<b>Exchange</b>	<b>RG</b>	<b>EAS<sup>4</sup></b>	<b>Exchange</b>	<b>RG</b>	<b>EAS<sup>4</sup></b>	<b>Exchange</b>	<b>RG</b>	<b>EAS<sup>4</sup></b>
Aiken	1		Easley	1		Newtonville <sup>2</sup>	2	
Allendale	1		Eastover	1		New Ellenton	1	
Anderson	1		Edgefield	1		Nichols	3	\$2.04 (I)
Antioch <sup>1</sup>	2		Edisto Island	1		North Augusta	1	
Bamberg	1		Florence	3	\$2.04 (I)	Orangeburg	3	\$2.04 (I)
Barnwell	1		Folly Beach	1		Pacolet	1	
Batesburg	1		Fountain Inn	1		Pelzer	1	
Bath	1		Gaffney	1		Pendleton	1	
Beech Island	1		Graniteville	1		Pickens	3	\$2.04 (I)
Belton	1		Greenville	1		Piedmont	1	
Bennettsville	1		Greer	1		Prosperity	1	
Blacksburg	1		Hartsville	1		Rowland <sup>3</sup>	2	
Blackville	1		Hickory Grove	1		St George	1	
Blenheim	1		Honea Path	1		Salem	1	
Blue Ridge	1		Isle of Palms	1		Seneca	1	
Camden	1		Joanna	1		Sharon	1	
Central	1		Johnston	1		Six Mile	1	
Chapin-Little Mtn- North	1		Jonesville	1		Society Hill	3	\$2.04 (I)
Chapin-Little Mtn- South	1		Lake View	3	\$2.04 (I)	Spartanburg	3	\$2.04 (I)
Charleston	1		Lake Wylie	1		Springfield-Salley	1	
Cheraw	3	\$2.04 (I)	Lake Wylie West	1		Sullivans Island	1	
Clemson	1		Latta	3	\$2.04	Summerville	1	
Clinton	1		Liberty	3	\$2.04 (I)	Timmonsville	1	
Clio	1		Lyman	1		Travelers Rest	1	
Clover	1		Marion	1		Union	1	
Columbia	1		McColl	1		Walhalla	1	
Cowpens	1		Mill Creek <sup>1</sup>	2		Westminster	1	
Darlington	1		Mount Pleasant	1		Whitmire	1	
Denmark	1		Mullins	3	\$2.04 (I)	Williamston	1	
Dillon	3	\$2.04 (I)	Newberry	1		York	1	

<sup>1</sup>Rates are those of Gastonia, N.C., exchange as fixed by the North Carolina Utilities Commission.<sup>2</sup>Rates are those of Gibson, N.C., exchange as fixed by the North Carolina Utilities Commission.<sup>3</sup>Rates are those of Rowland, N.C., exchange as fixed by the North Carolina Utilities Commission.<sup>4</sup>The Extended Area Service (EAS) differential must be added to the local exchange access line rate specified in Section 7.3.1 and 7.5.2, for each type of exchange access line.

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**SECTION 7 – LOCAL EXCHANGE SERVICE (CONT'D)****7.2 Local Exchange Service Areas (Cont'd.)**

The local calling areas are as follows:

Frontier (former Verizon GTE)

	Rate Group		Rate Group
Abbeville	2	Manning	2
Andrews	2	McCormick	1
Bishopville	1	Myrtle Beach	2
Calhoun Falls	2	N. Myrtle Beach	2
Conway	2	Olanta	2
Ehrhardt	1	Olar	1
Fairfax- Brunson	2	Pamplico	2
Georgetown	2	Pawleys Island	2
Hemingway	2	Shaw Heights (AFB)	2
Hollywood	2	Summerton	2
Johnsonville	2	Sumter	2
Kingstree	2	Walterboro	2
Lake City	2	Winnsboro	2
Lamar	2	Woodruff	2
Laurens	2	Yemassee	2

Frontier (former Contel)

Bowman
Elloree
Santee
Jackson
Simsonville

**SECTION 7 – LOCAL EXCHANGE SERVICE (CONT'D)****7.2 Local Exchange Service Areas (Cont'd.)**

The local calling areas are as follows: (Brightspeed of South Carolina  
fUnited Tel. SC, Embarq) (T)

HOME EXCHANGE	EAS EXCHANGES
Beaufort	Beaufort, Laurel Bay, St. Helena Island, Low Country, Ridgeland, Bluffton, Hardeeville, Hilton Head
Branchville	Branchville, Orangeburg
Chappells	Chappells, Cross Hill, Greenwood, Hodges, Mountville, Newberry Ninety Six, Saluda, Troy, Ware Shoals
Cross Hill	Cross Hill, Chappells, Clinton, Greenwood, Hodges, Joanna, Laurens, Laurens Rural, Mountville, Newberry, Ninety Six, Saluda, Troy, Ware Shoals, Waterloo
Estill	Estill, Fairfax, Hampton
Eutawville	Eutawville, Holly Hill
Greenwood	Greenwood, Chappells, Cross Hill, Hodges, Mountville, Ninety Six, Saluda, Troy, Ware Shoals
Hampton	Hampton, Estill, Fairfax, Yemassee
Hodges	Hodges, Chappells, Cross Hill, Greenwood, Mountville, Ninety Six, Saluda, Troy, Ware Shoals
Holly Hill	Holly Hill, Eutawville
Laurel Bay	Laurel Bay, Beaufort, St. Helena Island, Low Country, Ridgeland, Bluffton, Hardeeville, Hilton Head
Low Country	Low Country, Beaufort, Laurel Bay, Ridgeland, St. Helena Island, Bluffton, Hardeeville, Hilton Head
Mountville	Mountville, Chappells, Clinton, Cross Hill, Greenwood, Hodges, Joanna, Laurens, Laurens Rural, Newberry, Ninety Six, Saluda, Troy, Ware Shoals, Waterloo
Ninety Six	Ninety Six, Chappells, Cross Hill, Greenwood, Hodges, Mountville, Saluda, Troy, Ware Shoals
Ridgeland	Ridgeland, Low Country, St. Helena Island, Beaufort, Laurel Bay, Hilton Head, Bluffton, Hardeeville
St. Helena Island	St. Helena Island, Beaufort, Laurel Bay, Low Country, Ridgeland, Bluffton, Hardeeville, Hilton Head
Saluda	Saluda, Chappells, Cross Hill, Greenwood, Hodges, Mountville, Ninety Six, Ridge Spring Exchange of Ridge Telephone Co., Troy, Ware Shoals
Troy	Troy, Chappells, Cross Hill, Greenwood, Hodges, Mountville, Ninety Six, Saluda, Ware Shoals,
Ware Shoals	Ware Shoals, Chappells, Cross Hill, Greenwood, Hodges, Mountville, Ninety Six, Saluda, Troy, West End Exchange of Piedmont Rural Telephone Cooperative, Inc.

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**SECTION 7 – LOCAL EXCHANGE SERVICE (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.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided- Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas,

Recurring 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. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.3 Standard Business Local Exchange Service, (Cont'd)****7.3.1 Monthly Recurring Charges****A. Bellsouth Service Areas**

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.

Rate Group	<u>Flat Rate</u> <sup>3</sup> - † <u>1</u>	<u>Flat Rate</u> <sup>3</sup> - † <u>2</u>	<u>Flat Rate</u> <sup>3</sup> - † <u>3</u>
MRC	\$2391.25	\$2391.25	\$2393.29

(I)

Note: Discounts of 19%, 24%, 28% for 12, 24, 36 Month terms are available) for services provided under MetTel's Commercial Agreements.

**B. Frontier Service Areas, former Verizon GTE**

	<u>Flat Rate</u> <u>(FR)</u>	FR with Hunting	Measured <u>Rate (MR)</u>	MR with Hunting	<sup>5</sup> Measured Extended Area Service (MEAS) <u>Usage Block</u> <sup>2,4</sup>
Rate Group 1	\$43.58	\$55.78	\$31.39	\$43.59	\$49.69
Rate Group 2	\$47.45	\$55.81	\$31.39	\$39.75	\$49.69

<sup>1</sup> Effective 5/30/2008 the \$33 Optional Calling Plan is grandfathered and is only available to existing customers. The service will continue to apply until such a customer terminates the service or changes service locations.

<sup>2</sup> The block of time option will allow 30 hours of calling between applicable MEAS exchanges. Overtime charges shall be applicable for all calls occurring beyond the subscribed block of time.

<sup>3</sup> Customers in the following NPA NXXs will be charged Flat Rate plus applicable EAS charges; 803-962, 843- 262 843-265 and 864-936

<sup>4</sup> Exception Rate Area: Hollywood - Customers in the Hollywood Exchange will pay an additional \$ .62 per line as an adder for Expanded Area Service.

† Expanded Area Service (EAS) rates may apply- see Section 7.2, page 60

<sup>5</sup> Does not include Flat Rate or Measured Rate service – 30 Hr Usage Block only



**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.3 Standard Business Local Exchange Service, (Cont'd)****7.3.1 Monthly Recurring Charges, (Cont'd)****C. Frontier Service Areas, former Contel**

	<u>Flat Rate (FR)</u>	
	<u>MTM</u>	<u>FR with Hunting</u>
Rate Group 1	41.61 (I)	55.24 (I)
Rate Group 2	44.16 (I)	55.90 (I)
Rate Group 3	48.75 (I)	57.68 (I)
Rate Group 4	46.06 (I)	54.99 (I)

**D. Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)Service Areas**

	Flat Rate Service	Measured Rate Service
Rate Group 1	\$43.13	\$38.75
Rate Group 2	\$44.75	\$41.25
Rate Group 3	\$46.25	\$45.00

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.3 Standard Business Local Exchange Service, (Cont'd)****7.3.2 Other Monthly Recurring Charges****A. Bellsouth Service Areas**

Hunting (a/k/a Rotary or Grouping)

The following charges apply to Standard Business Local Exchange lines equipped with Hunting. Rates vary based on Rate Group.

Rate Groups	Per Line or Trunk
All	10.65

**B. Frontier Service Areas, former Verizon GTE**

Rate Group	Per Line or Trunk
Rate Class 1	12.20 (I)
Rate Class 2	8.36 (I)

**C. Frontier Service Areas, former Contel**

	Current
Rate Group	Per Line or Trunk
1	13.63 (I)
2	11.49 (I)
3	8.93 (I)
4	8.93 (I)

**D. Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)Service Areas**

Rate Groups	Per Line or Trunk
All	6.25

## **SECTION 7 - LOCAL EXCHANGE SERVICES (CONT'D)**

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

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

##### **(A) 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.

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.3 Standard Business Local Exchange Service, (Cont'd)****7.3.3. Usage Sensitive Charges and Allowances, (Cont'd)****(B) Local Usage – BellSouth Service Area**

The following charges apply for customer dialed and operator handled local calls originated from a line equipped for Business Area Package service

Local usage in excess of allowances specified for the above packages will be billed in arrears. Usage is billed on a per call basis. Usage is billed in one (1) minute increments with partial minutes counting as one (1) full minute. Peak period rates apply from 8 AM to 5 PM Monday through Friday (excluding holidays), Off-Peak period rates apply to all other times.

	Peak		Off Peak	
Mileage Band	Int'l Minute	Add'l Minute	Int'l Minute	Add'l Minute
Basic Service Area	0.020	0.020	0.010	0.010
Extended Service Area	0.120	0.120	0.060	0.060

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.3 Standard Business Local Exchange Service, (Cont'd)****7.3.3. Usage Sensitive Charges and Allowances, (Cont'd)****(B) Business Usage Rates – Frontier (former GTE, Contel Service Areas)**

Mileage Band	Peak		Off Peak	
	Int'l Minute	Add'l Minute	Int'l Minute	Add'l Minute
Serving Exchange.	0.0120	0.0120	0.0120	0.0120
All Other Exchanges.	0.0250	0.0250	0.0250	0.0250

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.3 Standard Business Local Exchange Service, (Cont'd)****7.3.3. Usage Sensitive Charges and Allowances, (Cont'd)****(B) Local Usage, (Cont'd)**

Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)Service Areas

<u>Maximum</u>		
<u>Usage</u>	<u>1<sup>st</sup> Minute</u>	<u>Each Additional Minute</u>
Exchange	0.080	0.080
0 – 10 Miles	0.100	0.050
11 – 16 Miles	0.120	0.070
17 – 22 Miles	0.160	0.120
23 – 30 Miles	0.200	0.180
Over 30 Miles	0.200	0.180

<u>Current</u>			
<u>Usage</u>	<u>1<sup>st</sup> Minute</u>	<u>Each Additional Minute</u>	
Exchange	\$0.0500	\$0.0250	(I)
0 – 10 Miles	\$0.0625	\$0.0313	
11 – 16 Miles	\$0.0750	\$0.0438	
17 – 22 Miles	\$0.1000	\$0.0750	
23 – 30 Miles	\$0.1250	\$0.1125	
Over 30 Miles	\$0.1500	\$0.1125	(I)

Discounts for calls placed in the below listed time periods are as follows;

	Percent
	Period Discount
Night (10 p.m. - 8 a.m.)	60%
Weekend (10 p.m. Fri - 8 a.m. Mon)	60%

## **SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)**

### **7.4 RESERVED FOR FUTURE USE**

## **SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)**

### **7.4 RESERVED FOR FUTURE USE**



## SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)

### 7.5 Business PBX Trunk Service

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. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunk's are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit. Each PBX Trunk is provided with touch ;one signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Sections 7.2 and 7.3).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 7.6).

#### 7.5.1 Frontier (former Verizon GTE)

	Flat Rate			Measured		
	Monthly	(MEAS) 30 HR Usage Block	TOTAL FR incl (MEAS) 30 HR Usage Block	Monthly	(MEAS) 30 HR Usage Block	TOTAL incl 30 HR Usage Block
Rate Group 1, Trunks 1 - 10	\$56.34	\$61.88	\$118.21	\$93.89 (I)	\$61.88	\$155.76 (I)
Rate Group 1, Trunks 11+	\$40.248	\$49.38	\$89.61	\$93.89 (I)	\$49.38	\$143.26 (I)
Rate Group 2, Trunks 1 - 10	\$56.34	\$58.41	\$118.21	\$93.89 (I)	\$61.88	\$155.76 (I)
Rate Group 2, Trunks 11+	\$45.24	\$49.38	\$94.61	\$93.89 (I)	\$49.38	\$143.26 (I)

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.5 Business PBX Trunk Service (Cont'd)****7.5.2 Bell South Service Areas**

<u>Rate Group</u>	<u>PBX Flat Rate Trunk Two-Way, Inward &amp; Outward</u>	<u>PBX DID Trunk &amp; Port w/MF/DTMF Outpulsing</u>	<u>PBX 2- Way DID Trunk &amp; Port</u>
RG 1	\$3522.50	\$6443.75	\$1347.50
RG 2	\$2703.75	\$4187.50	\$2602.50
RG 3	\$3524.54	\$6445.79	\$1349.54
<u>Rate Group</u>	<u>DID Port – Inward Trunk</u>	<u>MF/DTMF</u>	
RG 1 & 3	\$1948.75	\$972.50	
RG 2	\$1483.75	\$0.00	

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|  
(I)(I)  
(I)**7.5.3 Frontier (former Contel)**

	<u>PBX 2- Way Trunk Rate</u>	<u>(FR) PBX DID Trunk and Port</u>
Band 1	54.93	73.68
Band 2	54.93	73.68
Band 3	57.20	75.95
Band 4	54.93	73.68

**7.5.4 Brightspeed of South Carolina fUnited Tel. SC, Embarq Service Areas**

	<u>Flat Rate Trunks</u>	<u>Measured Rate Trunks</u>
Rate Group 1	\$67.35	\$50.00
Rate Group 2	\$76.44	\$50.00
Rate Group 3	\$86.91	\$53.75

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services****7.6.1. MetPath™ ISDN PRI 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.

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		
	12 Months	24 Months	36 Months
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)**

## 7.6 Advanced Services (Cont'd)

## 7.6.1. MetPath™ ISDN PRI Service (Cont'd)

Non-Recurring Charges

	Non-Recurring Charge		
	12 Months	24 Months	36 Months
Bellsouth Area			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge <sup>1</sup>	Per PRI		
Bellsouth	ICB		
Verizon	ICB		
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB		
Order Supplement Charge <sup>2</sup>	First Change	Subsequent Change	
Bellsouth	ICB	ICB	
Verizon	ICB	ICB	
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)			
Order Cancellation Charge	Per PRI		
Bellsouth	ICB		
Verizon	ICB		
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	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>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 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****7.6.2. MetPath™ Digital DS-1 PBX 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.

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
Bellsouth Bell Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.7 Advanced Services (Cont'd)****7.6.2. MetPath™ Digital DS-1 PBX Service (Cont'd)**

	Non-Recurring Charge		
	12 Months	24 Months	36 Months
Bellsouth Area			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC (T)			
First Line	ICB	ICB	ICB
Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge <sup>1</sup>	Per DS1		
Bellsouth	ICB		
Frontier (former Verizon GTE, Contel Service Areas)	ICB		
Brightspeed of South Carolina fUnited Tel. SC (T)	ICB		
Order Supplement Charge <sup>2</sup>	First Change	Subsequent Change	
Bellsouth	ICB	ICB	
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	
Brightspeed of South Carolina fUnited Tel. SC (T)	ICB		
Order Cancellation Charge	Per DS1		
Bellsouth	ICB		
Frontier (former Verizon GTE, Contel Service Areas)	ICB		
Brightspeed of South Carolina fUnited Tel. SC (T)	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>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 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****7.6.3. 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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of SC fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**7.6.4. 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.

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.

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)**

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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**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		
	24 Months	24 Months	24 Months
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas	ICB	ICB	ICB

**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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Service Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas	ICB	ICB	ICB

**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
Bellsouth Area	ICB	ICB	ICB
Frontier (former Verizon GTE, Contel Areas)	ICB	ICB	ICB
Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas	ICB	ICB	ICB

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****7.6.5. MetPath™ ISDN BRI Service**

Integrated Services Digital Network Basic Rate Interface (ISDN BRI) is a service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data signals. ISDN services use two 64 Kbps "B" channels to transmit any combination of Circuit Switched Voice and/or Circuit Switched Data. The "D" channel is used for signaling.

In the former BellSouth Area the Flat Rate Threshold Pricing plan allows up to 320 hours of use each month per Digital Line. Minutes of use rates will apply for all usage above the 320 hours per Digital Line threshold. The Basic Local Calling area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only service. Usage Option Plan B will have unlimited usage inside the Extended Local Calling Area. The Extended Local Calling Area for Usage Option Plan B will be the Basic Local Calling Area plus any applicable Extended Calling Area.

**(fBell South) Service is obsolete and no longer available**

Access	Monthly Rate	
ISDN BRI Digital Line - Flat Rate (FR)	\$7516.25	(I)
ISDN BRI Soft Number FR Line-No Charge	n/c	
ISDN BRI Measured Rate Usage Option Plan A w/LATA-Wide Calling	\$9535.00	(I)
ISDN BRI Usage Option Plan B w/Unlimited Local & Extended Area Calling	\$34068.75	(I)
ISDN BRI AC Switched Voice or Data Exc Svc	\$1793.00	(I)
ISDN BRI Add'l. Call Appearance-PDN	2.31	
ISDN BRI Call Fwd. Variable/User	3.53	
ISDN BRI Conf-Drop Hold & Transfer	3.53	

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****7.6.5. MetPath™ ISDN BRI Service**(fBell South cont'd)

Usage and Call Rates	
Usage above 320 hours per Digital Line allowed in the Flat Rate Threshold Plan or minutes of use per Digital Line in Usage Option Plan A will be billed at the per Minute rate of user per channel in use	
(a) Per Minute of Use above Threshold Plan Allowance	\$0.0125
(b) Per Minute of Use - Usage Option A	0.0625
(c) Local Data	0.012
(d) Regional Data	0.106
The following charges apply per channel in use for customer dialed calls originated from and billed to an ISDN BRI line equipped for Usage Option Plan B when calls terminate outside the Expanded Local Calling Area but inside the LATA.	<u>Per Minute of Use</u> \$0.0990

**Non- Recurring Charges**

ISDN BRI Digital Service – First Line Installation \$210.00

ISDN BRI Digital Service – Additional Line Installation \$210.00

**Frontier (former Verizon GTE, Contel Service Areas)**

Access	Monthly Rate
ISDN BRI Digital Line - Measured Rate (MR)	\$31.25 (I)
B Channel Voice/CSD	5.00
ISDN BRI Secondary Directory Number	2.00
ISDN BRI Additional Directory Number	2.00

**Non- Recurring Charges**

ISDN BRI Digital Service – First Line Installation \$50.00

ISDN BRI Digital Service – Additional Line Installation \$50.00

**Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas**

Access	Monthly Rate
ISDN BRI Digital Line	\$43.75 (I)

## SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)

### 7.6 Advanced Services (Cont'd)

#### 7.6.6. 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.

#### fBell South Service Areas - Monthly Recurring Charges

Contract Length	Monthly Recurring Charge
All Terms	\$112.50

(I)

#### Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas Monthly Recurring Charges

Contract Length	Monthly Recurring Charge
All Terms	\$48.75

#### Frontier fmr GTE

	Monthly Recurring Charge
Centrex Pak Flat Rate	\$60.00
Centrex Measured Rate	\$75.94
Any Other Centrex Product	ICB

#### Frontier fmr Contel

	Monthly Recurring Charge
Centrex Flat Rate	\$60.00

**NOTES FOR ALL:** Availability of services must be verified with the Company based on customer address and NPA-NXX. Rates do 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 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****7.6.7. Direct Inward Dialing (DID) Service**

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.

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.

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 Advanced Services (Cont'd)****7.6.7. Direct Inward Dialing (DID) Service (cont'd)**(f BellSouth Area)

	Installation Charge	Monthly
DID Numbers		
- Block of 20 Numbers	\$50.00	\$413.00
- each additional block of 20 Numbers	\$15.00	\$413.00
-Non-consecutive numbers, each		\$100.00
-Non-consecutive numbers reserved, each (N)		\$5.00

(I)  
|  
(I)Frontier

(fVerizon GTE)

(fContel)

	Monthly	Monthly
DID Numbers		
- Block of 20 Numbers	\$10.00	\$10.00
- Block of 100 Numbers	\$50.00	\$50.00
DID Trunk Termination - MTM	\$18.75	\$18.75
- 12M	\$18.75	\$18.75
- 36M	\$18.75	\$18.75
Non-Recurring Installation Fee	\$100.00	

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.6 ADVANCED SERVICES (Cont'd)****7.6.8. Direct Inward Dialing – Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas**

Customers will be contractually bound for the provision of DID service and the service will carry a twelve (12) month Basic Termination Liability. DID Service is offered on a central office basis. Since a central office can accommodate one or more NXX's and the assignment of telephone numbers and the sequence assigned to a DID Service is made at the discretion of the Company the rates charged are applied to the total of DID telephone numbers. When a telephone exchange is served by more than one (1) central office or when DID Service subscribers are provided DID from more than one (1) telephone exchange/central office, the rates charged are applied individually per central office.

**Rate Bands**

	Monthly
First 20-100 numbers-per number (T)	\$2.06 (I)
Next 101-400 numbers-per number (T)	\$1.75 (I)
Next 401-1000 numbers-per number (T)	\$1.44 (I)
Next 1001 numbers and up-per number (T)	\$1.13 (I)
Initial installation charge <sup>1</sup>	\$625.00 (I)
Subsequent installation charge <sup>2</sup>	\$125.00 (I)
Remove or to reinstate DID numbers	\$31.25 (I)

DID rates are billed on a progressive basis. The first group of numbers, twenty to one hundred (20-100), are billed from the first rate band, the next one hundred and one to four hundred (101-400) are billed from the second band, etc.

DID numbers assigned in an Electromechanical Office are available in blocks of one hundred (100) numbers only. DID numbers assigned in a Digital Office are available in blocks of twenty (20) numbers.

<sup>1</sup>regardless of the type of central office or the quantity of numbers requested.

<sup>2</sup> must be subscribed to in blocks of twenty (20).

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)**  
**(Reserved for Future Use)**

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## SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)

**(Reserved for Future Use)**

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## SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)

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## SECTION 7 –LOCAL EXCHANGE SERVICES (CONT'D)

### 7.8 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 iii some cases.

#### 7.8.1 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.

	(fBellsouth)	Frontier (fVerizon GTE, Contel)
Three-Way Calling	3.00	3.00
Call Return	2.00	3.00
Repeat Dialing	2.00	3.00
Call Trace		7.25 (I)

	Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas
Three-Way Calling	2.50
Call Return	2.50
Repeat Dialing	2.50
Call Trace	6.00

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.

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.8 Optional Calling Features, (Cont'd.)****7.8.2 Features Offered on 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.

**A. Bellsouth Service Areas**

	Monthly
Call Forwarding Variable	8.50
Call Forwarding Variable with Remote Access	15.16
Call Forwarding Don't Answer – Basic	5.00
Call Forwarding Don't Answer with Ring Control	5.00
Call Forwarding Don't Answer w/Customer Control	7.00
Call Forwarding Busy Line – Basic	5.00
Call Forwarding Busy Line w/Customer Control	7.00
Select /Preferred Call Forward	6.00
Call Waiting – Basic	8.50
Call Waiting – Deluxe	14.50
Remote Call Forwarding (Initial or Additional Path)	76.08 (I)
Ultra Forward	7.45
Call Intercept/ Privacy Manager	8.50
Call Priority /Selector	6.50
Block 1010XXX	1.50
Toll Restriction 1+, 0+, 0-, 011, DDD1+, 411, 1+555-1212	5.95



**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.8 Optional Calling Features, (Cont'd.)****7.8.2 Features Offered on Monthly Basis (Cont'd)****A. Bellsouth Service Areas (Cont'd)**

	Monthly
Caller ID- Basic	11.00
Caller ID – Deluxe	14.50
Caller ID- Deluxe w/ ACR	11.00
Anonymous Call Rejection (ACR)	4.00
Call Block	6.50
Call Return	7.00
Call Trace	6.50
Calling Number Delivery Blocking (per line equipped)	1.90
Message Waiting Indication – Audible	0.50
Message Waiting Indication – Audible and Visual	0.50
Multiple Directory Number Distinctive Ringing – First DN	8.00
Multiple Directory Number Distinctive Ringing – Second DN	11.00
Preferred Call Forwarding	6.50
Repeat Dialing	7.00
Speed Dialing (30 codes)	7.00
Speed Dialing (8 codes)	6.50
Three Way Calling	7.50
Three Way Calling with Transfer	6.95
Warm Line	329.00 (I)
Hot Line	329.00 (I)

Obsoleted as of April 22, 2014

## SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)

### 7.8 Optional Calling Features, (Cont'd.)

#### 7.8.2 Features Offered on Monthly Basis (Cont'd)

##### B. Frontier (former Verizon GTE, Contel Areas)

	Monthly
Call Waiting	9.50
Cancel Call Waiting	2.00
Call Forwarding (Variable)	9.00
Call Forwarding Busy	8.50
Call Forwarding Busy/Don't Answer	8.50
Call Forwarding (Multipath <sup>1</sup> )	5.85
Speed Calling 8-Number	5.50
Speed Calling 30-Number	6.99
Three-Way Calling	9.25
Distinctive Ring, each line	7.80
VIP Alert	4.00
Call Tracing	7.80
Complete Blocking	2.00
Toll Denial	6.00
Selective Call Acceptance	6.00
Selective Call Rejection	6.00
Automatic Busy Redial	7.80
Call Block	5.20
Anonymous Call Reject (ACR)	4.50
Caller ID Number Only with ACR	12.50
Caller ID Name & Number with ACR	14.00
Automatic Call Return	7.80
Select/Preferred Call Forwarding	7.80
Call Priority/Selector	6.00
Remote Call Forwarding, each path	38.63 (I)

<sup>1</sup>Multipath is available only as enhancement to Call Forwarding

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.8 Optional Calling Features, (Cont'd.)****7.8.2 Features Offered on Monthly Basis (Cont'd)****C. Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas (Cont'd)**

	Monthly
Call Waiting – Basic	7.50
Call Waiting / Cancel Call Waiting	7.50
Call Forwarding	6.25
Call Forward-Fixed	6.25
Remote Call Forward (Flat)	43.75 (I)
Remote Call Forward (Measured)	45.00
Call Forward No Answer- Fixed	3.75
Call Forward Additional Paths (Per Path)	3.75
Call Forward No Answer- Customer Programmable	3.75
Call Forward Busy-Fixed	3.75
Call Forward Busy-Customer Programmable	3.75
Call Forward Remote Activation	7.19
Speed Dial 8	6.25
Speed Dial 30	7.50
Three-Way Calling	6.25
Distinctive Ringing	6.25
Hot Line	6.25
Warm Line	6.25
Three-Way Calling with Transfer	6.25
Call Waiting ID	7.50
Return Call	6.25
Repeat Dialing	6.25
Outbound Call Block	6.25

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.8 Optional Calling Features, (Cont'd.)****7.8.2 Features Offered on Monthly Basis (Cont'd)****C. Brightspeed of South Carolina fUnited Tel. SC, Embarq (T) Service Areas (Cont'd)**

	Monthly
Calling Number Delivery	12.50 (I)
Caller ID Per Line Blocking	2.50 (I)
Selective Call Forward	6.25 (I)
Selective Call Acceptance	6.25 (I)
Selective Call Blocking	6.25 (I)
Caller ID With Name	12.50 (I)
Anonymous Call Rejection (ACR)	6.25 (I)
Selective Call Ring	6.25 (I)
(D)	(D)

## **SECTION 7.0 – METPAK BUNDLED SERVICE PLANS**

### **7.8.3 Overview**

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

### **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. An additional listing is available as part of this package.

Call Block	Caller ID Name and Number	Repeat Dialing
Call Fwd. Busy Line	Caller ID Number	Speed Calling 8
Call Fwd. Don't Answer	Distinctive Ring	Speed Calling 30
Call Fwd. Don't Answer Ring Cntr.	Enhanced Caller ID	Star 98 Access
Call Return	Hunting	Three Way Calling
Call Selector	Message Waiting Indicator	Three Way Calling + Transfer
Call Tracing	Preferred Call Forwarding	
Call Waiting	Remote Access Call Forwarding	

### **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 are not voice traffic are 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. Maximum of 25 lines per location. Additional restrictions may apply.

All of the rules, regulations and limitations as specified in this guide apply as part of this service.

### **Rates, per line per month**

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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**Reserved For Future Use**

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**Reserved For Future Use**

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**Reserved For Future Use**

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)**

## 7.9 Directory Listings

	<u>Bellsouth</u>	Frontier <u>fGTE</u>	Frontier <u>fContel</u>	Brightspeed of South Carolina fUnited Tel. SC, Embarq (T)
Non-Published	\$6.50	\$6.00	\$6.00	\$12.50 (I)
Non-Listed Service	4.50	4.68	4.68	12.50 (I)
Additional Listing	3.30	5.18	5.18	8.75 (I)
Foreign Listing	3.00	5.18	5.18	8.75 (I)

## 7.10 Reserved For Future Use

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.11 Subscriber Intrastate Access Service****7.11.1 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.

**7.11.2 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

**7.11.3 Undertaking of the Company**

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

**7.11.4 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.

**7.11.5 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 – LOCAL EXCHANGE SERVICES (CONT'D)****7.11 Subscriber Intrastate Access Service (Continued)****7.11.5 Rate Regulations (Continued)**

(D) The Subscriber Access Charge, as set forth in 7.11.6 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.

**7.11.6 Rates**

<b>Business Customer Service Type</b>	<b>ILEC AREA/OCN</b>			
	<b>Bellsouth / 5194</b>	<b>Brightspeed of SC fUnited Tel. SC, Embarq / 0506</b>	<b>Frontier of the Carolinas fContel / 0526</b>	<b>Frontier of the Carolinas fGTE / 4335</b>
Single Line Local Exchange Service	\$7.50	\$7.50	\$7.50	\$7.50
Multi-line Local Exchange Service	\$10.20	\$10.20	\$10.20	\$10.20
Centrex	\$10.20	\$10.20	\$10.20	\$10.20
Trunk	\$10.20	\$10.20	\$10.20	\$10.20
PRI	\$51.00	\$51.00	\$51.00	\$51.00
(D)	(D)	(D)	(D)	(D)
BRI	\$10.20	\$8.00	\$8.00	\$8.00

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.12 Local Telecom Surcharge**

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 7.17 following for rates.

**7.13 Carrier Access Recovery Charge**

Rate Regulations,

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 7.11.6 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 7.17 following for rates.

**7.14 Regulatory Recovery Fee-State**

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 7.17 following for rates.

**7.15 End User Port Charges**

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 7.18 following for rates.

**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)****7.16 Local Portability Charge**

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 7.17 following for rates.

**7.17 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	\$5.00	\$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

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**SECTION 7 – LOCAL EXCHANGE SERVICES (CONT'D)**

## 7.18 End User Port Charge Rate Table

Services	<u>Business Monthly Per Line or Per Trunk</u>			
	End User Port Charge			
	Bellsouth / 5194	Brightspeed of SC fUnited Tel. SC, Embarq / 0506	Frontier of the Carolinas fContel / 0526	Frontier of the Carolinas fGTE / 4335
Single Line Local Exchange Svc.	\$0.99	\$0.85	-	-
Multi-line Local Exchange Svc.	\$0.99	\$0.85	-	-
Lifeline customer	-	-	-	-
ISDN BRI	\$2.44	\$0.85	\$3.00	\$3.00
ISDN PRI (rates per svc.)	\$14.00	\$4.25	\$15.53	\$15.53
Foreign Exchange-- Single Line	\$0.99	\$0.85	-	-
Foreign Exchange-- Multi-Line	\$0.99	\$0.85	-	-
Remote Call Forward	-	-	-	-
Centrex	\$0.99	\$0.85	-	-
Trunks	\$0.99	\$0.85	-	-
T-1/Digital PBX (rates per svc.)	\$23.76	\$20.40	\$28.18	\$28.18

Unless otherwise noted

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