

PRODUCT GUIDE

Metropolitan Telecommunications of Georgia LLC (T)

55 Water Street, 32<sup>nd</sup> FL, New York, New York 10041

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

This Product Guide contains the descriptions, regulations, and rates applicable to the furnishing of local exchange telecommunications services provided by Metropolitan Telecommunications of (T) Georgia LLC (“Company”) within the State of Georgia. (T)

**CHECK SHEET**

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

| <u>Page Number</u> | <u>Revision</u>           | <u>Page Number</u> | <u>Revision</u>           | <u>Page Number</u> | <u>Revision</u>         | <u>Page Number</u> | <u>Revision</u>           |
|--------------------|---------------------------|--------------------|---------------------------|--------------------|-------------------------|--------------------|---------------------------|
| 1                  | 1 <sup>st</sup> Revised   | 35                 | Original                  | 69                 | 1 <sup>st</sup> Revised | 103                | Original                  |
| 2                  | 44 <sup>th</sup> Revised* | 36                 | Original                  | 70                 | 1 <sup>st</sup> Revised | 104                | Original                  |
| 3                  | Original                  | 37                 | Original                  | 71                 | 1 <sup>st</sup> Revised | 105                | 8 <sup>th</sup> Revised   |
| 4                  | 2 <sup>nd</sup> Revised   | 38                 | Original                  | 72                 | 1 <sup>st</sup> Revised | 105.1              | Original                  |
| 5                  | Original                  | 39                 | Original                  | 73                 | 7 <sup>th</sup> Revised | 105.2              | 1 <sup>st</sup> Revised   |
| 6                  | Original                  | 40                 | Original                  | 74                 | 7 <sup>th</sup> Revised | 105.3              | Original                  |
| 7                  | Original                  | 41                 | Original                  | 75                 | 7 <sup>th</sup> Revised | 106                | 1 <sup>st</sup> Revised   |
| 8                  | Original                  | 42                 | Original                  | 76                 | 7 <sup>th</sup> Revised | 107                | 1 <sup>st</sup> Revised   |
| 9                  | Original                  | 43                 | 1 <sup>st</sup> Revised   | 77                 | 7 <sup>th</sup> Revised | 108                | 1 <sup>st</sup> Revised   |
| 10                 | Original                  | 44                 | 1 <sup>st</sup> Revised   | 78                 | 7 <sup>th</sup> Revised | 109                | 1 <sup>st</sup> Revised   |
| 11                 | 1 <sup>st</sup> Revised   | 45                 | 1 <sup>st</sup> Revised   | 79                 | 7 <sup>th</sup> Revised | 110                | 1 <sup>st</sup> Revised   |
| 12                 | Original                  | 46                 | 1 <sup>st</sup> Revised   | 80                 | 6 <sup>th</sup> Revised | 111                | 1 <sup>st</sup> Revised   |
| 13                 | Original                  | 47                 | 1 <sup>st</sup> Revised   | 81                 | 7 <sup>th</sup> Revised | 112                | 1 <sup>st</sup> Revised   |
| 14                 | Original                  | 48                 | 1 <sup>st</sup> Revised   | 82                 | 4 <sup>th</sup> Revised | 113                | 1 <sup>st</sup> Revised   |
| 15                 | Original                  | 49                 | 1 <sup>st</sup> Revised   | 83                 | 6 <sup>th</sup> Revised | 114                | 1 <sup>st</sup> Revised   |
| 16                 | Original                  | 50                 | Original                  | 84                 | 5 <sup>th</sup> Revised | 115                | 1 <sup>st</sup> Revised   |
| 17                 | Original                  | 51                 | Original                  | 85                 | 6 <sup>th</sup> Revised | 116                | 1 <sup>st</sup> Revised   |
| 18                 | Original                  | 52                 | Original                  | 86                 | 7 <sup>th</sup> Revised | 117                | 1 <sup>st</sup> Revised   |
| 19                 | Original                  | 53                 | Original                  | 87                 | 7 <sup>th</sup> Revised | 118                | 1 <sup>st</sup> Revised   |
| 20                 | Original                  | 54                 | Original                  | 88                 | 5 <sup>th</sup> Revised | 119                | 15 <sup>th</sup> Revised* |
| 21                 | Original                  | 55                 | 2 <sup>nd</sup> Revised   | 89                 | 5 <sup>th</sup> Revised | 120                | 2 <sup>nd</sup> Revised   |
| 22                 | Original                  | 56                 | 17 <sup>th</sup> Revised* | 90                 | 5 <sup>th</sup> Revised | 121                | 6 <sup>th</sup> Revised   |
| 23                 | Original                  | 57                 | 15 <sup>th</sup> Revised  | 91                 | 1 <sup>st</sup> Revised | 122                | 1 <sup>st</sup> Revised   |
| 24                 | Original                  | 58                 | 2 <sup>nd</sup> Revised   | 92                 | 1 <sup>st</sup> Revised | 123                | 1 <sup>st</sup> Revised   |
| 25                 | Original                  | 59                 | 16 <sup>th</sup> Revised* | 93                 | 1 <sup>st</sup> Revised |                    |                           |
| 26                 | Original                  | 60                 | 16 <sup>th</sup> Revised* | 94                 | 1 <sup>st</sup> Revised |                    |                           |
| 27                 | Original                  | 61                 | 16 <sup>th</sup> Revised* | 95                 | 8 <sup>th</sup> Revised |                    |                           |
| 28                 | Original                  | 62                 | 2 <sup>nd</sup> Revised   | 96                 | 1 <sup>st</sup> Revised |                    |                           |
| 29                 | Original                  | 63                 | 1 <sup>st</sup> Revised   | 97                 | 1 <sup>st</sup> Revised |                    |                           |
| 30                 | Original                  | 64                 | 3 <sup>rd</sup> Revised   | 98                 | 2 <sup>nd</sup> Revised |                    |                           |
| 31                 | Original                  | 65                 | 4 <sup>th</sup> Revised   | 99                 | 1 <sup>st</sup> Revised |                    |                           |
| 32                 | Original                  | 66                 | 1 <sup>st</sup> Revised   | 100                | 1 <sup>st</sup> Revised |                    |                           |
| 33                 | Original                  | 67                 | 1 <sup>st</sup> Revised   | 101                | 1 <sup>st</sup> Revised |                    |                           |
| 34                 | Original                  | 68                 | 1 <sup>st</sup> Revised   | 102                | Original                |                    |                           |

\*Asterisk indicates pages included in this revision.

Issued: September 8, 2025

Effective: October 8, 2025

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### EXPLANATION OF SYMBOLS

- (C) To signify a **change** in regulation
- (D) To signify a **deletion**
- (I) To signify a rate **increase**
- (M) To signify material **moved** in the Product Guide
- (N) To signify a **new** rate or regulation
- (R) To signify a rate **reduction**
- (T) To signify a change in **text** but no change in rate or regulation

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## PRODUCT GUIDE FORMAT

- A. **Sheet Numbering** – Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, occasionally, when a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** – Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of code is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1
  - 2.1.1.A.
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  - 2.1.1.A.1.(a).I.(i).
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- D. **Check Sheets** – When a Product Guide change is made, an updated Check Sheet accompanies the Product Guide. The Check Sheet lists the sheets contained in the Product Guide with a cross-reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk(\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The Product Guide user should refer to the latest Check Sheet to find if a particular sheet is the most current.

## **APPLICATION OF PRODUCT GUIDE**

This Product Guide contains the rates applicable to the provision of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of Georgia.

## SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

### Agency

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

### Alternate Routing (“AR”)

Allows E911 calls to be routed to a designated alternate location if: (1) all E911 exchange lines to the primary PSAP (*See* definition of PSAP below.) are busy; or (2) the primary PSAP closes down for a period (night service).

### Authorized User

A person, corporation or other entity who is authorized by the Company's Customer to utilize service provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

### Automatic Location Identification (“ALI”)

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

### Automatic Number Identification (“ANI”)

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.



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

**Business Service:**

A service which conforms to one (1) or more of the following criteria:

- A. Used primarily for a paid commercial, professional or institutional activity; or
- B. The service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. The service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of service, without compensation or reimbursement, for a charitable or civic purpose will not constitute a business use of service unless other criteria apply.

**Called Station**

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

**Calling Card**

A card issued by Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

**Central Office**

An operating office of the Company where connections are made between telephone exchange lines.

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

**Central Office Line**

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**Change**

Includes the rearrangement or reclassification of existing service at the same location.

**Channel**

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

**Channel Conversion**

The termination of 1.544. Mbps Service at a Customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

**Channel Service Unit (“CSU”)**

The equipment located at the Customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

**Commission**

Georgia Public Utilities Commission

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Communications Systems**

Channels and other facilities which are capable of two-way communications between subscriber-provided terminal equipment or telephone company stations, even when not connected to exchange and message toll communications service.

### **Company**

Metropolitan Telecommunications of Georgia LLC (T)

### **Credit Card**

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

### **Customer**

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

### **Customer Premises Equipment (“CPE”)**

Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX or other communication system.

### **Debit Card**

A valid bank or financial organization card, representing both an account from which the costs of products and services purchased by the card holder may be charged.

### **Dedicated Access**

Non-switched access between a Customer's premises and the point of presence of the Company's underlying carrier.

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Default Routing (“DR”)**

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

### **Demarcation Point**

The physical dividing point between the Company’s network and the Customer.

### **Digital**

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

### **Direct Inward Dial (“DID”)**

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

### **Direct Outward Dial (“DOD”)**

A service attribute that allows individual station users to access and dial outside numbers directly.

### **Disconnect or Disconnection**

The termination of a circuit connection between the originating station and the called station or the Company’s operator.

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

Dual Tone Multi-Frequency (“DTMF”)

The pulse type employed by tone dial station sets (touch tone).

Emergency Service Number (“ESN”)

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the Customer.

E911 Customer

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

E911 Service Area

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

Error

A discrepancy or unintentional deviation by the Company from what is correct or true. An “error” can also be an omission in records.

Exchange

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

Exchange Access Line

A central office line furnished for direct or indirect access to the exchange system.

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

**Exchange Service**

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**Final Account**

A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

**Flat Rate Service**

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

**Ground Start**

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Handicapped Person**

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 No. 126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

### **Holidays**

Holidays include New Year's Day (January 1), Memorial Day (last Monday in May) Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

### **Hunting**

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

### **Incoming Service Group**

Two or more central office lines arranged so that a call to the first line is completed to a succeeding line in the group when the first line is in use.

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

**Interface**

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

**Interoffice Mileage**

The segment of a line which extends between the central offices serving the originating and terminating points.

**Interruption**

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

**LATA**

Local Access and Transport Area. The area within which the Company provides local and long distance (“intraLATA”) service. For call to numbers outside this area (“interLATA”) service is provided by long distance companies.

**Leased Channel**

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.



## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Link**

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

### **Local Call**

A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

### **Local Calling Area**

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

### **Local Service**

Telephone exchange service within a local calling area.

### **Loop Start**

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

### **Loops**

Segments of a line which extend from the serving central office to the originating and to the terminating point.

### **Kbps**

Kilobits per second, denotes thousands of bits per second.

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Message Rate Service**

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

### **Move**

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

### **Multi-Frequency (“MF”)**

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

### **Multiline Hunt**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

### **Network Control Signaling**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

### **Network Control Signaling Unit**

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Node**

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

### **PBX**

A private branch exchange.

### **Port**

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

### **Premises**

The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

### **Private Branch Exchange Service**

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

### **Public Safety Answering Point (“PSAP”)**

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Rate Center**

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

### **Referral Periods**

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

### **Resale of Service**

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without “adding value”) for profit.

### **Same Premises**

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

### **Selective Routing (“SR”)**

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

### **Serving Central Office**

The central office from which local service is furnished.

## **SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

### **Sharing**

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

### **Station**

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

### **Subscriber:**

See “Customer” definition.

### **Suspension**

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

### **Toll Call**

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

### **Two Way**

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

## **SECTION 2 – RULES AND REGULATIONS**

### **2.1. UNDERTAKING OF COMPANY**

- 2.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the State of Georgia.
- 2.1.2. Company offers resold and facilities-based telecommunications services to Customers for the direct transmission and reception of voice, data, and other types of communications.
- 2.1.3. The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.4. Request for service under this Product Guide will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

### **2.2. LIMITATIONS**

- 2.2.1. Service is offered subject to availability of the necessary facilities and/or service and subject to the provisions of this Product Guide.
- 2.2.2. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.3. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.
- 2.2.4. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Product Guide shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.5. The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Product Guide are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.

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

**2.2. LIMITATIONS, Continued**

2.2.6. The Company reserves the right to refuse an application for service by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until this indebtedness is satisfied.

**2.3. USE**

2.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which it is technically suited.

2.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.

2.3.3. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service, as well as the services requested and evidence of the customer's ability to be billed via the internet and to pay via major debit or credit card using the internet.

2.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

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

**2.3. USE, Continued**

- 2.3.5. Recording of telephone conversations of service provided by the Company under this Product Guide is prohibited except as authorized by applicable federal, state and local laws.
- 2.3.6. Service will not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass the called party.
- 2.3.7. Service will not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.
- 2.3.8. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until the indebtedness is satisfied.

**2.4. LIABILITIES OF THE COMPANY**

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



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

- 2.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- 2.4.3. Company shall be indemnified and held harmless by the Customer against:
- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over Company's facilities; and
  - B. Claims for patent infringement arising from combining or connecting Company's facilities with apparatus and systems of the Customer; and
  - C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.
- 2.4.4. Company is not liable for any defacement of, or damage to, the equipment or premises of a customer resulting from the furnishing of services when such defacement or damage is not the result of the Company's negligence.
- 2.4.5. Company shall not be liable for, and the Customer indemnifies and holds harmless from, any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, instituted or asserted by the Customer or by any other party or person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.

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

- 2.4.6. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed agents or employees of the Company without written authorization.
- 2.4.7. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature: storms, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the company or of any department, agency, Commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this Product Guide to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 2.4.8. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Georgia law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.
- 2.4.9. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

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

- 2.4.10. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps, including obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as the Customer's agent, to the Company's network.
- 2.4.11. With respect to Emergency Number 911 Service:
- A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
  - B. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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

- 2.4.12. In the absence of gross negligence or willful misconduct, no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, will attach to the Company.
- 2.4.13. The Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs.
- 2.4.14. As part of providing any private listing or semi-private listing services, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. The Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- 2.4.15. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this Product Guide, the Customer agrees to the release of such information under the above provision.
- 2.4.16. The Company will use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of, and compliance by the Customer with, the regulations contained in this Product Guide. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.

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

- 2.5.1. The Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment. Where Customer-provisioned equipment is connected to the facilities furnished under this Product Guide, the responsibility of the Company will be limited to the furnishing of facilities offered pursuant to this Product Guide. Beyond this responsibility, the Company will not be responsible for:
- A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - B. the reception of signals by Customer-provided equipment; or
  - C. network control signaling when performed by Customer-provided network control signaling equipment.
- 2.5.2. At the request of the Customer, installation or maintenance may be performed outside of the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged by the Company will apply. If installation or maintenance is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays and/or night hours, additional charges may apply.
- 2.5.3. The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption as set forth in Section 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company. The Company will not be liable for any special, consequential, exemplary or punitive damages a Customer may suffer, whether or not caused by the intentional acts or omissions or negligence of the Company's employees or agents.

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

- 2.5.4. The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over 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 civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- 2.5.5. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds 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, presence, condition, location, or use of any installation so provided.
- 2.5.6. The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- 2.5.7. The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.
- 2.5.8. The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by Company's willful misconduct or negligence.

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

### **2.5. EQUIPMENT AND FACILITIES, Continued**

- 2.5.9. The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with Teleport Communications Service.
- 2.5.10. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

### **2.6. CUSTOMER RESPONSIBILITIES**

- 2.6.1. The Customer is responsible for the payment of all charges for services furnished to the Customer and for all additional charges for calls the Customer elects to continue making.
- 2.6.2. The Customer is responsible for compliance with applicable regulations set forth in this Product Guide.
- 2.6.3. The Customer is responsible for establishing its identity as often as necessary during the course of the call or when seeking credits from the Company.

**SECTION 2 - RULES AND REGULATIONS, Continued****2.6. CUSTOMER RESPONSIBILITIES, Continued**

- 2.6.4. In the event Company incurs fees or expenses, including attorney's fees, to collect; or attempt to collect, any charges owed Company by customer, including charges alleged to have resulted from fraud or abuse of customer's service, the Company shall charge customer all such fees and expenses, including Company's reasonable attorney's fees, incurred to collect or to attempt to collect its charges, and Company shall be entitled to recover such fees or expenses irrespective of whether it prevails in any legal action brought to collect its charges, all in accordance with and subject to the following additional legal requirements.
- 2.6.5. In accordance with the "filed Product Guide doctrine," as established by judicial and regulatory decisions and precedents, customer shall pay all charges due and owing irrespective of any claims of loss, liability, set off, damages, or other claims against Company to which customer may claim to be entitled, the duty to pay such charges shall arise upon the demand for payment by Company and shall not be delayed or deferred by the commencement of any legal or equitable action by either customer or Company in connection with such charges incurred under this Product Guide.



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**SECTION 2 - RULES AND REGULATIONS, Continued****2.7. INTERRUPTION OF SERVICE**

- 2.7.1. 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. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Section 2.4., herein. It shall be the obligation of the Customer to notify Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.7. INTERRUPTION OF SERVICE, Continued**

- 2.7.2. For purposes of credit computation for service, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.3. The subscriber shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit formula:  $\text{Credit} = (A/720) \times B$

A - outage time in hours

B - total monthly charge for affected utility

- 2.7.4. The Company has no liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission or call processing of customer's communications traffic by any underlying carrier. The Company's liability for such damages occurring in the course of furnishing the Company's Services but not caused by its gross negligence or willful misconduct or that of its employees or agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which such mistakes, interruptions, omissions, delays, errors, or defects in the Company's furnishing of its Services occur.

**SECTION 2 - RULES AND REGULATIONS, Continued****2.8. RESTORATION OF SERVICE**

- 2.8.1. The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D, of the Federal Communications Commission's Rules and Regulations on file with the Commission, which specifies the priority system for such activities.
- 2.8.2. When a Customer's service has been disconnected in accordance with this Product Guide and the service has been terminated through the completion of a Company service order, service will be restored only upon the basis of application for new service.

**2.9. MINIMUM SERVICE PERIOD**

- 2.9.1. The minimum service period is one month (30 days). The Customer must pay the regular Product Guided rate for the service they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.
- 2.9.2. If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for service for the remainder of the minimum period.
- 2.9.3. If service is switched over to a new Customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new Customer if the new Customer agrees in writing to accept them. For facilities not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

**SECTION 2 - RULES AND REGULATIONS, Continued****2.10. ACCESS TO CUSTOMER'S PREMISES**

The Customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

**2.11. PAYMENTS AND BILLING**

- 2.11.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly basis. The Company will render such monthly invoice in electronic or paper form at the Company's sole discretion. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until cancelled by the Customer on not less than thirty (30) days' notice.
- 2.11.2. The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears. Customer will be billed and is responsible for payment of applicable local, state and federal taxes assessed in connection with the services used. It is contemplated that payment be done electronically, with payment made by means of the Customer's credit card, or other similar mechanism approved by the Company. In the sole discretion of the Company, payments may be made by check.
- 2.11.3. Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance.

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

### **2.11. PAYMENTS AND BILLING, Continued**

- 2.11.4. Billing disputes should be addressed to Company's customer service organization by mail at P.O. Box 9660, Manchester, New Hampshire 03108-9660. Customer service representatives are available from 8:00 a.m. to 4:59 p.m. Eastern Time at 1.877.638.8351. Messages may be left for the Customer Service Department from 5:00 p.m. to 7:59 a.m. Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service.
- 2.11.5. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:
- A. First, the customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
  - B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Georgia Public Service Commission for its investigation and decision.

The address and telephone number of the Commission are:

Georgia Public Service Commission  
47 Trinity Avenue  
Atlanta, Georgia 30334

800.282.5813

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

**2.12. CANCELLATION BY CUSTOMER**

- 2.12.1. Customer may cancel service by providing written notice to Company thirty (30) days prior to cancellation.
- 2.12.2. Customer is responsible for usage charges while still connected to the Company's service and the payment of associated local exchange company charges, if any, for service charges.
- 2.12.3. Any non-recoverable cost of Company expenditures shall be borne by the Customer if:
  - A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some the period mutually agreed with the Customer for the non-recoverable portions of expenditures; or
  - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
  - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

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

**2.13. CANCELLATION BY COMPANY**

2.13.1. Company reserves the right to immediately discontinue furnishing the service to customers without incurring liability:

- A. In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public or to employees of the Company; or
- B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or
- C. If the Company deems such refusal necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or services without notice; or
- D. For unlawful use of the service or use of the service for unlawful purposes; or
- E. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services.

2.13.2. Company may discontinue service according to the following conditions upon ten (10) days' written notice:

- A. For violation of Company's filed Product Guides; or
- B. For the non-payment of any proper charge as provided by Company's Product Guide; or
- C. For Customer's breach of the contract for service between the Company and Customer; or
- D. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

**SECTION 2 - RULES AND REGULATIONS, Continued****2.13. CANCELLATION BY COMPANY, Continued**

- 2.13.3. Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:
- A. The use of facilities or service of the Company without payment of Product Guide charges; or
  - B. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons; or
  - C. The use of profane or obscene language; or
  - D. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls.
- 2.13.4. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.
- 2.13.5. The Company may refuse to permit collect calling, calling card, third number billing which it determines to be fraudulent and/or may limit the use of these billing options or services.

**2.14. ADVANCED PAYMENTS AND DEPOSITS**

The Company does not require an advanced payment or deposit from the Customer, but reserves the right to collect advanced payments and deposits, as necessary. The Company reserves the right to examine the credit record of all service applicants and require a service deposit when determined to be necessary to assure future payment. Security Deposits required will be equal to not more than 2 months estimated usage as computed by the Company. Any requests for service deposits will be provided via the internet and shall be paid with a credit card or debit card via the internet.



**SECTION 2 - RULES AND REGULATIONS, Continued****2.15. INTERCONNECTION**

- 2.15.1. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with the Company. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service and the signals emitted into the Company's network are of the proper mode, band-width, power, data speed and signal level for the intended use of the Customer. If the Customer or its agent fails to properly maintain and operate its equipment and/or system of that of its agent, the Company may, upon written request, require the use of protective equipment at the Customer's expense.
- 2.15.2. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 2.15.3. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' Product Guides. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

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

**2.16. FULL FORCE AND EFFECT**

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

**2.17. CREDIT LIMIT**

The Company may, at any time and at its sole discretion, set a credit limit for any Customer's consumption of services for any monthly period.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES****3.1. LOCAL EXCHANGE SERVICE**

3.1.1. Exchange Rate Group Classifications (see also, Section 3 of BellSouth's Georgia General Exchange Product Guide.)

**A. Rate Group Assignments by Exchange Segment**

| <b>Exchange</b> | <b>Exchange Segment</b> | <b>Group</b> |     |
|-----------------|-------------------------|--------------|-----|
| ADAIRSVL        | All                     | 1            | (C) |
| ALBANY          | All                     | 2            |     |
| AMERICUS        | All                     | 1            |     |
| APPLING         | All                     | 3            |     |
| ARLINGTON       | All                     | 1            |     |
| ATHENS          | All                     | 2            |     |
| ATLANTA         | All                     | 1            |     |
| ATLANTA NE      | All                     | 1            |     |
| ATLANTA NW      | All                     | 1            |     |
| ATLANTA SO      | All                     | 1            |     |
| AUGUSTA         | All                     | 3            |     |
| BACONTON        | All                     | 2            |     |
| BAINBRIDGE      | All                     | 1            |     |
| BARNESVL        | All                     | 1            |     |
| BAXLEY          | All                     | 1            |     |
| BLACKSHEAR      | All                     | 1            |     |
| BOGARTSTHM      | All                     | 1            |     |
| BOWDON          | All                     | 1            |     |
| BREMEN          | All                     | 1            |     |
| BRUNSWICK       | All                     | 1            | (C) |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.1. Exchange Rate Group Classifications, Continued****A. Rate Group Assignments by Exchange Segment, Continued**

| <b>Exchange</b> | <b>Exchange Segment</b> | <b>Group</b> |     |
|-----------------|-------------------------|--------------|-----|
| BUCHANAN        | All                     | 1            | (C) |
| BUFORD          | All                     | 1            |     |
| CALHOUN         | All                     | 2            |     |
| CAMILLA         | All                     | 2            |     |
| CARROLLTON      | All                     | 2            |     |
| CARTERSVL       | All                     | 1            |     |
| CAVESPRING      | All                     | 2            |     |
| CEDARTOWN       | All                     | 1            |     |
| CLAXTON         | All                     | 1            |     |
| CLERMONT        | All                     | 1            |     |
| COCHRAN         | All                     | 1            |     |
| COLQUITT        | All                     | 1            |     |
| COLUMBUS        | All                     | 3            |     |
| CONCORD         | All                     | 2            |     |
| CONYERS         | All                     | 2            |     |
| CORDELE         | All                     | 1            |     |
| COVINGTON       | All                     | 2            |     |
| CUMMING         | All                     | 2            |     |
| CUSSETA         | All                     | 3            |     |
| DUBLIN          | All                     | 1            |     |
| EASTMAN         | All                     | 1            | (C) |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.1. Exchange Rate Group Classifications, Continued****A. Rate Group Assignments by Exchange Segment, Continued**

| <b>Exchange</b> | <b>Exchange Segment</b> | <b>Group</b> |     |
|-----------------|-------------------------|--------------|-----|
| EATONTON        | All                     | 1            | (C) |
| ELBERTON        | All                     | 1            |     |
| FLOWEYBRCH      | All                     | 1            |     |
| FORSYTH         | All                     | 2            |     |
| FORTVALLEY      | All                     | 2            |     |
| FRANKLIN        | All                     | 2            |     |
| GAINESVL        | All                     | 2            |     |
| GAY             | All                     | 2            |     |
| GEORGETOWN      | All                     | 2            |     |
| GIBSON          | All                     | 1            |     |
| GRANTVILLE      | All                     | 2            |     |
| GREENSBORO      | All                     | 1            |     |
| GREENVILLE      | All                     | 2            |     |
| GRIFFIN         | All                     | 1            |     |
| HAMILTON        | All                     | 3            |     |
| HARLEM          | All                     | 3            |     |
| HAZLEHURST      | All                     | 1            | (C) |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.1. Exchange Rate Group Classifications, Continued****A. Rate Group Assignments by Exchange Segment, Continued**

| <b>Exchange</b> | <b>Exchange Segment</b> | <b>Group</b> |     |
|-----------------|-------------------------|--------------|-----|
| HEPHZIBAH       | All                     | 3            | (C) |
| HOGANSVL        | All                     | 1            |     |
| JACKSON         | All                     | 1            |     |
| JEKYLL IS       | All                     | 1            |     |
| JESUP           | All                     | 1            |     |
| JOHNSONCOR      | All                     | 1            |     |
| KINGSTON        | All                     | 1            |     |
| LAGRANGE        | All                     | 1            |     |
| LAKE PARK       | All                     | 1            |     |
| LEARY           | All                     | 2            |     |
| LEESBURG        | All                     | 2            |     |
| LOUISVILLE      | All                     | 1            |     |
| LULA            | All                     | 1            |     |
| LUMBERCITY      | All                     | 1            |     |
| LUMPKIN         | All                     | 1            |     |
| LUTHERSVL       | All                     | 2            |     |
| LYONS           | All                     | 1            |     |
| MACON           | All                     | 3            |     |
| MADISON         | All                     | 1            |     |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.1. Exchange Rate Group Classifications, Continued****A. Rate Group Assignments by Exchange Segment, Continued**

| <b>Exchange</b> | <b>Exchange<br/>Segment</b> | <b>Group</b> |     |
|-----------------|-----------------------------|--------------|-----|
| MCCAYSVL        | All                         | 2            | (C) |
| MILLEN          | All                         | 1            |     |
| MONTICELLO      | All                         | 1            |     |
| NEWNAN          | All                         | 1            |     |
| NEWTON          | All                         | 2            |     |
| PELHAM          | All                         | 1            |     |
| PINE MT         | All                         | 3            |     |
| POOLER          | All                         | 3            |     |
| RICHLAND        | All                         | 1            |     |
| ROCKMART        | All                         | 2            |     |
| ROME            | All                         | 2            |     |
| ROOPVILLE       | All                         | 1            |     |
| ROYSTON         | All                         | 1            |     |
| RUTLEDGE        | All                         | 1            |     |
| SANDERSVL       | All                         | 1            |     |
| SARDIS          | All                         | 1            | (C) |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.1. Exchange Rate Group Classifications, Continued****A. Rate Group Assignments by Exchange Segment, Continued**

| <b>Exchange</b> | <b>Exchange Segment</b> | <b>Group</b> |     |
|-----------------|-------------------------|--------------|-----|
| SAVANNAH        | All                     | 3            | (C) |
| SENOIA          | All                     | 1            |     |
| SMITHVILLE      | All                     | 2            |     |
| SOCIALCRCL      | All                     | 2            |     |
| SPARKS          | All                     | 1            |     |
| SPARTA          | All                     | 1            |     |
| STSIMONSIS      | All                     | 1            |     |
| SWAINSBORO      | All                     | 1            |     |
| SYLVESTER       | All                     | 2            |     |
| TALLAPOOSA      | All                     | 1            |     |
| TEMPLE          | All                     | 1            |     |
| TENNGA          | All                     | 3            |     |
| THOMASVL        | All                     | 1            |     |
| THOMSON         | All                     | 1            |     |
| TIFTON          | All                     | 1            | (C) |



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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.1. Exchange Rate Group Classifications, Continued****A. Rate Group Assignments by Exchange Segment, Continued**

| <b>Exchange</b> | <b>Exchange Segment</b> | <b>Group</b> |     |
|-----------------|-------------------------|--------------|-----|
| TYBEE IS        | All                     | 3            | (C) |
| VALDOSTA        | All                     | 1            |     |
| VIDALIA         | All                     | 1            |     |
| VILLA RICA      | All                     | 1            |     |
| WADLEY          | All                     | 1            |     |
| WARNERRBNS      | All                     | 3            |     |
| WARRENTON       | All                     | 1            |     |
| WATKINSVL       | All                     | 2            |     |
| WAYCROSS        | All                     | 1            |     |
| WAYNESBORO      | All                     | 1            |     |
| WOODBURY        | All                     | 1            |     |
| WRENS           | All                     | 1            |     |
| WRIGHTSVL       | All                     | 1            |     |
| ZEBULON         | All                     | 2            | (C) |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued**

3.1.2. List of Exchanges by Local Access and Transport Area – LATA. (See also, Section 3 of BellSouth's Georgia General Exchange Product Guide.)

**Albany LATA**

|               |                 |             |               |
|---------------|-----------------|-------------|---------------|
| Abbeville     | Coolidge        | Leesburg    | Pitts         |
| Adel          | Cordele         | Lenox       | Plains        |
| Alapaha       | Cuthbert        | Leslie      | Preston       |
| Albany        | Dawson          | Lumpkin     | Quitman       |
| Americus      | Doerun          | McRae       | Ray City      |
| Arlington     | Donalsonville   | Meigs       | Rebecca       |
| Ashburn       | Edison          | Milan       | Reynoldsville |
| Attapulugus   | Ellaville       | Morgan      | Rhine         |
| Baconton      | Enigma          | Morven      | Richland      |
| Bainbridge    | Fitzgerald      | Moultrie    | Rochelle      |
| Barwick       | Fort Gaines     | Nashville   | Sasser        |
| Berlin        | Funston         | Newton      | Shellman      |
| Blakely       | Hahira          | Norman Park | Smithville    |
| Bluffton      | Iron City       | Ochlocknee  | Sparks        |
| Boston        | Irwinville      | Ocilla      | Sylvester     |
| Buena Vista   | Jacksonville    | Omega       | Thomasville   |
| Cairo         | Jakin           | Parrott     | Tifton        |
| Calvary-Reno  | Lake Blackshear | Pavo        | Valdosta      |
| Camilla       | Lake Park       | Pelham      | Vienna        |
| Cedar Springs | Lakeland        | Pinehurst   | Warwick       |
| Colquitt      | Leary           | Pineview    | Whigham       |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.2. List of Exchanges by Local Access and Transport Area (LATA,), Continued****Atlanta LATA**

|                |                       |               |                |
|----------------|-----------------------|---------------|----------------|
| Acworth        | Crawfordville         | Jasper        | Rayle          |
| Adairsville    | Cumming               | Jefferson     | Rockmart       |
| Alpharetta     | Cusseta               | Jonesboro     | Rome           |
| Athens         | Dahlonega             | Kingston      | Roopville      |
| Atlanta        | Dallas                | LaGrange      | Roswell        |
| Austell        | Dalton                | Lakewood      | Royston        |
| Barnesville    | Danielsville          | Langdale, AL  | Rutledge       |
| Batesville     | Dawsonville           | Lavonia       | Senoia         |
| Big Canoe      | Dial                  | Lawrenceville | Shawmut, AL    |
| Blairsville    | Dillard-Mountain City | Lexington     | Smyrna         |
| Blue Ridge     | Douglasville          | Lincolnton    | Social Circle  |
| Bogart-Statham | Duluth                | Lithonia      | Stockbridge    |
| Bowdon         | Eastanollee           | Loganville    | Stone Mountain |
| Braselton      | Eatonton              | Lula          | Suches         |
| Bremen         | Elberton              | Luthersville  | Summerville    |
| Buchanan       | Ellijay               | Lyerly        | Talbotton      |
| Buford         | Fairburn              | Madison       | Talapoosa      |
| Calhoun        | Fairmount             | Manchester    | Temple         |
| Canton         | Fayetteville          | Marble Hill   | Thomaston      |
| Carlton        | Flowery Branch        | Marietta      | Tignall        |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.2. List of Exchanges by Local Access and Transport Area (LATA,), Continued****Atlanta LATA, Continued**

|              |                |                 |              |
|--------------|----------------|-----------------|--------------|
| Carnesville  | Franklin       | Maxeys          | Toccoa       |
| Carrollton   | Fredonia, AL   | Maysville       | Trion        |
| Cartersville | Fruithurst, AL | McDonough       | Tucker       |
| Cave Spring  | Gainesville    | Menlo           | Tunnel Hill  |
| Cedartown    | Gay            | Metasville      | Union Point  |
| Chamblee     | Geneva         | Monroe          | Villa Rica   |
| Chatsworth   | Grantville     | Monticello      | Warm Springs |
| Clarksville  | Greensboro     | Nelson          | Washington   |
| Clayton      | Greenville     | Newnan          | Watkinsville |
| Clermont     | Griffin        | Nicholson       | Waverly Hill |
| Cleveland    | Hamilton       | Norcross        | West Point   |
| Cohutta      | Hampton        | Oakland, AL     | White Plains |
| Colbert      | Hartwell       | Palmetto        | Winder       |
| Columbus     | Helen          | Panola          | Winterville  |
| Comer        | Hiawassee      | Pendergrass     | Woodbury     |
| Commerce     | Hogansville    | Phenix City, AL | Woodland     |
| Concord      | Homer          | Pine Mountain   | Woodstock    |
| Conyers      | Huguley, AL    | Powder Springs  | Yatesville   |
| Cornelia     | Ranburne, AL   | Young           | Harris       |
| Covington    | Jackson        | Ranger          | Zebulon      |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.2. List of Exchanges by Local Access and Transport Area (LATA,), Continued****Augusta LATA**

|                  |                |                   |                |
|------------------|----------------|-------------------|----------------|
| Aiken, SC        | Gibson, GA     | Midville, GA      | Thomson, GA    |
| Appling, GA      | Graniteville,  | SC Millen, GA     | Twin City, GA  |
| Augusta, GA      | Harlem, GA     | New Ellenton, SC  | Wadley, GA     |
| Bartow, GA       | Hephzibah, GA  | North Augusta, SC | Warrenton, GA  |
| Bath, SC         | Jackson, SC    | Sardis, GA        | Waynesboro, GA |
| Beech Island, SC | Johnston, SC   | Sparta, GA        | Wrens, GA      |
| Edgefield, SC    | Louisville, GA | Swainsboro, GA    |                |

**Macon LATA**

|             |              |                |                       |
|-------------|--------------|----------------|-----------------------|
| Adrian      | Davisboro    | Ideal          | Montrose              |
| Butler      | Dexter       | Irwinton       | Perry                 |
| Byromville  | Dublin       | Jeffersonville | Rentz                 |
| Byron       | Dudley       | Kite           | Reynolds              |
| Cadwell     | Eastman Lake | Sinclair       | Roberta               |
| Cedar Grove | Forsyth      | Lizella        | Sandersville-Tennille |
| Centerville | Fort Valley  | Macon          | Toomsboro             |
| Chester     | Gordon       | Marshallville  | Unadilla              |
| Cochran     | Gray         | Milledgeville  | Warner Robins         |
| Culloden    | Haddock      | Montezuma      | Wrightsville          |
| Danville    | Hawkinsville |                |                       |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.2. List of Exchanges by Local Access and Transport Area (LATA,), Continued****Savannah LATA**

|              |                 |               |               |
|--------------|-----------------|---------------|---------------|
| Alamo        | Folkston        | Lyons         | St. George    |
| Alma         | Glennville      | Metter        | St. Marys     |
| Anderson     | Glenwood        | Midway St.    | Simons Island |
| Baxley       | Guyton          | Mount Vernon  | Sapelo Island |
| Blackshear   | Hardeeville, SC | Nahunta       | Savannah      |
| Bluffton, SC | Hazelhurst      | Nevils        | Screven       |
| Brooklet     | Hilltonia       | Newington     | Soperton      |
| Broxton      | Hilton Head, SC | Nicholls      | South Guyton  |
| Brunswick    | Hinesville      | Oak Park      | Springfield   |
| Claxton      | Hoboken         | Odum          | Statesboro    |
| Clito        | Homerville      | Patterson     | Stilson       |
| Cobbtown     | Hortense        | Pearson       | Sylvania      |
| Collins      | Jekyll Island   | Pembroke      | Tybee Island  |
| Darien       | Jesup           | Pooler        | Uvalda        |
| Douglas      | Johnson Corner  | Portal        | Vidalia       |
| Dover        | Keller          | Register      | Waycross      |
| Ellabelle    | Lexsy           | Reidsville    | Waynesville   |
| Eulonia      | Ludowici        | Richmond Hill | Willacoochee  |
| Fargo        | Lumber City     | Rincon        |               |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. LOCAL EXCHANGE SERVICE, Continued**

**RESERVED FOR FUTURE USE**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.4 A. Rates and Charges – Flat Rate (f Bell South)**

Single-line and Multi-Line Business, without Hunting

| <u>Rate Groups</u> | MTM        | 12 M*      | 24 M*      | 36M*       |
|--------------------|------------|------------|------------|------------|
| All Rate Groups    | \$2,882.50 | \$2,334.83 | \$2,190.70 | \$2,075.40 |

(I)

Multi-Line Business with Hunting, which is specific to each Rate Group

| <u>Rate Groups</u> | MTM        | 12 M*      | 24 M*      | 36M*       |
|--------------------|------------|------------|------------|------------|
| 1                  | \$2,900.94 | \$2,349.76 | \$2,204.71 | \$2,088.68 |
| 2                  | \$2,903.99 | \$2,352.23 | \$2,207.03 | \$2,090.87 |
| 3                  | \$2,910.38 | \$2,357.41 | \$2,211.89 | \$2,095.47 |

(I)

(I)

\* Contract Rates for 12, 24 and 36 month terms are grandfathered as of February 23, 2025.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. LOCAL EXCHANGE SERVICE, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.4.2 Multi-line and PBX Service (f Bell South)****A. Rates and Charges**PBX Trunks<sup>1</sup> All Trunk Types; Two Way, Combination, Out Dial

|                                                  | All Rate Groups |
|--------------------------------------------------|-----------------|
| All Trunk Types - (Inward, Combination, Outward) | \$4,245.00 (I)  |
| PBX 2 Way DID Trunk <sup>1</sup>                 | \$1,141.25 (I)  |

<sup>1</sup>DID Trunk Termination on following page is in addition to Trunk Charge

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.5 DID Service (f Bell South)**

|                                                                               | <u>Installation<br/>Charge</u> | <u>Monthly<br/>Rate</u> |
|-------------------------------------------------------------------------------|--------------------------------|-------------------------|
| Establish Trunk group and provide first group of 20 DID numbers               | \$915.00                       | \$224.00 (I)            |
| (Each additional group of 20 DID numbers                                      | \$15.00                        | \$505.00 (I)            |
| Non-Consecutive DID numbers, each                                             | \$2.20                         | \$122.00 (I)            |
| DID Trunk Termination, each Inward Only Trunk <sup>1</sup>                    | \$90.00                        | \$2,561.25 (I)          |
| PBX 2-Way DID Trunk and Termination <sup>1</sup>                              |                                | \$2,946.25 (I)          |
| DID Trunk Termination, each Combination Trunk with Call Transfer <sup>1</sup> | \$250.00                       | \$2,946.25 (I)          |
| MF Pulsing Option <sup>1</sup>                                                | N/A                            | \$1,175.00 (I)          |
| DTMF Pulsing Option <sup>1</sup>                                              | N/A                            | \$1,175.00 (I)          |
| Automatic Intercept Service, per number referred                              | \$15.00                        | -                       |
| Group of 20 Reserved Numbers, each group                                      | \$915.00                       | \$398.00 (I)            |
| Reserved Non-Consecutive DID numbers, each                                    | \$2.20                         | \$101.00 (I)            |

<sup>1</sup>PBX 2 Way DID Trunk charge on previous page is in addition to Trunk Termination Charge

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1 LOCAL EXCHANGE SERVICE, (f Bell South) Continued****3.1.7. Features****A. Individual Features**

| <b>FEATURE</b>                                                                                    | <b>Business</b> |
|---------------------------------------------------------------------------------------------------|-----------------|
| Call Forwarding Variable                                                                          | \$8.50          |
| Three-Way Calling                                                                                 | \$7.50          |
| Three-Way Calling Per Activation                                                                  | \$3.00          |
| Call Waiting                                                                                      | \$7.95          |
| Speed Calling (8-Code)                                                                            | \$7.00          |
| Speed Calling (30-Code)                                                                           | \$7.00          |
| Call Forwarding Busy Line Multipath or Customer Control Call Forwarding Busy Line Multipath       | \$8.00          |
| Call Forwarding Don't Answer                                                                      | \$8.00          |
| Remote Access Call Forwarding Variable                                                            | \$9.00          |
| Customer Control Call Forwarding Busy Line                                                        | \$8.00          |
| Customer Control Call Forwarding Don't Answer                                                     | \$8.00          |
| Call Forwarding Busy Line Multipath or Customer Control Call Forwarding Busy Line Multipath       | \$5.00          |
| Call Forwarding Don't Answer Multipath or Customer Control Call Forwarding Don't Answer Multipath | \$5.00          |
| Call Forwarding Variable Multipath or Remote Access Call Forwarding Variable Multipath            | \$7.45          |
| Remote Call Forwarding (initial and addl paths)                                                   | \$63.40         |
| Hot Line                                                                                          | \$398.00 (I)    |
| Warm Line (Obsolete)                                                                              | \$398.00 (I)    |

**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, (f Bell South) Continued****3.1.7. Features, Continued****A. Individual Features, Continued****Business**

|                                                |        |
|------------------------------------------------|--------|
| Call Forwarding Don't Answer with Ring Control | \$5.45 |
| Three-Way Calling with Transfer                | \$6.95 |
| Star 98 Access                                 | \$2.00 |
| Call Return Per line                           | \$8.00 |
| Call Return Per activation                     | \$2.00 |

(M) Material on this page has been moved to 1<sup>st</sup> Revised Page 62

**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, (f Bell South) Continued****3.1.7. Features, Continued****A. Individual Features, Continued**

| <b>FEATURE</b>                                                                      | <b>Business</b> |
|-------------------------------------------------------------------------------------|-----------------|
| Repeat Dialing Per line                                                             | \$7.00          |
| Repeat Dialing Per activation                                                       | \$2.00          |
| Call Selector Per line                                                              | \$6.50          |
| Preferred Call Forwarding Per line                                                  | \$6.00          |
| Call Block Per line                                                                 | \$7.00          |
| Call Tracing Per Activation                                                         | \$6.50          |
| Anonymous Call Rejection                                                            | \$4.00          |
| Caller ID - Basic                                                                   | \$11.00         |
| Caller ID - Deluxe (with ACR)                                                       | \$15.00         |
| Caller ID - Deluxe (without ACR)                                                    | \$14.50         |
| Enhanced Caller ID (with ACR)                                                       | \$17.00         |
| Enhanced Caller ID with Call Management (with ACR)                                  | \$18.00         |
| Enhanced Caller ID with Call Management (with ACR and Call Forwarding Don't Answer) | \$18.00         |
| RingMaster One additional telephone number with distinctive ringing, per line       | \$10.00         |
| RingMaster First additional telephone number with distinctive ringing, per line     | \$12.00         |

**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, (f Bell South) Continued****3.1.8. Directory Assistance Service**

The Company furnishes a Directory Assistance service for the purpose of aiding subscribers in obtaining telephone numbers.

**A. Rates and Charges**

1. Directory Assistance service - request of a listing (maximum of two requests per call).

(a.) Within the Company's local calling area for the originating line.

|           | <b>Rate</b> |   |
|-----------|-------------|---|
| each call | \$5.99      | I |

(b.) Outside the Company's local calling and LATA/NPA serving areas for the originating line.

|           |        |   |
|-----------|--------|---|
| each call | \$5.99 | I |
|-----------|--------|---|



**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, (fBell South) Continued****3.1.9. Schedule of Charges for Connecting or Changing Service****Business**

|                                                                                                                                                         |                                   |            |                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------|----------------------|
| <b>A. Line Connection Charge</b>                                                                                                                        |                                   |            |                      |
| Applies per exchange access line or trunk or per NAR on DIGITAL ESS- 1 service                                                                          |                                   |            |                      |
|                                                                                                                                                         | First line (per customer request) |            | \$75.00              |
|                                                                                                                                                         | Additional line (each)            |            | \$75.00              |
| <b>B. Line Change Charge</b>                                                                                                                            |                                   |            |                      |
| Applies per exchange access line or trunk or per NAR on DIGITAL ESS- 1 service.                                                                         |                                   |            |                      |
|                                                                                                                                                         | First line (per customer request) |            | \$48.00              |
|                                                                                                                                                         | Additional line (each)            |            | \$48.00              |
| <b>C. Secondary Service Charges</b>                                                                                                                     |                                   |            |                      |
| Applies per customer request for receiving, recording, and processing of customer requests to change services or add new or additional lines.           |                                   |            |                      |
|                                                                                                                                                         | Each                              |            | \$15.00              |
| <b>D. Premises Work Charge</b>                                                                                                                          |                                   |            |                      |
|                                                                                                                                                         | First 15 mins                     |            | \$22.50              |
|                                                                                                                                                         | Each Additional 15 mins           |            | \$8.50               |
| <b>E. Restore Service for Non-Payment</b>                                                                                                               |                                   |            |                      |
| Disconnection Order Charge: When subscriber lines and trunks are disconnected the Company incurs costs which may include other carrier related charges. |                                   |            |                      |
|                                                                                                                                                         | Per Line or Trunk                 |            | \$55.00              |
| <b>F. Miscellaneous</b>                                                                                                                                 |                                   |            |                      |
|                                                                                                                                                         | Feature Add/Change/Delete         | Per Order  | \$24.00              |
|                                                                                                                                                         | Change of Service                 | Per Line   | \$24.75              |
| <b>G. New Install Inside Wire</b>                                                                                                                       |                                   |            |                      |
|                                                                                                                                                         | Business Hours                    | First Hour | Each Additional Hour |
|                                                                                                                                                         |                                   | \$250.00   | \$125.00             |
|                                                                                                                                                         | Premium Hours                     | \$375.00   | \$187.50             |
| <b>H. Repair Request Charges</b>                                                                                                                        |                                   |            |                      |
|                                                                                                                                                         |                                   | \$250.00   |                      |
| <b>I. New Line or Move Different Premises</b>                                                                                                           |                                   |            |                      |
|                                                                                                                                                         | First Line                        | \$200.00   | (N)                  |
|                                                                                                                                                         | Each Additional Line              | \$200.00   | (N)                  |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.10.1 Windstream Georgia Communications Service Areas**

The rates specified in 3.1.15 entitle customers to access all stations bearing the central office designations of additional exchanges as shown below. The local calling area of the exchange in the left hand column also includes the exchanges listed in the right hand column.

| <u>Exchanges /Rate Group</u> | <u>Additional Exchanges</u>                                                                                             | (C) |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----|
| Abbeville / 11               | Eastman** - Fitzgerald - Pineview - Pitts - Rebecca - Rochelle                                                          | (C) |
| Adel / 10                    | Enigma - Hahira - Lakeland - Lenox - Moultrie - Nashville - Norman Park - Omega - Sparks - Valdosta                     |     |
| Alapaha / 7                  | Enigma - Nashville - Tifton                                                                                             |     |
| Ashburn / 14                 | Albany - Cordele - Fitzgerald - Irwinville - Ocilla - Pitts - Rochelle - Sylvester - Tifton - Warwick                   |     |
| Barwick / 7                  | Boston - Coolidge - Meigs - Ochlocknee - Pavo - Thomasville                                                             |     |
| Berlin / 7                   | Doerun - Funston - Moultrie - Norman Park                                                                               |     |
| Bluffton / 11                | Arlington - Blakely - Edison - Fort Gaines - Leary - Morgan                                                             |     |
| Boston / 8                   | Barwick - Coolidge - Meigs - Ochlocknee - Pavo - Quitman - Thomasville                                                  |     |
| Broxton / 11                 | Douglas - Fitzgerald** - Nicholls - Ocilla** - Willacocochee                                                            |     |
| Buena Vista / 5              | None                                                                                                                    |     |
| Byromville / 5               | Ideal - Montezuma - Pinehurst - Unadilla - Vienna                                                                       |     |
| Canton / 8                   | Jasper - Marble Hill - Nelson-Bell Ground - Woodstock - Alpharetta - Metro Atlanta exchanges*                           |     |
| Carnesville / 10             | Comer - Commerce - Danielsville - Eastonollee - Homer - Ila - Lavonia - Maysville - Nicholson - Royston - Toccoa        |     |
| Chatsworth / 7               | Cohutta - Dalton - Tunnel Hill                                                                                          |     |
| Cohutta / 7                  | Chatsworth - Dalton - Tunnel Hill                                                                                       |     |
| Coolidge / 11                | Barwick - Boston - Cairo - Doerun - Funston - Meigs - Moultrie - Norman Park - Ochlocknee - Pavo - Pelham - Thomasville |     |
| Cuthbert / 5                 | Shellman                                                                                                                |     |
| Dalton / 7                   | Calhoun - Chatsworth - Cohutta - Tunnel Hill                                                                            |     |
| Dawson / 8                   | Albany - Leary - Leesburg - Morgan - Parrott - Preston - Sasser - Shellman - Smithville                                 |     |
| Doerun / 14                  | Albany - Baconton - Berlin - Camilla - Coolidge - Funston - Meigs - Moultrie - Norman Park - Omega - Pelham - Sylvester |     |
| Douglas / 7                  | Broxton - Fitzgerald - Nicholls - Ocilla - Pearson - Willachoochee - Eastanollee - Carnesville - Lavonia - Toccoa       | (C) |

\* Metro Atlanta includes exchanges identified in orders of the Georgia Public Service Commission in Docket No. 4684-U

\*\* These routes are interLATA routes zero rated (toll free) pursuant to House Bill 888 and remain the responsibility of the interexchange carrier. The customer must dial a 1 + in order to reach these exchanges. If the customer has toll block or has not chosen a long distance provider, the customer will be unable to complete the call to these exchanges.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.10 Windstream Georgia Communications Service Areas, Continued**

| <u>Exchanges /Rate Group</u> | <u>Additional Exchanges</u>                                                                                                                | (C) |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Edison / 11                  | Arlington - Blakely - Bluffton - Leary - Morgan - Shellman                                                                                 | }   |
| Ellaville / 7                | Americus - Preston                                                                                                                         |     |
| Enigma / 13                  | Adel - Alapaha - Fitzgerald - Irwinville - Nashville - Ocilla - Omega - Sparks - Tifton – Willacoochee**                                   |     |
| Fitzgerald / 7               | Abbeville - Ashburn – Broxton** – Douglas - Enigma - Irwinville - Ocilla - Rebecca - Rochelle                                              |     |
| Fort Gaines / 5              | Bluffton                                                                                                                                   |     |
| Funston / 13                 | Baconton - Berlin - Camilla - Coolidge - Doerun - Meigs - Moultrie - Norman Park - Omega - Pavo - Pelham                                   |     |
| Hahira / 10                  | Adel - Lakeland - Nashville - Quitman - Sparks - Valdosta                                                                                  |     |
| Ideal / 5                    | Byromville - Marshallville - Montezuma                                                                                                     |     |
| Irwinville / 11              | Ashburn - Enigma - Fitzgerald - Ocilla - Rebecca - Rochelle - Tifton                                                                       |     |
| Jacksonville / 5             | McRae (M)                                                                                                                                  |     |
| Jasper / 8                   | Canton - Marble Hill - Metro Atlanta* - Nelson-Ball Ground                                                                                 |     |
| Lakeland / 8                 | Adel - Hahira - Homerville - Nashville - Ray City - Valdosta – Willacoochee**                                                              |     |
| Lavonia / 7                  | Carnesville - Eastanollee – Toccoa                                                                                                         |     |
| Lyerly / 11                  | Cave Springs - Menlo - Rome - Summerville - Trion                                                                                          |     |
| Manchester / 9               | Concord - Gay - Greenville - Hamilton - Pine Mountain - Talbotton - Thomaston - Warm Springs - Woodbury - Woodland                         |     |
| Marshallville / 7            | Byron - Centerville - Ft. Valley - Montezuma - Perry                                                                                       |     |
| Meigs / 13                   | Baconton - Barwick - Boston - Cairo - Camilla - Coolidge - Doerun - Funston - Moultrie - Newton - Ochlocknee - Pavo - Pelham - Thomasville |     |
| Menlo / 11                   | Lyerly - Summerville – Trion – Rome                                                                                                        |     |
| McRae / 5                    | Jacksonville                                                                                                                               |     |
| Milledgeville / 10           | Eatonton** - Gray - Haddock – Sparta**                                                                                                     |     |
| Monroe / 12                  | Athens - Madison - Rutledge - Social Circle - Watkinsville - Metro Atlanta exchanges*                                                      |     |
| Montezuma / 5                | Byromville - Ideal - Marshallville                                                                                                         |     |
| Morgan / 13                  | Arlington - Bluffton - Dawson - Edison - Leary - Newton - Sasser - Shellman                                                                |     |
| Morven / 7                   | Quitman - Valdosta                                                                                                                         |     |
| Moultrie / 7                 | Adel - Berlin - Coolidge - Doerun - Funston - Meigs - Norman Park - Omega - Pavo – Sparks                                                  | (C) |

\* Metro Atlanta includes exchanges identified in orders of the Georgia Public Service Commission in Docket No. 4684-U

\*\* These routes are interLATA routes zero rated (toll free) pursuant to House Bill 888 and remain the responsibility of the interexchange carrier. The customer must dial a 1 + in order to reach these exchanges. If the customer has toll block or has not chosen a long distance provider, the customer will be unable to complete the call to these exchanges.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.10 Windstream Georgia Communications Service Areas, Continued**

| <u>Exchanges /Rate Group</u> | <u>Additional Exchanges</u>                                                                                                        |     |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----|
| Mount Vernon / 13            | Cedar Grove** - Glenwood - Hazlehurst - Johnson Corner - Lumber City - Lyons - Soperton - Uvalda - Vidalia                         | (C) |
| Nashville / 12               | Adel - Alapaha - Enigma - Hahira - Lakeland - Omega - Ray City - Sparks - Tifton - Valdosta - Willacoochee**                       |     |
| Norman Park / 15             | Adel - Berlin - Coolidge - Doerun - Funston - Moultrie - Omega - Pavo - Sparks - Sylvester - Tifton                                |     |
| Ocilla / 11                  | Ashburn - Broxton** - Douglas - Enigma - Fitzgerald - Irwinville - Rebecca - Tifton - Willacoochee**                               |     |
| Parrott / 16                 | Albany - Americus - Dawson - Lumpkin - Preston - Richland - Sasser - Shellman - Smithville (M)                                     |     |
| Pavo / 11                    | Barwick - Boston - Coolidge - Funston - Meigs - Moultrie - Norman Park - Ochlocknee - Quitman - Thomasville                        |     |
| Perry / 10                   | Byron - Centerville - Ft. Valley - Macon - Marshallville - Warner Robins                                                           |     |
| Preston / 10                 | Americus - Cusseta** - Dawson - Ellaville - Lumpkin - Parrott - Richland - Shellman - Smithville                                   |     |
| Quitman / 7                  | Boston - Hahira - Morven - Pavo - Valdosta                                                                                         |     |
| Ray City / 9                 | Lakeland - Nashville - Valdosta                                                                                                    |     |
| Sasser / 10                  | Albany - Dawson - Leary - Leesburg - Morgan - Parrott - Shellman - Smithville                                                      |     |
| Shellman / 11                | Cuthbert - Dawson - Edison - Leary - Morgan - Parrott - Preston - Sasser                                                           |     |
| Summerville / 7              | Lyerly - Menlo - Rome - Trion                                                                                                      |     |
| Toccoa / 7                   | Carnesville - Eastanollee - Lavonia                                                                                                |     |
| Trion / 11                   | Lyerly - Menlo - Summerville - Rome                                                                                                |     |
| Tunnel Hill / 13             | Chatsworth - Chickmauga** - Cohutta - Dalton - Rossville** - Tenna** - West Brow**                                                 |     |
| Unadilla / 5                 | Byromville - Pinehurst - Unadilla - Vienna                                                                                         |     |
| Warm Springs / 7             | Concord - Gay - Greenville - Hamilton - Manchester - Pine Mountain - Thomaston - Woodbury - Woodland                               |     |
| Winder / 10                  | Athens - Commerce - Jefferson - Maysville - Nicholson - Pendergrass - Watkinsville - Metro Atlanta exchanges*                      |     |
| Woodland / 14                | Gay - Geneva - Greenville - Hamilton - Manchester - Pine Mountain - Warm Springs - Talbotton - Thomaston - Waverly Hall - Woodbury |     |

\* Metro Atlanta includes exchanges identified in orders of the Georgia Public Service Commission in Docket No. 4684-U

\*\* These routes are interLATA routes zero rated (toll free) pursuant to House Bill 888 and remain the responsibility of the interexchange carrier. The customer must dial a 1 + in order to reach these exchanges. If the customer has toll block or has not chosen a long distance provider, the customer will be unable to complete the call to these exchanges.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.12 Windstream Georgia Inc. Service Areas**

The rates specified herein entitle subscribers to access all exchange access lines in the subscriber's county within the same LATA, all exchange access lines bearing the central office designation(s) of the subscriber's exchange, and all exchange access lines bearing the central office designation(s) of additional exchanges or central offices as shown following:

| <u>Exchanges /Rate Group</u> | <u>Additional exchanges included in Local Calling Areas</u>                                                                                                                      | (C) |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Braselton / 8                | Commerce, Homer, Jefferson, Maysville, Metro Atlanta exchanges*,<br>Nicholson, Pendergrass                                                                                       |     |
| Byron / 8                    | Centerville, Fort Valley, Macon, Marshallville, Perry, Warner-Robbins                                                                                                            |     |
| Cairo / 7                    | Attapulugus, Calvary-Reno, Coolidge, Meigs, Pelham, Thomasville,<br>Whigham                                                                                                      |     |
| Calvary-Reno / 13            | Attapulugus, Bainbridge, Cairo, Thomasville, Whigham                                                                                                                             |     |
| Carlton / 11                 | Athens, Colbert, Comer, Crawford-Lexington, Danielsville, Elberton, Ila,<br>Rayle, Royston, Winterville                                                                          |     |
| Centerville / 8              | Byron, Ft. Valley, Jeffersonville, Macon, Marshallville, Perry,<br>Warner-Robbins                                                                                                |     |
| Colbert / 14                 | Athens, Bogart-Statham, Carlton, Comer, Commerce,<br>Crawford-Lexington, Danielsville, Elberton, Ila, Jefferson, Nicholson,<br>Royston, Watkinsville, Winterville                |     |
| Comer / 14                   | Athens, Carlton, Carnesville, Colbert, Commerce,<br>Crawford-Lexington, Danielsville, Elberton, Ila, Nicholson,<br>Royston, Watkinsville, Winterville                            |     |
| Commerce / 8                 | Athens, Bogart-Statham, Braselton, Carnesville, Colbert,<br>Comer, Danielsville, Homer, Ila, Jefferson, Lula, Maysville,<br>Nicholson, Pendergrass, Royston, Winder, Winterville |     |
| Crawford-Lexington / 13      | Athens, Carlton, Colbert, Comer, Danielsville, Elberton,<br>Greensboro, Ila, Maxeys, Rayle, Union Point, Watkinsville,<br>Winterville                                            |     |
| Danielsville / 13            | Athens, Carlton, Carnesville, Colbert, Comer, Commerce,<br>Crawford-Lexington, Elberton, Homer, Ila, Jefferson,<br>Maysville, Nicholson, Royston, Watkinsville, Winterville      | (C) |
| Homer / 13                   | Braselton, Carnesville, Clermont, Commerce, Danielsville,<br>Gainesville, Ila, Jefferson, Lula, Maysville, Nicholson,<br>Pendergrass                                             |     |

\* Metro Atlanta includes exchanges identified in Orders of the Georgia Public Service Commission in Docket No. 4684-U, dated November 22, 1993 and June 2, 1994

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.12 Windstream Georgia Inc. Service Areas, Continued****A. Flat Rate Service, Continued**

| <u>Exchanges /Rate Group</u> | <u>Additional exchanges included in Local Calling Areas</u>                                                                                                                             |     |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Ila /15                      | Athens, Bogart-Statham, Carlton, Carnesville, Colbert, Comer, Commerce, Crawford-Lexington, Danielsville, Homer, Jefferson, Maysville, Nicholson, Royston, Watkinsville, Winterville    | (C) |
| Jefferson /13                | Athens, Bogart-Statham, Braselton, Colbert, Commerce, Danielsville, Flowery Branch, Gainesville, Homer, Ila, Lula, Maysville, Nicholson, Pendergrass, Watkinsville, Winder, Winterville |     |
| Maxeys / 7                   | Athens, Crawford-Lexington, Greensboro, Union Point, White Plains, Winterville                                                                                                          |     |
| Maysville /13                | Bogart-Statham, Braselton, Carnesville, Clermont, Commerce, Danielsville, Flowery Branch, Gainesville, Homer, Ila, Jefferson, Lula, Nicholson, Pendergrass, Winder                      |     |
| Nicholson /15                | Athens, Bogart-Statham, Braselton, Carnesville, Colbert, Comer, Commerce, Danielsville, Homer, Ila, Jefferson, Maysville, Pendergrass, Royston, Watkinsville, Winder, Winterville       |     |
| Pendergrass /10              | Bogart-Statham, Braselton, Buford, Commerce, Flowery Branch, Gainesville, Homer, Jefferson, Lula, Maysville, Nicholson, Winder                                                          |     |
| Union Point /9               | Greensboro, Lexington, Maxeys, Rayle, Washington, White Plains                                                                                                                          |     |
| White Plains /5              | Greensboro, Maxeys, Union Point,                                                                                                                                                        |     |
| Winterville /14              | Athens, Bogart-Statham, Carlton, Colbert, Comer, Commerce, Crawford-Lexington, Danielsville, Ila, Jefferson, Maxeys, Nicholson, Watkinsville                                            | (C) |

**3.1.13 Georgia Windstream Inc. Service Areas**

| <u>Exchanges /Rate Group</u> | <u>Exchanges In Local Calling Area</u>                                                                                 |     |
|------------------------------|------------------------------------------------------------------------------------------------------------------------|-----|
| Alamo / 5                    | Alamo -Glenwood                                                                                                        | (C) |
| Clayton / 5                  | Clayton - Dillard Mountain City                                                                                        |     |
| Collins / 13                 | Collins - Cobbtown - Glennville - Johnson Corner - Lyons - Nevels - Reidsville - Vidalia                               |     |
| Danville / 16                | Cadwell - Chester - Cochran - Danville - Dexter - Dublin - Dudley - Jeffersonville - Montrose - Rentz - Warner Robbins |     |
| Dillard-Mountain City/ 5     | Clayton - Dillard-Mountain City - Hiawassee                                                                            |     |
| Donalsonville / 7            | Bainbridge - Cedar Springs - Colquitt - Donalsonville - Iron City - Jakin - Reynoldsville                              | (C) |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.13 Georgia Windstream Inc. Service Areas, Continued**

| <u>Exchanges /Rate Group</u> | <u>Exchanges In Local Calling Area</u>                                                                                             |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Fargo / 5                    | Fargo - Homerville                                                                                                                 |
| Folkston / 5                 | Folkston - St. George                                                                                                              |
| Glennville / 11              | Claxton - Collins - Glennville - Hinesville - Ludowici - Odum -<br>Reidsville                                                      |
| Gray / 8                     | Gray - Haddock - Lake Sinclair - Macon - Milledgeville                                                                             |
| Haddock / 8                  | Eatonton* - Gray - Haddock - Lake Sinclair - Macon - Milledgeville                                                                 |
| Homerville / 5               | Fargo - Homerville - Lakeland                                                                                                      |
| Iron City / 9                | Bainbridge - Donalsonville - Iron City - Jakin - Reynoldsville                                                                     |
| Jakin / 9                    | Colquitt - Donalsonville - Iron City - Jakin - Reynoldsville                                                                       |
| Jeffersonville / 13          | Centerville - Cochran - Danville - Dudley - Jeffersonville - Macon<br>-Montrose - Robbins - Warner                                 |
| Kensington / 8               | Chattanooga - High Point - Kensington - Lafayette - Noble -<br>Rossville - Villanow                                                |
| Lafayette / 8                | Chattanooga - Kensington - Lafayette - Noble - Rossville -<br>Villanow                                                             |
| Lake Sinclair / 5            | Gray - Haddock - Lake Sinclair                                                                                                     |
| Ludowici / 11                | Glennville - Hinesville - Jesup - Ludowici - Odum                                                                                  |
| Milan / 5                    | Milan - Rhine                                                                                                                      |
| Montrose / 14                | Cadwell - Chester - Cochran - Danville - Dexter - Dublin - Dudley<br>-Jeffersonville - Montrose - Rentz                            |
| Noble / 8                    | Chattanooga - High Point - Kensington - Lafayette - Noble -Rossville                                                               |
| Odum / 9                     | Baxley - Glennville - Jesup - Ludowici - Odum - Screven                                                                            |
| Pineview / 5                 | Abbeville - Pineview - Rochelle - Pitts                                                                                            |
| Pitts / 9                    | Abbeville - Ashburn - Cordele - Pitts - Pineview - Rebecca - Rochelle                                                              |
| Rebecca / 16                 | Abbeville - Ashburn - Cordele - Fitzgerald - Irwinville - Ocilla - Pitts -<br>Rebecca - Rochelle - Tifton                          |
| Reidsville / 9               | Claxton - Collins - Glennville - Johnson Corner - Lyons - Reidsville -<br>Vidalia                                                  |
| Reynoldsville / 7            | Attapulgus* - Bainbridge - Colquitt - Donalsonville - Iron City - Jakin -<br>Reynoldsville                                         |
| Rhine / 5                    | Milan - Rhine                                                                                                                      |
| Rincon / 7                   | Ellabelle - Guyton - Keller - Pembroke - Pooler - Richmond Hill - Rincon -<br>Savannah - South Guyton - Springfield - Tybee Island |
| Rochelle / 11                | Abbeville - Ashburn - Cordele - Fitzgerald - Irwinville - Pineview - Pitts -<br>Rebecca - Rochelle                                 |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.13 Georgia Windstream Inc. Service Areas, Continued**

|                  |                                                                                                                                                |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| St. George / 5   | Folkston - St. George                                                                                                                          |
| Screven / 9      | Blackshear - Jesup - Odum - Screven                                                                                                            |
| Springfield / 11 | Ellabelle - Guyton - Keller - Newington - Pembroke - Pooler - Richmond<br>Hill - Rincon - Savannah - South Guyton - Springfield - Tybee Island |
| Sylvania / 5     | Dover - Hilltonia - Newington - Sylvania                                                                                                       |
| Thomaston / 7    | Barnesville - Concord - Gay - Manchester - Thomaston -<br>Warm Springs - Woodbury - Woodland - Yatesville - Zebulon                            |
| Uvalda / 13      | Baxley - Hazlehurst - Johnson Corner - Lumber City - Lyons - Mount<br>Vernon - Uvalda - Vidalia                                                |
| Villanow / 13    | Chattanooga - Kensington - Lafayette - Noble - Rossville - Villanow -<br>Rome                                                                  |
| Yatesville / 7   | Barnesville - Thomaston - Yatesville                                                                                                           |

**3.1.14 Windstream Georgia Telephone, LLC Service Areas**

| <u>Exchanges</u>  | <u>Additional Exchanges</u>                                     |
|-------------------|-----------------------------------------------------------------|
| Blakely / 2       | Arlington, Bluffton, Cedar Springs, Colquitt, Edison, and Jakin |
| Cedar Springs / 4 | Blakely, Colquitt, Donalsonville and Jakin                      |
| Ochlocknee / 1    | Barwick, Boston, Coolidge, Meigs, Pavo and Thomasville          |
| Whigham / 4       | Cairo, Calvary-Reno, Thomasville and Bainbridge                 |

**3.1.15 Windstream Standard, LLC Service Areas**

| <u>Exchange</u>  | <u>Exchanges In Local Calling Area</u>                                           |
|------------------|----------------------------------------------------------------------------------|
| Batesville / 3   | Batesville, Clarkesville, Cornelia                                               |
| Big Canoe / 17   | Metro Atlanta, Big Canoe (Windstream Standard), Dawsonville                      |
| Blairsville / 3  | Blairsville, Hiawassee, Young Harris                                             |
| Clarkesville / 3 | Clarkesville, Batesville, Cornelia                                               |
| Cleveland / 3    | Cleveland, Helen                                                                 |
| Cornelia / 3     | Cornelia, Batesville, Clarkesville                                               |
| Dahlonega / 3    | Dahlonega, Suches, Dawsonville                                                   |
| Dawsonville / 6  | Gainesville, Cumming, Dawsonville, Big Canoe (Windstream Standard),<br>Dahlonega |
| Helen / 3        | Helen, Cleveland                                                                 |
| Hiawassee / 3    | Dillard, Mountain City, Hiawassee, Blairsville, Young Harris                     |
| Suches / 3       | Suches, Dahlonega                                                                |
| Young Harris / 3 | Young Harris, Blairsville, Hiawassee                                             |



**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.16 Business Flat Rate Business Line Rates<sup>1</sup>**

| Rate Group | Line     |
|------------|----------|
| 1          | \$30.00  |
| 2          | \$46.34  |
| 3          | \$47.67  |
| 4          | \$61.50  |
| 5          | \$69.29  |
| 6          | \$70.17  |
| 7          | \$70.49  |
| 8          | \$71.84  |
| 9          | \$78.00  |
| 10         | \$76.76  |
| 11         | \$84.00  |
| 12         | \$81.86  |
| 13         | \$90.00  |
| 14         | \$96.00  |
| 15         | \$100.50 |
| 16         | \$108.00 |
| 17         | \$121.50 |

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(C)  
(D)

(D)

<sup>1</sup>Rates include applicable Mandatory Extended Area Service Charges

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. LOCAL EXCHANGE SERVICE, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. LOCAL EXCHANGE SERVICE, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.17 Business Flat Rate PBX Trunks<sup>1</sup>**

| Rate Group | Trunk    | Trunk and DID Port |
|------------|----------|--------------------|
| 1          | \$54.00  | \$114.00           |
| 2          | \$69.00  | \$129.00           |
| 3          | \$61.50  | \$136.50           |
| 4          | \$117.00 | \$177.00           |
| 5          | \$106.50 | \$166.50           |
| 6          | \$106.50 | \$181.50           |
| 7          | \$118.50 | \$178.50           |
| 8          | \$129.00 | \$189.00           |
| 9          | \$117.00 | \$177.00           |
| 10         | \$138.00 | \$198.00           |
| 11         | \$123.00 | \$183.00           |
| 12         | \$148.50 | \$208.50           |
| 13         | \$133.50 | \$193.50           |
| 14         | \$142.50 | \$202.50           |
| 15         | \$148.50 | \$208.50           |
| 16         | \$159.00 | \$219.00           |
| 17         | \$154.50 | \$229.50           |

(C)

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<sup>1</sup>Rates include applicable Mandatory Extended Area Service Charges

Issued: December 23, 2024

Effective: January 23, 2025

Andoni Economou  
COO & EVP  
55 Water Street, 32<sup>nd</sup> Floor  
New York, New York 10041

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. LOCAL EXCHANGE SERVICE, Continued**

(D)

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. LOCAL EXCHANGE SERVICE, Continued**

(D)

(D)

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.18 Business DID Services – All Windstream Areas**

|                                | <u>Monthly</u> | <u>Installation</u>            |
|--------------------------------|----------------|--------------------------------|
| DID Trunk Termination, each    |                |                                |
| Rate Groups 3, 6 & 17 (C)      | \$75.00        | \$150.00                       |
| All Other Rate Groups          | \$60.00        | \$150.00                       |
| Establish Trunk Group & First  |                |                                |
| Block of 20 Numbers            | \$15.00        | \$1372.50                      |
| Add'l Block of 20 Numbers      | \$15.00        | \$36.00                        |
| Establish Trunk Group & First  |                | Available to existing customer |
| Block of 100 Numbers           | \$75.00        | only                           |
| Add'l block of 100 DID Numbers | \$75.00        | Available to existing customer |
|                                |                | only                           |

**3.1.19 Business Directory Services – All Windstream Areas****DIRECTORY ASSISTANCE**

|          |        |
|----------|--------|
| Local    | \$5.99 |
| National | \$5.99 |

**LISTINGS**

|                      |        |
|----------------------|--------|
| Additional Listing   | \$7.49 |
| Non-Listed Service   | \$5.99 |
| Foreign Listing      | \$7.49 |
| Joint Listing        | \$7.49 |
| Nonpublished Service | \$9.75 |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.19 Business Custom Calling Services – All Windstream Areas**

| <b>Feature</b>                                            | <b>Rate</b> |
|-----------------------------------------------------------|-------------|
| Call Forwarding-Basic                                     | \$10.49 (I) |
| Call Forwarding-Busy /Don't Answer                        | \$11.99 (I) |
| Call Forwarding-Busy                                      | \$6.00 (I)  |
| Call Forwarding-Don't Answer                              | \$6.00 (I)  |
| Call Tracing - Per Use                                    | \$7.99      |
| Call Waiting                                              | \$10.50 (I) |
| Cancel Call Waiting                                       | \$3.00 (I)  |
| Call Waiting ID                                           | \$4.50 (I)  |
| Caller ID                                                 | \$14.99 (I) |
| Caller ID Deluxe                                          | \$16.50 (I) |
| Call Intercept                                            | \$8.99 (I)  |
| Call Priority/Selector                                    | \$8.99 (I)  |
| Call Trace                                                | \$11.99 (I) |
| Distinctive Ring One Dependent Number                     | \$10.50 (I) |
| Remote Call Forward - Per Path                            | \$37.49 (I) |
| Selective Class of Call Screening (Collect or 3rd Number) | \$5.99 (I)  |
| Speed Calling (30-Code)                                   | \$8.99 (I)  |
| Speed Calling (8-Code)                                    | \$8.25 (I)  |
| Three-Way Calling                                         | \$10.49 (I) |
| Three -Way Per Use                                        | \$2.25      |
| Toll Restriction 1+, 0+, 0-, 011, DDD 1+, 411, 1+555-1212 | \$10.49 (I) |
| Touchtone on PBX Trunks                                   | \$4.50 (I)  |
| Ultra Forward Service                                     | \$11.99 (I) |
| Unlimited Call Return                                     | \$10.49 (I) |
| Call Return-Per Use                                       | \$2.25      |
| Unlimited Repeat Dialing                                  | \$9.00 (I)  |
| Busy Redial-Per Use                                       | \$2.25      |
| Warm Line                                                 | \$10.50 (I) |



**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.20 Business Service Connection Charges – All Windstream Areas**

| <b>SERVICE CONNECTION CHARGES</b>             | <b>First Line</b> | <b>Each Add'l Line</b> |
|-----------------------------------------------|-------------------|------------------------|
| New Line Installation                         | \$200.00          | \$200.00               |
| Move Service-Different Premises               | \$200.00          | \$200.00               |
| Telephone Number Change                       | \$58.50 (I)       | \$36.00 (I)            |
| Restore Service for Non-Payment - per account | \$49.50 (I)       | -                      |
| Change of Service Charge                      | \$24.75           | \$24.75                |
| Add/Change/Delete Feature per order           | \$24.00           |                        |
| Hunting Arrangement - per line group          | \$58.50 (I)       | \$36.00 (I)            |
| Rewire Charge                                 | \$58.50 (I)       | \$36.00 (I)            |
| Toll Free Set-Up Charge - each                | \$25.00           | -                      |
| New Install - Inside Wire                     | First Hour        | Each Add'l Hour        |
| Business Hours                                | \$250.00          | \$125.00               |
| Outside Business Hours                        | \$375.00          | \$187.50               |
| Repair Charges                                | First Hour        | Each Add'l Hour        |
| Inside Wire Repair                            | \$250.00          | \$125.00               |
| Disconnection Order Charge <sup>1</sup>       | \$24.75           | \$24.75                |
| Maintenance of Service Charge                 | \$250.00          | \$250.00               |

<sup>1</sup> When subscriber lines and trunks are disconnected the Company incurs costs which may include other carrier related charges.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.20 Business Service Basic Rate ISDN – All Windstream Areas**

| <b>ISDN Feature / Functionality</b>                                                             | <b>Monthly</b>          | <b>Installation</b> |
|-------------------------------------------------------------------------------------------------|-------------------------|---------------------|
| ISDN BRI Digital Line w/Measured Rate Local Circuit-Switched Voice & Data (Requires POTS Line)* | \$19.13 (I)             | \$195.00 (I)        |
| ISDN BRI Digital Line w/Unlimited Local Circuit-Switched Voice & Data (Requires POTS Line)**    | \$161.63 (I)            | \$195.00 (I)        |
| Measured Ckt. Switched Data Usage Rate per minute per B Channel                                 | \$0.0300 per minute (I) |                     |
| Unlimited Local CSV/CSD Usage (included in line charge)                                         | \$142.50 (I)            |                     |
| ISDN BRI Features                                                                               |                         |                     |
| Circuit Switched Voice per B Channel                                                            | \$4.50 (I)              | \$15.00 (I)         |
| Circuit Switched Data per B Channel                                                             | \$4.50 (I)              | \$15.00 (I)         |
| Alternate CS Voice & Data per B Channel                                                         | \$6.00 (I)              | \$15.00 (I)         |

**3.1.20.1 Centrex - \$75.00 (I)**

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.21. Exchange Rate Group Classifications -Brightspeed of Georgia formerly Coastal Utilities, Inc. (T)****A. Rate Group Assignments by Exchange Segment**

| <b>Home Exchange</b> | <b>LR Band</b> | <b>Exchanges in Local Calling Area</b>                                               |
|----------------------|----------------|--------------------------------------------------------------------------------------|
| Hinesville           | 2              | Fort Stewart, Midway, Richmond Hill, Lidowici, Glenville, Pembroke                   |
| Midway               | 1              | Hinesville, Fort Stewart, Richmond Hill                                              |
| Richmond Hill        | 3              | Hinesville, Fort Stewart, Midway, Rincon, Springfield, Savannah, Metro, Calling Area |

**3.1.22 Flat Rate Single and Multi-line Business, Key Trunks, 2- Way PBX Trunks**

| <b>LR Band</b> | <b>Flat/Multi-Lines</b> | <b>Key Trunks</b> | <b>2- Way PBX Trunks</b> |
|----------------|-------------------------|-------------------|--------------------------|
| <b>1</b>       | \$27.33                 | \$27.33           | \$47.50                  |
| <b>2</b>       | \$27.33                 | \$27.33           | \$47.50                  |
| <b>3</b>       | \$43.75                 | \$69.69           | \$85.00                  |

(I)  
|  
(I)**3.1.23 DID Service<sup>1</sup>**

| <b>DID Service<sup>1</sup></b>                              | <b>Installation</b> | <b>Monthly</b> |
|-------------------------------------------------------------|---------------------|----------------|
| Establish Trunk Group and provide first group of 10 numbers | \$75.00             | \$6.25         |
| Each additional group of 10 DID Numbers                     | \$62.50             | \$6.25         |
| DID Trunk Termination                                       | \$62.50             | \$62.50 (I)    |

<sup>1</sup>Rates are in addition to Trunk rates above

### 3.1. LOCAL EXCHANGE SERVICE, Continued

| Feature                                   | Rate    |
|-------------------------------------------|---------|
| Anonymous Call Block (Grandfathered)      | \$6.25  |
| Block All                                 | \$6.25  |
| Call Forwarding-Basic                     | \$6.25  |
| Call Forwarding-No Answer (Grandfathered) | \$4.13  |
| Call Forwarding-Busy                      | \$4.13  |
| Call Transfer                             | \$6.25  |
| Call Waiting                              | \$7.50  |
| Caller Waiting ID Deluxe with Number      | \$20.00 |
| Caller ID (Grandfathered)                 | \$12.50 |
| Customized Number                         | \$6.25  |
| Distinctive Ring One Dependent Number     | \$7.50  |
| Distinctive Ring Two Dependent Number     | \$7.50  |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.25 Business Custom Calling Services cont'd – Brightspeed of Georgia formerly Coastal Utilities, Inc. (T)**

| <b>Feature</b>                | <b>Monthly Rate</b> |
|-------------------------------|---------------------|
| Home Intercom                 | \$6.25              |
| Hot Line                      | \$6.25              |
| Hunting                       | \$0.00              |
| Special Call Acceptance       | \$6.25              |
| Select Call Block             | \$6.25              |
| Select/Preferred Call Forward | \$6.25              |
| Speed Calling (30-Code)       | \$8.75              |
| Speed Calling (8-Code)        | \$6.25              |
| Ultra Forward                 | \$7.76              |
| Three-Way Calling             | \$6.25              |
| Toll Restriction 1+, 0+, 0-   | \$3.75              |
| Unlimited Call Return *69     | \$6.25              |
| Unlimited Repeat Dialing *66  | \$6.25              |
| Warm Line                     | \$6.25              |

| <b>Pay Per Use</b>           | <b>Monthly Rate</b> |
|------------------------------|---------------------|
| Call Trace                   | \$6.00              |
| Unlimited Call Return *69    | \$5.00              |
| Unlimited Repeat Dialing *66 | \$3.00              |

| <b>*Remote Call Forwarding - Initial/Additional Paths</b> |                                  |                                     |
|-----------------------------------------------------------|----------------------------------|-------------------------------------|
| <b>LR Band</b>                                            | <b>Monthly Rate Initial Path</b> | <b>Monthly Rate Additional Path</b> |
| 1                                                         | \$27.50                          | \$43.75                             |
| 2                                                         | \$27.50                          | \$43.75                             |
| 3                                                         | \$43.75                          | \$43.75                             |

\*The RCF rate is applicable in addition to the associated access line rate

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.25 Business Service Connection Charges – Brightspeed of Georgia formerly Coastal Utilities, Inc. (T)**

| <b>SERVICE CONNECTION CHARGES</b>          | <b>First Line</b> | <b>Each Add'l Line</b> |
|--------------------------------------------|-------------------|------------------------|
| New Line Installation                      | \$200.00 (I)      | \$200.00 (I)           |
| Move Service-Different Premises            | \$200.00 (I)      | \$200.00 (I)           |
| Telephone Number Change                    | \$37.94           | \$14.71                |
| Restore Service for Non-Payment - per line | \$43.75           | \$43.75                |
| Features- Add/Change/Delete per order      | \$24.00           |                        |
| Change of Service Charge                   | \$24.75           | \$24.75                |
| Hunting Arrangement - per line group       | \$30.94           | \$20.59                |
| Rewire Charge                              | \$30.94           | \$20.59                |
| Toll Free Set-Up Charge - each             | \$25.00           |                        |
| New Install - Inside Wire                  | First hour        | Each Add'l hour        |
| Business Hours                             | \$250.00          | \$125.00               |
| Outside Business Hours                     | \$375.00          | \$187.50               |
| Repair Charges                             | Per Dispatch      |                        |
| Inside Wire Repair                         | \$250 .00         |                        |
| Maintenance of Service Charge              | \$250 .00         | \$250 .00              |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.26. Exchange Rate Group Classifications (Frontier Communications of Georgia and Frontier Communications of Fairmont)****A. Rate Group Assignments by Exchange Segment**

| <b>Home Exchange</b> | <b>LR Band</b> | <b>Exchanges in Local Calling Area</b> |
|----------------------|----------------|----------------------------------------|
| Register             | 1              | Claxton and Metter                     |
| Statesboro           | 2              | Claxton, Metter, Dover and Newington   |
| Fairmont             | 3              | Ranger and Expanded Metro Atlanta      |
| Ranger               | 3              | Fairmount and Expanded Metro Atlanta   |

**3.1.27 Flat Rate Single and Multi-line Business, Key Trunks, PBX Trunks**

| <b>LR Band</b> | <b>Business Lines</b> | <b>Business Lines With Hunting</b> | <b>Key Trunks</b> | <b>PBX Trunks</b> |
|----------------|-----------------------|------------------------------------|-------------------|-------------------|
| 1              | \$57.50               | \$62.00                            | \$28.85           | \$38.05           |
| 2              | \$57.50               | \$63.31                            | \$49.48           | \$103.38 (I)      |
| 3              | \$77.43               | \$125.93                           | \$125.56          | \$223.46 (I)      |

**3.1.28 DID Service<sup>1</sup>**

| <b>DID Service<sup>1</sup></b>                       | <b>Installation</b> | <b>Monthly</b> |
|------------------------------------------------------|---------------------|----------------|
| First group of 100 numbers                           | \$61.25             | \$468.75       |
| Each additional group of 100 DID Numbers             | \$23.75             | \$62.50        |
| First group of 20 numbers                            | \$61.25             | \$93.75        |
| Each additional group of 20 DID Numbers              | \$23.75             | \$93.75        |
| First DID Trunk Termination – LR Bands 1-2           | \$61.25             | \$31.55        |
| First DID Trunk Termination – LR Band 3              | \$61.25             | \$50.00        |
| Each Additional DID Trunk Termination – LR Bands 1-2 | \$23.75             | \$31.55        |
| Each Additional DID Trunk Termination – LR Band 3    | \$23.75             | \$50.00        |

<sup>1</sup>Rates are in addition to PBX Trunk rates above.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.29 Business Directory Services – (Frontier Communications of Georgia  
and Frontier Communications of Fairmont)****DIRECTORY ASSISTANCE**

|          |        |
|----------|--------|
| Local    | \$5.99 |
| National | \$5.99 |

**LISTINGS**

|                      |         |
|----------------------|---------|
| Additional Listing   | \$8.75  |
| Non Listed Service   | \$9.38  |
| Foreign Listing      | \$9.38  |
| Nonpublished Service | \$10.00 |

**3.1.30 Business Custom Calling Services**

| <b>Feature</b>                       | <b>Rate</b> |
|--------------------------------------|-------------|
| Anonymous Call Block                 | \$6.25      |
| Call Forwarding-Basic                | \$11.25     |
| Call Forwarding-Busy/No Answer       | \$11.25     |
| Call Forwarding-Multiline            | \$13.75     |
| Call Waiting – Cancel Call Waiting   | \$30.63 (I) |
| Caller Waiting ID Deluxe with Number | \$19.25     |
| Caller ID                            | \$36.25 (I) |
| Distinctive Ring w/Call Waiting      | \$7.49      |
| Distinctive Ring Station Charge      | \$5.00      |
| Inside Wire Maintenance              | \$8.50      |
| Privacy Director                     | \$8.74      |
| Special Call Acceptance              | \$8.74      |
| Select Call Block                    | \$8.74      |



**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.30 Business Custom Calling Services cont'd - (Frontier Communications of Georgia and Frontier Communications of Fairmont)**

| <b>Feature</b>                   | <b>Monthly Rate</b> |
|----------------------------------|---------------------|
| Special Call Forwarding          | \$8.74              |
| Speed Calling (30-Code)          | \$8.74              |
| Speed Calling (8-Code)           | \$8.74              |
| Ultra Forward                    | \$8.74              |
| Three-Way Calling                | \$11.88             |
| Toll Restriction 1+, 0+, 0-, 011 | \$6.88              |
| Unlimited Call Return *69        | \$8.74              |
| Unlimited Repeat Dialing *66     | \$8.74              |
| Warm Line                        | \$2.50              |

| <b>Pay Per Use</b>           | <b>Monthly Rate</b> |
|------------------------------|---------------------|
| Call Trace                   | \$9.00              |
| Three Way Calling            | \$4.00              |
| Unlimited Call Return *69    | \$4.00              |
| Unlimited Repeat Dialing *66 | \$4.00              |

| <b>Remote Call Forwarding - Initial/Additional Paths</b> |                                  |                                     |
|----------------------------------------------------------|----------------------------------|-------------------------------------|
| <b>LR Band</b>                                           | <b>Monthly Rate Initial Path</b> | <b>Monthly Rate Additional Path</b> |
| 1                                                        | \$47.50 (I)                      | \$47.50 (I)                         |
| 2                                                        | \$47.50 (I)                      | \$47.50 (I)                         |
| 3                                                        | \$47.50 (I)                      | \$47.50 (I)                         |

| <b>Remote Call Forwarding – Measured Rate Usage</b> |                       |                           |
|-----------------------------------------------------|-----------------------|---------------------------|
| <b>Distance</b>                                     | <b>Initial Minute</b> | <b>Additional Minutes</b> |
| 1                                                   | \$0.1500              | \$0.0500                  |
| 2                                                   | \$0.1750              | \$0.0750                  |
| 3                                                   | \$7.7250              | \$7.7250                  |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.1. LOCAL EXCHANGE SERVICE, Continued****3.1.31 Business Service Connection Charges – (Frontier Communications of Georgia and Frontier Communications of Fairmont)**

| <b>SERVICE CONNECTION CHARGES</b>             | <b>First Line</b> | <b>Each Add'l Line</b> |
|-----------------------------------------------|-------------------|------------------------|
| New Line Installation                         | \$200.00 (I)      | \$200.00 (I)           |
| Move Service-Different Premises               | \$200.00 (I)      | \$200.00 (I)           |
| Telephone Number Change                       | \$58.75           | \$23.75                |
| Restore Service for Non-Payment - per account | \$56.75           | -                      |
| Features- Add/Change/Delete per order         | \$24.00           | -                      |
| Change of Service Charge                      | \$24.75           | \$24.75                |
| Hunting Arrangement - per line group          | \$58.75           | -                      |
| Rewire Charge                                 | \$58.75           | \$23.75                |
| Toll Free Set-Up Charge - each                | \$25.00           | -                      |
| Maintenance of Service Charge                 | \$250.00          | \$250.00               |
| New Install - Inside Wire                     | First hour        | Each Add'l hour        |
| Business Hours                                | \$250.00          | \$125.00               |
| Outside Business Hours                        | \$375.00          | \$187.50               |
| Inside Wire Repair – per dispatch (M) (T)     | \$250.00          |                        |

**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued**

**3.2. INTRASTATE INTRALATA RATES**

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### 3.2. INTRASTATE INTRALATA RATES, Continued

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**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued**

**3.2. INTRASTATE INTRALATA RATES, Continued**

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**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued**

**3.2. INTRASTATE INTRALATA RATES, Continued**

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SECTION 3 – SERVICE DESCRIPTION D RATES, Continued

3.2. INTRASTATE INTRALATA RATES, Continued

3.2.3 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.

|                                   |                               |                              |
|-----------------------------------|-------------------------------|------------------------------|
| 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     | Touchtone                    |
| Call Waiting                      | Remote Access Call Forwarding | 1 Additional Listing         |

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.

Rates, per line per month\*

(T)

|                |           |           |           |
|----------------|-----------|-----------|-----------|
| Month to Month | 12 Months | 24 Months | 36 Months |
| \$350.00       | \$180.00  | \$170.00  | \$160.00  |

\* These plans are grandfathered effective 11/17/24 and are only available to existing customers at their current rates at existing locations. Renewals or extensions of MTM or term contract rates are no longer available.

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**SECTION 3 – SERVICE DESCRIPTION AND RATES, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. DIRECTORY LISTINGS**

3.3.1. Business listings consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation, which contracts for the service, or the name under which a business is regularly conducted.

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3.3.3. Non-Listed (Semiprivate) Listings are not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.

3.3.4. Non-Published (Private) Listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and ill not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a non-published listing, the name and/or the number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers and/or names.

- A. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number.
- B. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing in the directory or disclosing said number to any person shall attach to the company.
- C. The telephone number, name and address of the subscriber may be disclosed in connection with the E911 service, whether such service is provided by the Company or any other person. The subscriber has no privacy interests in his telephone number, name and address, in connection with E911/911 service.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3 DIRECTORY LISTINGS, Continued****3.3.4 Non-Published (Private) listing, (f Bell South) continued**

D. For accounting purposes, the telephone number, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.

E. Rate Application  
Monthly Rate \$6.50

F. Non Listed \$4.50

**3.3.5**

A. Business Additional  
B. listings may be furnished in other names, when in the sole judgment of the Company the subscriber's service is not joint user, shared or being resold.

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|    |                           |                       |
|----|---------------------------|-----------------------|
| C. | Rate Application          | <b>Monthly Charge</b> |
|    | Each Business listing     | \$3.10                |
|    | Each Business 800 Service | \$2.20                |
|    | Foreign/Duplicate Listing | \$3.10                |

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.5 TAXES AND SURCHARGES**

In addition to any state and local taxes that might apply to the listed rates, applicable surcharges will be imposed.

**3.6 PROMOTIONS**

The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area or to a subset of a specific market group.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.7 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Product Guide. Rates quoted in response to such competitive requests may be different than those specified for such services in this Product Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

**3.8 DISCOUNTS**

For purposes of packaging services, the Company offers discounts from the rates set forth in this Product Guide on an individual case basis. The amount, type and duration of any discounts may vary by Customer. In no event are rates charged to any Customer higher than the rates set forth in this Product Guide.

**3.9 MINIMUM CALL COMPLETION RATE**

Customers can expect a call completion rate of not less than ninety nine percent (99%) during peak use periods for all services. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.10 Subscriber Intrastate Access Service****3.10.1 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.

**3.10.2 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

**3.10.3 Undertaking of the Company**

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

**3.10.4 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.

**3.10.5 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 Product Guide 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 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.10 Subscriber Intrastate Access Service, continued****3.10.5 Rate Regulations, continued**

(D) The Subscriber Access Charge, as set forth in 3.10.6 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 Product Guide or Product Guide, the Subscriber Access Charge does not apply.

**3.10.6 Rates**

| ILEC AREA/OCN                      |                    |                                                              |                         |                                                |
|------------------------------------|--------------------|--------------------------------------------------------------|-------------------------|------------------------------------------------|
| Business Customer Service Type     | BellSouth/<br>5192 | Brightspeed of Georgia<br>fCoastal Utilities, Inc. /<br>0356 | Frontier/<br>0362, 0387 | Windstream/<br>0357, 0386, 4332,<br>4425, 0364 |
| 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              | 7.50                                                         | 8.00 (I)                | 7.50                                           |

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.11 Local Telecom Surcharge****3.11.1 Rate Regulations,**

(A) Telecommunications rules and regulations allows Incumbent Local Exchange Carriers to increase rates to wholesale providers in the form of a surcharge per line. As a result of these rate increases, the Company will assess the Local Telecom Surcharge on all local exchange service lines provided by the Company. See table in paragraph 3.16 following for rates.

**3.12 Carrier Access Recovery Charge****3.12.1 Rate Regulations,**

(A) Customers assessed a Subscriber Intrastate Access Charge as specified in paragraph 3.10.6 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 3.16 following for rates.

**3.13 Regulatory Recovery Fee-State****3.13.1 Rate Regulations,**

(A) Regulatory Recovery Fee-State (RRF-S) is a charge assessed to recover the costs of state and local regulatory activities, including costs associated with compliance filings, payments to industry organizations for required services, legal expenses and employee salaries related to those Company regulatory activities. See table in paragraph 3.16 following for rates.

**3.14 End User Port Charges****3.14.1 Rate Regulations,**

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

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

See table in paragraph 3.17 following for rates.

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.15 Local Portability Charge****3.15.1 Rate Regulations,**

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

(B) The Company will assess the Local Portability Charge (LPC) on all local exchange services. The LPC, as set forth below applies to all local exchange service lines provided by the Company. See table in paragraph 3.16 following for rates.

**3.16 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                         | \$3.99 (I)                    | \$1.49                   |
| Multi-line Local Exchange Svc.   | \$5.00                  | \$4.50                         | \$3.99 (I)                    | \$1.49                   |
| Lifeline customer                | -                       | -                              | -                             | -                        |
| ISDN BRI                         | \$5.00                  | \$4.50                         | \$3.99 (I)                    | \$1.49                   |
| ISDN PRI (rates per svc.)        | -                       | \$22.50                        | \$19.95 (I)                   | \$53.55                  |
| Foreign Exchange-Single Line     | \$5.00                  | \$4.50                         | \$3.99 (I)                    | \$1.49                   |
| Foreign Exchange-Multi-Line      | \$5.00                  | \$4.50                         | \$3.99 (I)                    | \$1.49                   |
| Remote Call Forward              | \$5.00                  | -                              | \$3.99 (N)                    | \$1.49                   |
| Centrex                          | \$5.00                  | \$4.50                         | \$3.99 (I)                    | \$1.49                   |
| Trunks                           | \$5.00                  | \$4.50                         | \$3.99 (I)                    | \$10.71                  |
| T-1/Digital PBX (rates per svc.) | -                       | \$22.50                        | \$19.95 (I)                   | \$53.55                  |

\*Unless otherwise noted

**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.17 End User Port Charge Rate Table**Business Monthly Per Line or Per Trunk\*

| Services                         | End User Port Charge |                                                                    |                         |                                                   |
|----------------------------------|----------------------|--------------------------------------------------------------------|-------------------------|---------------------------------------------------|
|                                  | BellSouth/<br>5192   | Brightspeed<br>of Georgia<br>fCoastal<br>Utilities,<br>Inc. / 0356 | Frontier/<br>0362, 0387 | Windstream/<br>0357, 0386,<br>4332, 4425,<br>0364 |
| Single Line Local Exchange Svc.  | \$0.99               | -                                                                  | -                       | -                                                 |
| Multi-line Local Exchange Svc.   | \$0.99               | -                                                                  | -                       | -                                                 |
| Lifeline customer                | -                    | -                                                                  | -                       | -                                                 |
| ISDN BRI                         | \$2.44               | \$2.23                                                             | \$2.68                  | \$1.20                                            |
| ISDN PRI (rates per svc.)        | \$14.00              | \$23.51                                                            | \$30.05                 | \$18.18                                           |
| Foreign Exchange-Single Line     | \$0.99               | -                                                                  | -                       | -                                                 |
| Foreign Exchange-Multi-Line      | \$0.99               | -                                                                  | -                       | -                                                 |
| Remote Call Forward              | -                    | -                                                                  | -                       | -                                                 |
| Centrex                          | \$0.99               | -                                                                  | -                       | -                                                 |
| Trunks                           | \$0.99               | -                                                                  | -                       | -                                                 |
| T-1/Digital PBX (rates per svc.) | \$23.76              | \$23.51                                                            | 30.05                   | 18.18                                             |

\*Unless otherwise noted

**SECTION 4 – RESERVED FOR FUTURE USE**

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**SECTION 4 – RESERVED FOR FUTURE USE, Continued**

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**SECTION 4 – RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued**

**RESERVED FOR FUTURE USE, Continued**

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**SECTION 5 – DIGITAL SERVICES, Continued****5.1 ISDN Basic Rate Service – (fBellSouth Area)****A. Description**

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.

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 DSL 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.

**B. Rates**

| Access                                                                    | Monthly Recurring Charge |
|---------------------------------------------------------------------------|--------------------------|
| ISDN BRI Digital Line - Flat Rate                                         | \$10,147.50 (I)          |
| ISDN BRI Soft Number FR Line-No Charge                                    | n/c                      |
| ISDN BRI Measured Rate Usage Option Plan A<br>w/LATA-Wide Calling         | \$12,872.50 (I)          |
| ISDN BRI Usage Option Plan B w/Unlimited Local &<br>Extended Area Calling | \$45,992.50 (I)          |
| <b>Features</b>                                                           |                          |
| ISDN BRI AC Switched Voice or Data Svc                                    | \$3,026.25 (I)           |
| ISDN BRI Add'l. Call Appearance, per Directory Num.                       | \$2.50                   |
| ISDN BRI Call Fwd. Variable/User                                          | \$3.75                   |
| ISDN BRI Conf-Drop Hold & Transfer                                        | \$3.75                   |

**SECTION 5 – DIGITAL SERVICES, Continued**5.1 ISDN Basic Rate Service, continued

## A. Description, continued

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.

| <u>Use</u>                                                  | <u>Rate Per<br/>Minute of</u> |
|-------------------------------------------------------------|-------------------------------|
| (a) Per Minute of Use above Threshold <i>Plan</i> Allowance | \$.0250 (I)                   |
| (b) Per Minute of Use - Usage Option A                      | .0625 (I)                     |
| (c) Local Data                                              | .0250 (I)                     |

Usage Outside the Expanded Local Calling Area but inside the LATA

The following charges apply per channel in use for customer dialed calls originated from and billed to a digital line equipped for Usage Option Plan B when calls terminate outside the Expanded Local Calling Area but inside the LATA.

|                       | <u>Rate Per<br/>Minute of Use</u> |
|-----------------------|-----------------------------------|
| (a) Per Minute of Use | \$.1125 (I)                       |

## Non- Recurring Charges

|                                                         |          |
|---------------------------------------------------------|----------|
| ISDN BRI Digital Service – First Line Installation      | \$188.00 |
| ISDN BRI Digital Service – Additional Line Installation | \$188.00 |

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**SECTION 5 – DIGITAL SERVICES, Continued****5.2 MetPath™ Digital Centrex Service**

MetPath™ Digital Centrex Service Key System and PBX-like functionality including abbreviated dialing, and is compatible with most existing 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.

Centrex Flat Rate - per line, per month                      \$93.75 (I)

**NOTES FOR ALL ADVANCED SERVICES PACKAGES:** 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 6 – RESERVED FOR FUTURE USE**

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