

Birch Telecom of the South, LLC
dba Birch Communications
2323 Grand Blvd., Suite 925
Kansas City, MO 64108

Alabama Price Guide

Title Sheet

Effective Date: April 3, 2018

Issued By: Gordon P. Williams, Jr. - Senior Vice President and General Counsel

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

*This Price Guide issued by Birch Telecom of the South, LLC dba Birch Communications
replaces in its entirety
the Alabama Price Guide issued by Birch Telecom of the South, Inc. dba Birch Communications.*

Birch Telecom of the South, LLC
dba Birch Communications
Local Exchange Services Price Guide

This Price Guide contains the description, regulations, and rates applicable to the furnishing of services and facilities for telecommunications services provided by Birch Telecom of the South, LLC dba Birch Communications with principal offices at 2323 Grand Blvd, Suite 925, Kansas City, MO 64108.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

Pages of this Price Guide, as indicated below, are effective as of the date shown on the respective pages. Original and revised pages, as named below, comprise all changes from the original Price Guide and are currently in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>	
Title	Original	*	26	Original	*	51	Original	*
1	Original	*	27	Original	*	52	Original	*
2	Original	*	28	Original	*	53	Original	*
3	Original	*	29	Original	*	54	Original	*
4	Original	*	30	Original	*	55	Original	*
5	Original	*	31	Original	*	56	Original	*
6	Original	*	32	Original	*	57	Original	*
7	Original	*	33	Original	*	58	Original	*
8	Original	*	34	Original	*	59	Original	*
9	Original	*	35	Original	*	60	Original	*
10	Original	*	36	Original	*	61	Original	*
11	Original	*	37	Original	*	62	Original	*
12	Original	*	38	Original	*	63	Original	*
13	Original	*	39	Original	*	64	Original	*
14	Original	*	40	Original	*	65	Original	*
15	Original	*	41	Original	*	66	Original	*
16	Original	*	42	Original	*	67	Original	*
17	Original	*	43	Original	*	68	Original	*
18	Original	*	44	Original	*	69	Original	*
19	Original	*	45	Original	*	70	Original	*
20	Original	*	46	Original	*	71	Original	*
21	Original	*	47	Original	*	72	Original	*
22	Original	*	48	Original	*	73	Original	*
23	Original	*	49	Original	*	74	Original	*
24	Original	*	50	Original	*	75	Original	*
25	Original	*						

* - indicates updated pages

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET (CONT'D.)

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
76	Original	*	111	Original	*	146	Original	*
77	Original	*	112	Original	*	147	Original	*
78	Original	*	113	Original	*	148	Original	*
79	Original	*	114	Original	*	149	Original	*
80	Original	*	115	Original	*	150	Original	*
81	Original	*	116	Original	*	151	Original	*
82	Original	*	117	Original	*	152	Original	*
83	Original	*	118	Original	*	153	Original	*
84	Original	*	119	Original	*	154	Original	*
85	Original	*	120	Original	*	155	Original	*
86	Original	*	121	Original	*	156	Original	*
87	Original	*	122	Original	*	157	Original	*
88	Original	*	123	Original	*	158	Original	*
89	Original	*	124	Original	*	159	Original	*
90	Original	*	125	Original	*	160	Original	*
91	Original	*	126	Original	*	161	Original	*
92	Original	*	127	Original	*	162	Original	*
93	Original	*	128	Original	*	163	Original	*
94	Original	*	129	Original	*	164	Original	*
95	Original	*	130	Original	*	165	Original	*
96	Original	*	131	Original	*	166	Original	*
97	Original	*	132	Original	*	167	Original	*
98	Original	*	133	Original	*	168	Original	*
99	Original	*	134	Original	*	169	Original	*
100	Original	*	135	Original	*	170	Original	*
101	Original	*	136	Original	*	171	Original	*
102	Original	*	137	Original	*	172	Original	*
103	Original	*	138	Original	*	173	Original	*
104	Original	*	139	Original	*	174	Original	*
105	Original	*	140	Original	*	175	Original	*
106	Original	*	141	Original	*			
107	Original	*	142	Original	*			
108	Original	*	143	Original	*			
109	Original	*	144	Original	*			
110	Original	*	145	Original	*			

* - Indicates updated pages.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

	<u>Sheet No.</u>
Table of Contents	3
Explanation of Symbols	4
Section 1 - Definitions and Abbreviations	5
Section 2 - Rules and Regulations	17
Section 3 - Service Areas	44
Section 4 - Nonrecurring Service Charges.....	65
Section 5 - Service Descriptions and Rates	68
Section 6 - Miscellaneous Services.....	136
Section 7 - Obsolete Services.....	145
Section 8 - Promotions / ICBs	173

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

The following symbols shall be used in this Price Guide for the purpose indicated below:

- (C) to signify change in regulation
 - (D) to signify a deletion
 - (I) to signify a rate increase
 - (L) to signify material relocated in the Price Guide
 - (N) to signify new rate or regulation
 - (R) to signify a rate reduction
 - (T) to signify a change in text but no change in rate or regulation
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

The following terms, whether or not capitalized in this Price Guide, shall have the meanings set forth below:

Anonymous Call Rejection – Allows a Customer to automatically reject calls from parties who have a privacy feature that prevents the delivery of the calling number to the called.

Auto Redial – Enables the Customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

Call Blocker – Enables the Customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the Customer builds a screening list. To block an unknown number after receiving a call, the Customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the Customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Forwarding – Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user's station is idle or busy. The subscriber may change the designated answering point using the telephone key pad.

Call Forwarding-Busy Line – Automatically routes incoming calls to a pre-designated answering point when the called line is busy.

Call Forwarding-Busy Line/Don't Answer – Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or the Long Distance Telecommunications Network. The Call Forwarding Customer is responsible for the payment of charges (e. g., tolls charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

Call Forwarding-Don't Answer – Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

Call Return – Enables a Customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Selector – Provides a distinctive ring pattern for calls received from up to six different telephone numbers.

Call Transfer – Provides the capability to transfer or add a third party, using the same line.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Call Tracing—Enables a Customer to initiate an automatic trace of the last call received.

Call Transfer Disconnect – Enables business Customers to add on another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking, thereby freeing their line for the purpose of originating another call. The Call Transfer Disconnect feature cannot be used to expand a calling scope and is, therefore, not available to Customers subscribing to an optional flat-rate local, toll or expanded calling plan. Call Transfer Disconnect cannot be used to avoid toll charges. Call Transfer Disconnect Customers are responsible for any toll or other charges associated with calls they originate.

Call Waiting – Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Deluxe – Residential only feature, allows forwarding and Call Waiting as well as allowing subscriber to receive notification on a busy line that there is another incoming call. Gives out Caller ID information on Second Caller.

Call Waiting ID Options – Allows Call Waiting ID Customer to identify the name and/or number of an incoming caller when already talking on the telephone and receive another phone call on Customer's CPE. The Customer may decide how to handle the second caller from a menu choice known as Disposition Codes appearing on the Customer's CPE as menu options.

Cancel Call Waiting – Allows a user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Caller ID Deluxe – Displays the name and number of the incoming call and rejects blocked numbers.

Caller ID – Number – Identifies the 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

Caller ID – Name – Identifies the name associated with the calling number before the phone is answered. This feature requires Caller ID – Number.

Calling Number and Name Delivery Blocking, per call – Blocks deliver of name and number information to Caller ID

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Caller ID on Call Waiting – Allows for the display of the name and/or number of a new caller when user is already talking on the telephone and receives another phone call on the Customer's CPE and allows the Customer to decide to answer the new incoming call or not.

Caller ID Blocking – Blocks the delivery of the number and name to the called party on a per call basis. Can either be "selective" or "complete."

Calling Features – Optional telephone services allowing Customers to efficiently manage the call flow generated over their exchange access lines.

Collect Call – Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be reoriginated from the called service point.

Company, the – Birch Telecom of the South, LLC unless the context indicates otherwise.

Commission – The Alabama Public Service Commission, unless the context indicates otherwise.

CPE – Customer Provided Equipment.

Customer – The Person which orders or uses the service and is responsible for the payment of rates and charges and compliance with Price Guide regulations.

Customer Account – A Customer's record relating to the service or equipment billed to a single telephone number. Service may be all on one premises or extended to other premises as long as it is part of the main telephone system and billed to the main telephone number.

Customer Alerting Enablement – Allows residence and business lines to receive an audible alerting tone (intermittent dial tone) transmitted from the central office.

Customer Premises – One Customer Premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on the same property.

Customer Provided Equipment (CPE) – Equipment provided by the Customer.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Demarcation Point – That point of interconnection between the Company’s facilities and the wiring at the Customer Premises. The Demarcation Point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission’s rules and regulations (a network interface).

The network interface may be located at a point other than the normal demarcation point where the network interface is already established by the presence of network equipment on the effective date of this Price Guide. For multi-unit structures (e.g., apartments, college campuses, shopping centers), the structure owner shall make the final decision on whether the structure shall be treated as a multi-unit structure with one Demarcation Point per unit or, as a single unit with one Demarcation Point for the entire structure. The structure owner shall have the option of having the Demarcation Point placed at a location other than that determined by the Company, provided the structure owner pays any additional construction costs and such location is consistent with the minimum point of entry standard.

With regard to premises for any structure that is built to be mobile (e.g., mobile homes, recreational vehicles), the Company may place the Demarcation Point on a post or pole at or near the pad where such structure is intended to rest. Boat docks and similar premises may be treated by the Company as a single unit premises, with the Demarcation Point being placed on the shore.

Directory Assistance – Service whereby Customers may request assistance in determining telephone numbers when the listed name is provided.

Directory Assistance Call Completion (DACC) – Service whereby Customers may request completion of local or intraLATA long distance calls to a requested number by either the Directory Assistance operator (Semi-Automated) or the Directory Assistance audio response system that provides the requested directory number (Fully Automated).

Directory Listing – The publication in the BellSouth Telecommunications, Inc. White Pages directory of information relative to the Customers’ telephone numbers (“the Directory”), by which telephone users are enabled to ascertain the telephone number of a desired telephone.

Additional Listings – A separate and alphabetically distinct listing for the names of anyone else living at the end user’s home or, for example, partners in a business.

Additional Main Listings- A no charge listing associated with a ring master number. Additional main listings are not entitled to a free yellow page listing.

Alternate Listings – A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Alternate Listing Nights - An Alternate Listing may be provided to the subscriber for the purpose of directing calling parties to other telephone numbers.

Example: Nights, Sundays, and Holidays.....123-4567

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing (Cont'd.)

Caption Listings- A caption is a listing set arrangement composed of a caption header and indented listings. A caption benefits the use by simplifying the appearance of the listing.

Example:

Atlanta Braves Baseball Club-
General Office.....404-777-1000
Braves Clubhouse Store..404-777-1020

Cross Reference Listing- A Cross Reference Listing may be furnished when it is necessary to refer the directory user to another directory listing.

Example:

Maryville Lumber.....See Drake Lumber

Designer Listings- These products are available to residence Customers only

Designer Bold Listing-A directory listing that provides for a bolder print or heavier type of the subscribers

Designer Bold Plus Listing- A directory listing that provides for a bolder print or heavier type of the subscriber's name, address and telephone number plus additional space with a ruled line above and below the subscriber's listing information.

Designer Script- A directory listing that provides for the subscriber's name, address, and telephone number to be printed in script, which depicts a stylish writing of the listing information.

Designer Script Plus- A directory listing that provides for the subscribers name, address, and telephone number to be printed in script, which depicts a stylish writing of the directory listing plus additional space with a ruled line above and below the subscribers listing information.

Designer Line Listings: There are three designer line options, Designer line Standard, Bold Designer Line, and Script Designer Line. Each item purchased cannot exceed one printed directory line. A maximum of three(3) Designer Lines may be purchased per directory listing.

Designer Line - An extra line of text that provides information in addition to the standard listing information (name, address, telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interest, profession, or personal information.

Designer Line Bold Listing- A designer line in a bold or heavier script.

Designer Line Script Listing- A designer line in script, a stylish writing form.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing (Cont'd.)

Dual Name Listings – A listing provided for two persons who reside at the same address or for a person known by two first names.

Extra Lines – An extra line (consisting of five words or any fraction thereof) under the Primary Listing for the proper placement of telephone calls and not for advertising purposes or to show store hours.

Foreign Listings – Allows the Customer to have a Directory listing outside of his/her local area.

Free Additional Listing- A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. There is no charge for this listing.

Free Foreign Listing- A foreign listing is provided free of charge if the Customer is close to the border of another local calling area. Whether or not a foreign listing is to be free of charge is determined by BST.

Non-listed Service – A listing, at the Customer's request, is omitted from the Directory, but appears on Directory Assistance records.

Non-published Exchange Service – A listing, at the Customer's request, is omitted from the Directory but appears on Directory Assistance with NP instead of the telephone number.

Optional Calling Plan Listing- A subscriber of a two-way or inward Optional Calling Plan may be furnished a foreign listing with the text of "no charge for calls direct dialed to this number from (name of exchange)".

Primary Listing – One listing, termed the Primary Listing, is provided without charge. One copy of the telephone directory for the service area in which Customer is a subscriber will be delivered to Customer within 10 days after service is installed.

Regular Extra Listings – A listing for the same address and phone number as, and in addition to, the Primary Listing in the Directory.

Special Text - A listing that provides instructions for directing incoming calls after hours during specific time period or calling information for a specific service department

Example:

For The Following Zip Codes 30506 30408 30532 30533 30534

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing (Cont'd.)

Stylist Listing- Where available, a subscriber may request to have the assigned telephone number listed in the directory using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Stylist service is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "*" symbols be used. The digits "0" or "1" may not be used to represent the letters "O" or "I" in a Stylist service listing.

Example:

Simmons, Shawn 297-Home

Telephone Answering Service Listing- A client of a telephone answering service may list the telephone number of the answering service with his name, or business name.

Titles and Suffixes- A title of address that precedes a name, such as Mrs., Rev., Capt., may be included in a residence, business or personal name listing. A professional designation or an educational , such as MD. CPA, CREA, or JP are suffixes that may be included in a residence or business personal name listing as a suffix. A maximum of 3 titles and /or suffix are allowed per each residence or business personal name listing.

There are four types of titles:

Title of Lineal Descent(JR, II, etc)

Titles of Address (Rev, Dr, etc)

Military Titles (Adm, Lt Col, etc)

Degrees/Professional Affiliation(PhD, RN, etc)

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Disconnection – The temporary cessation of telecommunications service.

Distinctive Ringing – Allows Customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

DN – Dependent Number. See “Multi-Directory Numbers.

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

Exchange – A telephone system which provides for service within a specified area known as the “Exchange Area.”

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Price Guide.

Extended Area Service – A Local Exchange Service that is provided between two or more contiguous exchange areas.

Flat Rate Service – Exchange Service furnished for a specified sum without regard to the amount of use.

Hunting – Series – A hunting arrangement that provides for sequential hunt over members identified within the hunt group. The hunt for an idle line begins at the telephone number dialed and proceeds sequentially through the lines identified in the hunt group until an idle line is found or the last assigned number within the hunt group is reached. If an idle line is found, the hunt stops and the idle line is rung. If all lines are busy, the caller receives a busy signal.

Hunting – Circle – A hunting arrangement similar to sequential hunting except, if no idle line is found by the time the last line in the group is reached, the hunt circles back to the first line in the group and hunts up to but not including the line where the hunt started.

Hunting – Preferential – Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

Intercept Referral Service-Basic – Used when a Customer disconnects service or changes his telephone number. Calls to the intercepted telephone number are referred to an operator or a recorded message. The caller is provided with information such as a new telephone number and/or name and/or address. This service is provided to Customers for a minimum of 30 days, while capacity on facilities exists.

Interexchange Channel – That portion of a channel which interconnects exchanges in which the stations are located.

LATA – Local Access and Transport Area (LATA) denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

Multi-Directory Numbers – Allows Customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

Multiline Hunt Group – Rotary (hunting) service provided in Electronic Switching System (ESS) offices where a standard seven-digit number is assigned only to the first line in a Customer’s number group. Subsequent lines are designated by using two-, three- or four-digit numbers dependent on the type of ESS office. The Company reserves the right to determine when Multiline Hunt Group numbers are assigned.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Nonlisted Service – A listing, in the alphabetical section of the Company’s directory, maintained on directory assistance records that will be furnished upon the request of the calling party.

Nonpublished Exchange Service – A listing, not listed in either the alphabetical section of the Company’s directory or directory assistance records and will not be furnished upon request of the calling party.

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

Semi-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

Preferred Call Forwarding - Allows the Customer to transfer up to 6 telephone numbers on a screening list to another number.

Preferred Customer Discount (PCD) – A discount added to the monthly invoice and deducted from the rack rate for grandfathered products and term contract discounts.

Priority Call – Provides the Customer with a distinctive ring or Call Waiting tone (if the Customer has subscribed to Call Waiting), when the Customer is called from preselected telephone numbers. The Customer can construct or modify the telephone number screening list by dialing a unique code. The Company’s equipment will screen incoming calls against the screening list and provide a distinctive ring for telephone numbers on the list.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer.

Repeat Dialing – Enables the Customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Remote Access to Call Forwarding – Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

Selective Call Forwarding – Enables the Customer to forward incoming calls from preselected telephone numbers to another telephone number. The Customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the Customer's list and forward only those telephone numbers on the list.

Sent-Paid – Denotes a billing arrangement whereby a call is charged to the service point originating the call.

Series Completion – Telephone numbers assigned in a rotary (hunting) number group where each number assigned is a standard seven-digit number. The Company reserves the right to determine when series completion numbers are assigned.

Simultaneous Call Forwarding – Provides the Customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the Customer. The line/trunks at the Simultaneous Call Forwarding Customer's terminating location must equal or exceed the aggregated number of potential originating calls from all Customer locations. The Simultaneous Call Forwarding Customer is responsible for the payment of charges (e. g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone and the line to which the call is being forwarded. This service cannot be used to avoid toll.

Speed Calling – Allows a subscriber to establish a speed calling list, which associates telephone numbers with a unique 2-digit speed calling code. Initial entry and changes to the speed calling list are directly input from the associated subscriber line. This feature is available as a thirty code list. Code lists may include local and/or toll telephone numbers.

Station – Telephone equipment from or to which calls are placed.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Three-Way Calling – Allows a station in the talking state to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Toll Restriction – Allows the Customer to establish, on a per line basis, call restrictions by the calling party.

Trunk – A commercial channel between two switching (i.e., Central Office, PBX) systems.

Termination – The permanent cessation of telecommunications service.

Two-Point Service, Person-to-Person – That service where the person originating the call specifies to the Company operator a particular person, department or office to be reached.

Two-Point Service, Station-to-Station – That service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired service point, or gives only the name and address under which the number of the service point is listed, and does not specify a particular person, department or office to be reached.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1 The Company undertakes to furnish telecommunications service pursuant to the terms of this Price Guide in connection with one-way and/or two-way information transmission between points within a calling scope in portions of the State of Alabama, as specified herein.
 - 2.1.2 The furnishing of service under this Price Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
 - 2.1.3 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities, offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
 - 2.1.4 The Company may undertake service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
 - 2.1.5 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Price Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
 - 2.1.6 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Limitations of Service

- 2.2.1 The Company offers service to all Persons who desire to purchase service from the Company consistent with all provisions of this Price Guide. Persons interested in the Company's services shall submit information to the Company which fully satisfies the Company and identifies the services requested.
 - 2.2.2 Service is offered subject to the availability of the necessary facilities and equipment, necessary arrangements with other carriers and billing capabilities, and is subject to the provisions of this Price Guide. The Company reserves the right not to provide service to or from a location where legally prohibited.
 - 2.2.3 The Company reserves the right to discontinue furnishing service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of any provision in this Price Guide, the rules and regulations of the Commission, or the law.
 - 2.2.4 Title to all facilities provided by the Company under this Price Guide remains with the Company. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Price Guide shall apply to all such permitted assignees or transferees, as well as all conditions for service.
 - 2.2.5 An assignment or transfer of services will include the same Customer services for which the Customer contracted, at the same rates, for at least a limited time. The Customer will be notified of the time limitation, the assignment, and the Customer will be given an opportunity to change its service provider.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Use of Service

2.3.1 Permitted Uses

Service may not be used for any unlawful purposes, 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.

2.3.2 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in this Price Guide.

2.3.3 Fixed Service Period

If Customer and the Company have agreed to a specified term of service under any service order, then following expiration of the initial term of service, or any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' oral or written notice.

2.3.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under this Price Guide or in any service order prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability

- 2.4.1** The Company shall not be liable for any claim or loss, expense, or damage for any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Price Guide or any service order, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.
- 2.4.2** The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:
- A. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by the Company under this Price Guide;
 - B. Connecting, combining, or adapting the Company's facilities with Customer's apparatus or systems;
 - C. Any loss, destruction or damage to property of the Company, the Customer, or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives, family members or invitees;
 - D. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of the Company or any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by this Price Guide or any agreement between the Customer and the Company; or
 - E. Any personal injury or death of any person or for any loss of or damage to Customer Premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

- 2.4.4** Emergency 911 Service (E911) 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.

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

When a Customer with a nonpublished 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. By subscribing to service under this Price Guide, Customer acknowledges and agrees with the release of information as described above.

The Company will supply subscriber information to update the Emergency 911 Service database at the time the Company submits subscriber orders for basic local exchange telecommunications service to BellSouth Telecommunications, Inc..

At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. At that time, the Company will be obligated to provide facilities to route calls from the end users to the proper PSAP.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.4 (Cont'd.)

The Company recognizes the authority of the E911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental.

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

2.4.6 THE COMPANY MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THIS PRICE GUIDE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.4.7 Directory Errors and Omissions

The Company's liability for damages arising from errors in or omissions of listings in its directories or directory assistance records for which no additional charge is made shall be limited to the amount of actual impairment of the subscriber's service and in no event shall exceed one-half the amount of the charge to the subscriber for Local Exchange Service during the period covered by the directory or during the period that the directory assistance records remain in error after notice to the Company by the subscriber, or \$500.00 whichever is less.

For listings furnished at additional charge, the Company's liability shall not exceed the amount of such additional charge during the period covered by the directory or during the period that the directory assistance records remain in error after notice to the Company by the subscriber

The Company may discharge its liability for errors or omissions by abatement or refund, or by a combination of abatement and refund.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Interruption of Service

Customer will be entitled to a credit allowance for an interruption of service which is not caused by or does not result from the negligence or act of Customer or to the failure of channels, equipment, power supplies, and/or communications systems provided by Customer or Persons other than the Company. A credit allowance is subject to the provisions of this section and the other sections of this Price Guide, including, but not limited to, the general liability provisions set forth in Section 2.4 herein and the terms of Section 2.6 herein. Customer is obligated to notify the Company immediately of any interruption in service for which the Customer desires a credit allowance. Before giving such notice, Customer shall ascertain that the interruption is not being caused by any action or omission of Customer within his or her control, or is not in wiring on Customer's side of the Demarcation Point or equipment, power supplies, or communications systems, if any, furnished by Customer or Persons other than the Company.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer

2.6.1 All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communications systems provided by others are connected to the Company's facilities, Customer assumes additional responsibilities. Customers are responsible for:

- A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; and assuring that its users comply with regulations.
 - B. Providing:
 - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
 - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
 - C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:
 - 1. the negligence or willful act of Customer or user;
 - 2. improper use of service; or
 - 3. any use of equipment or service provided by others.
 - D. Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate the Company's facilities and equipment installed on the Customer Premises, and the level of heating and air conditioning necessary to maintain a proper operating environment on such premises.
 - E. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide services to the Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by, the Company to the Customer.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer

2.6.1 (Cont'd.)

- F. Providing the Company's authorized employees, contractors, or agents access to the Customer's premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service.
 - G. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of the Company's facilities and equipment in any Customer Premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for the Company's employees, contractors, or agents to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or, upon termination service as stated herein, removing the facilities or equipment of the Company, and not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
 - H. A Customer who subscribes to the Company's Exchange Service and resells these services to others shall be responsible for complying with all laws and regulations of the State of Alabama, which relate in any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices and payment of applicable taxes. The Company has no obligation to provide notice to, or otherwise communicate with, Customers regarding local telephone service provided by another carrier.
 - I. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees, contractors, or agents shall be installing or maintaining the Company's facilities and equipment.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

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

2.6.3 Credit Allowances

- A. Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided and billed for, by the Company.
 - B. Credit allowances for failure of service or equipment starts when Customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
 - C. Customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment, any act or omission of the Customer, or in wiring or equipment located on the Customer's side of the Demarcation Point.
 - D. Only those portions of the service or equipment disabled will be credited. No credit allowances will be made for:
 - 1. interruptions of service resulting from the Company performing routine maintenance;
 - 2. interruptions of service for implementation of a Customer order for a change in the service;
 - 3. interruptions caused by the negligence or willful act of omission of Customer or its authorized user; or
 - 4. interruptions of service because of the failure of service or equipment provided by Customer, authorized user, or other carriers.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.3 Credit Allowances (Cont'd.)

E. Credit Allowance – Directory

For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

Subject to the provision of Section 2.4 of this Price Guide, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

1. For listings in alphabetical telephone directories furnished at additional charge, as set forth herein, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
2. For listings in the information records furnished at additional charge, as set forth herein, an amount not in excess of the charge for the listing during the period of omission or error.

2.6.4 Cancellation by Customer

- A. Customer may cancel service any time after meeting the minimum service period. Cancellation may be written or oral. Termination charges will apply if Customer cancels prior to the expiration of a one-year or other fixed term service contract.
 - B. If Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and the Company, a charge will be made to Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by Customer.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on a recurring and nonrecurring basis. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Price Guide.
 - B. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
 - C. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, toll-free; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
 - D. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
 - E. Customer is liable for all costs associated with collecting past due charges, including all attorney's fees.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service (Cont'd.)

- F. Billing information provided to each Customer on a monthly basis shall include but not be limited to:
1. The number of access lines for which charges are stated.
 2. Each applicable telephone number and/or account number.
 3. The beginning or ending dates of the billing period.
 4. The date the bill becomes delinquent if not paid on time.
 5. The unpaid balance (if any).
 6. The amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
 7. An itemization of the amount due for taxes, franchise fees, 911 surcharges, universal service fund charge, local number portability charge, end user common line charges, primary interexchange carrier charges and other surcharges as may be necessary and appropriate, including any of the foregoing charges passed through to the Company by Bell South Telecommunications, Inc.
 8. The total amount due.
 9. If applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated.
 10. A telephone number where inquiries may be made.
 11. If a deposit is held by the company.
 12. Optional services may be billed as a total of all optional services for which a flat monthly charge is made.
 13. Credit for service outages will also be reflected.
- G. During the first billing period in which a Customer receives service, the Company provides each Customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the Customer has contracted.
- H. If notice of a dispute as to charges is not received in writing, in person or via telephone message by the Company within 30 days after billing is received by the Customer, the invoice shall be considered correct and binding on the Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and the Company may be forwarded to the Commission's Consumer Services Division.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits

A. Advance Payments

The Company may require a Customer or applicant for service to make an advance payment (1) if the applicant is unable to establish that he had a previous account with a telephone utility for a period of at least 12 months for which all undisputed charges were satisfactorily paid, or (2) if the applicant has had no previous telephone service or has had previous telephone service of less than 12 months, the applicant's credit record will be accessed and evaluated by means of a mechanized retrieval system between the Company and nationally recognized credit bureaus. No security payment will be required of those applicants who meet the Company's criteria, as evaluated by the scoring model. The criteria used in assessing a score is as follows: collection judgments, written-off accounts, outstanding collection accounts, various degrees of delinquency history from 30-180 days and not paid in full or current at the time of scoring, bankruptcies, liens, other public records. The advance payment will not exceed one month's estimated charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

B. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed two month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Cash Deposits will accrue interest at a rate no higher than seven percent, and all Customer deposits will be governed in accordance with Rule 8 of the General Rules of the Alabama Public Service Commission. If the deposit is made within 30 days of receipt of deposit, no interest payment will be paid. If the Company retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

Deposits accrue interest at the set rate of seven percent (7%). Payment of the interest to the Customer shall be made annually, or at the time the deposit is returned or credited to the Customer's account. The deposit shall cease to draw interest on the date it is returned or credited to the Customer's account. The deposit shall cease to draw interest after the discontinuance of service.

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

1. Business Customers Requirements

If the credit of an applicant for Business Service has not been established satisfactorily to the Company, the applicant may be required to make a deposit.

2. Existing Customers Requirements

A present Customer may be required to post a new or additional deposit as a condition of continued service if undisputed charges have become delinquent in two out of the last 12 billing periods or if the Customer has had service disconnected during the last 12 months, has presented a dishonored check or has had significant changes in toll or recurring charges.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

B. Deposits (Cont'd.)

3. Amount of Deposit or Guaranty Contract

The amount of the deposit shall not exceed an amount equal to one month's recurring charges where billed in advance, or two months' charges when billed in arrears, plus two months' toll or nonrecurring charges, determined by actual or anticipated usage.

4. Refund of Deposits or Return of Guaranty Contracts

If service is not connected, or after disconnection of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection for application of deposits, and no additional deposit may be required unless otherwise permitted.

When the Customer has paid bills for 12 consecutive months without having service disconnected for nonpayment and without having more than two occasions in which a bill was delinquent, and has not presented a dishonored check, and when the Customer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest in the form of a credit to the Customer's bill, or void the guarantee. If the Customer does not meet these refund criteria, the deposit and interest may be retained.

The deposit and interest may be retained pending the resolution of a dispute with respect to charges secured by the deposit.

2.6.7 Returned Check Charge

The Company will bill Customer a one-time charge of \$20.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.8 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by "Due Before Date". On all unpaid business bills a \$12.00 charge plus 1.5% of the unpaid balance will be applied if unpaid charges are greater than \$6.00. A charge of \$5.50 plus 1.5% of the unpaid balance will be applicable on all residential bills if unpaid charges are greater than \$6.00. A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as at the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

Collection procedures are unaffected by the application of the late payment or finance charge. The late payment charge does not apply to final amounts.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company

2.7.1 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make services available 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 Price Guide and applicable rules of the Commission.
 - B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
 - C. The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby materially reduce the technical parameters of the service provided to the Customer.
 - D. Subject to the arrangement of the Company and to all of the regulations contained in this Price Guide, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken and characterized by one or more of the following:
 - 1. Facilities requested are not presently available, and there is no other requirement for the facilities so constructed.
 - 2. Facilities requested are of a type other than that which the Company would normally utilize in the furnishing of its services.
 - 3. Facilities requested are over a route other than that which the Company would normally utilize in the furnishing of its services.
 - 4. Facilities requested are in a quantity greater than that which the Company would normally construct.
 - 5. Facilities are requested on an expedited basis.
 - 6. Facilities are requested on a temporary basis until permanent facilities are available.
 - 7. Facilities are requested in advance of normal construction.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.2 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.3, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than twenty four hours.
- B. Customer will be credited at the proportionate monthly charge involved for each twenty-four hours or fraction thereof of interruption.

2.7.3 Cancellation of Credit

Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company

The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, especially Rules 12 and 13 of the General Rules of the Alabama Public Service Commission, without incurring any liability for any of the following reasons:

- A. Nonpayment of a bill for regulated telecommunications services within the period;
- B. Failure to make a security deposit;
- C. Violation of or noncompliance with any provision of law, or of the Price Guides or terms and conditions of service of the telecommunications service provider filed with and approved by the Commission;
- D. Refusal to permit the telecommunications service provider reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
- E. Interconnection of a device, line, or channel to telecommunications service provider facilities or equipment contrary to the telecommunications service provider's terms and conditions of service on file with and approved by the Commission.
- F. Use of telephone service in such manner as to interfere with reasonable service to other end-users.

Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

Service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least five days prior to the date of the proposed discontinuance.

Customers shall have a minimum of twenty (20) days from the rendition of a bill to pay the charges stated.

At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise it of the proposed discontinuance and what steps must be taken to avoid it.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company (Cont'd.)

Insufficient reasons for denial or disconnection of service:

- A. Nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates provided the applicant enters into a deferred payment plan. The Company shall not disconnect or suspend service without mailing or delivering a bill to the Customer for the amount due.
 - B. Service will not be withheld from a Customer whose name was fraudulently used to obtain service at another location without the end user's permission or knowledge.
 - C. The Company shall not deny service to a Customer for nonpayment of an amount past due for more than three (3) years, if the company cannot substantiate the charges with a copy of the Customer's bill.
 - D. Service shall not be discontinued to a current Customer in good standing who accepts an additional household member owing a previous bill to the Company, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the Customer at a different or same location.
 - E. The Company shall not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the State of Alabama.
 - F. Local exchange service shall not be denied or terminated for nonpayment of non-regulated services or disputed charges.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company (Cont'd.)

The Company's Notice of Disconnection shall contain the following information:

The words "NOTICE OF DISCONNECTION" or words with the same meaning, in print type larger than the print type of the notice text.

The name, address and telephone number of the Customer.

A statement of the reason for the proposed disconnection and the cost (to the Customer) for reconnection.

The date on or after which service will be disconnected unless appropriate action is taken.

The telephone number in bold print of the Company where the Customer may make an inquiry.

A statement that the Customer must contact the Company regarding the disconnection, prior to contacting the Commission's Consumer Services Division.

The address and telephone number of the Commission's Consumer Services Division, in print size which is smaller than the print size used for the Company's telephone number

The services that are being disconnected, whether local and/or toll, and if the service to be disconnected is local service, a statement that the Customer must also contact their IXC if such Customer wishes to terminate such service in order to avoid incurring additional charges for such service.

The following additional information shall be in the notice unless said information can be obtained in the telephone directory and the notice refers the Customer to the location in the directory where the information can be obtained:

- A. A statement of how a Customer may avoid the disconnection of service, including a statement that the Customer must notify the Company on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of the Company.
- B. A statement that informs the Customer where payments may be made or how to obtain a listing of authorized payment agencies.

2.7.5 Equal Access

The Company will allow Customers the choice of intraLATA and interLATA interexchange carriers.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.8 Restoration of Service

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with this Price Guide and the service has been terminated through the completion of the Company's service order, service will be reestablished only upon a basis of an application for new service.

During the period of disconnection, Customer's telephone number will not be reassigned. Once service has been terminated, the telephone number may be reassigned to another Customer.

2.9 Taxes and Surcharges

2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), universal service fund charges, local number portability charge, end user common line charges, primary interexchange carrier charges, and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. In addition to any of the foregoing charges paid directly by the Company, the Company will also pass through to the Customer an amount equal to the government fees, taxes, and surcharges that the Company pays through BellSouth Telecommunications, Inc..

2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Price Guide. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Price Guide, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Price Guide.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Price Guide. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.12 Telephone Number Intercept

Whenever a Customer's telephone number is changed after a directory is published, the Company will intercept all calls to the former number for 30 days and give the calling party the new number, provided existing central office equipment will permit and the Customer so desires.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.13 Billing Disputes

In the event of a dispute between a Customer and the Company regarding any bill for telephone service, the Company shall make an investigation as required by the particular case, and report the results to the Customer. In the event the dispute is not resolved, the Company shall inform the Customer of the complaint procedures of the Commission.

Notwithstanding any other section of the Company's Price Guides, the Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The Customer is obligated to pay any billings not disputed.

2.14 Dispute Resolution

This Section applies to any dispute, controversy, or claim, whether based in contract, tort, equity, statute or any other legal theory, between the Customer and the Company arising out of, or relating to, any service, product, facilities, charge, advertising, representation, act or omission of the Company, or any other dispute, controversy, or claim arising from the relationship between the parties that either the Customer or the Company has against the other, regardless of the date of accrual and even if the dispute, controversy, or claim arises after service has terminated (hereinafter collectively referred to herein as "Dispute" or "Disputes"). All Disputes must be resolved as described in this section. BY ORDERING AND/OR CONTINUING SERVICES PROVIDED IN THIS PRICE GUIDE, THE CUSTOMER AGREES THAT ANY DISPUTE WILL BE RESOLVED BY THE DISPUTE RESOLUTION PROCESS DESCRIBED HEREIN AND NOT BY A JUDGE OR JURY IN COURT.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Dispute Resolution (Cont'd.)

If the Customer has a Dispute with the Company, the Customer must first call the Company's Customer Service department, at the number listed on the Customer's invoice, to attempt to resolve the Dispute. The Customer must describe the Dispute and provide the Company with any supporting documentation reasonably requested by the Company. Likewise, if the Company has a Dispute with the Customer it will notify the Customer by letter sent to the Customer's billing address and attempt to resolve it before pursuing arbitration.

If the parties are unable to resolve the Dispute within 60 days of the initial notice, either party may request arbitration as described below.

MANDATORY ARBITRATION OF DISPUTES. ANY DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY, OR ANY EMPLOYEE, AGENT, PRIVY OR AFFILIATED ENTITY OF EITHER PARTY, WILL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE LAW, GOVERNS THIS PROCESS, INCLUDING THE ARBITRABILITY OF ANY DISPUTE UNDER THIS PRICE GUIDE AND THE REVIEW OF ANY AWARD.

The arbitration will be conducted by and under the then-applicable commercial arbitration rules of the American Arbitration Association ("AAA") at the nearest AAA Case Management Center or other location as agreed upon by Customer and Company. A single neutral arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of the American Arbitration Association or, alternatively, may be selected by agreement of the parties, who will cooperate in good faith to select the arbitrator. All expedited procedures prescribed by the applicable rules will apply. All required fees and costs will be paid equally by the parties as set forth in the AAA commercial arbitration rules. The arbitrator's decision and award will be final and binding, and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

No Dispute may be joined with another lawsuit, claim, dispute, or arbitration brought by any other person, or resolved on a class-wide basis. The arbitrator may not award damages that are barred by this Price Guide and may not award punitive damages.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Dispute Resolution (Cont'd.)

If any party files a judicial or administrative action to resolve a Dispute without first complying with the provisions of this Section and another party successfully stays such action and/or compels arbitration, the party filing that judicial or administrative action must pay the other party's costs and expenses incurred in seeking such stay and/or compelling arbitration, including attorney's fees.

Notwithstanding the provisions of this Section, the Customer may file a complaint with the Commission.

If any portion of this Section is determined to be invalid or unenforceable, the remainder of this Section and this Price Guide shall remain in full force and effect.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS

3.1 Service Areas Defined (34)

<u>ALBRMC</u> Birmingham	<u>ALBRM1</u> Alabaster Bessemer(1) Calera Chelsea(2) Columbiana Dora Gardendale Graysville Montevallo Pinson Vincent(3) Warrior West Blocton(4)	<u>ALMBLC</u> Mobile	<u>ALMBL1</u> Bay Minette(5) Belle Fontaine Citronelle(6) Fairhope Mt. Vernon(7)	<u>ALMTGC</u> Montgomery
<u>ALMTG1</u> Holtville(8) Prattville Wetumpka	<u>ALHTNC</u> Huntsville Madison	<u>ALHNT1</u> Gurley(9) Hazel Green	<u>ALTSCC</u> Tuscaloosa(10)	<u>ALCLB2</u> Phenix City
<u>ALATL2</u> Fruithurst Ranburne	<u>ALOTHLO2</u> Bridgeport Centreville(11) Clanton Clayton(12) Demopolis Flomaton(13) Linden(14) Thomasville(15)	<u>ALOTHLO4</u> Cordova Dadeville(16) Guntersville Hurtsboro(17) Parrish(18)	<u>ALOTH4</u> Albertville Alexander Athens(19) Attalla Auburn Boaz Brewton Centreville Childersburg Clanton(20) Cullman(21) Eufaula	Evergreen(22)) Fort Payne Gadsden Hanceville(23) Jackson(24) Jasper Opelika Selma Sylacauga Talladega(25)) Troy Tuskegee(26)
<u>ALOTHLO6</u> Jacksonville Killen(27) Leighton(28) Lexington(29) Ohatchee(30) Piedmont(31) Russellville(32) Sheffield	<u>ALOTH6</u> Anniston Decatur Florence Rogersville(33)			

See following page for footnotes.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.1 Service Areas Defined (Cont'd.) (34)

Footnotes:

- (1) Effective April 24, 2005, line conversions, installations, moves and adds for CLLI BSMRALBP and BSMRALBU will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (2) Effective April 24, 2005, line conversions, installations, moves and adds for CLI CHLSALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (3) Effective April 24, 2005, line conversions, installations, moves and adds for CLI VNCNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (4) Effective April 24, 2005, line conversions, installations, moves and adds for CLI WBTNALNM will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (5) Effective April 24, 2005, line conversions, installations, moves and adds for CLI BYMNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (6) Effective April 24, 2005, line conversions, installations, moves and adds for CLI CTRNALNM will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (7) Effective April 24, 2005, line conversions, installations, moves and adds for CLI MTRVALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (8) Effective April 24, 2005, line conversions, installations, moves and adds for CLI HLVIALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (9) Effective April 24, 2005, line conversions, installations, moves and adds for CLI GRLYALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (10) Effective April 24, 2005, line conversions, installations, moves and adds for CLI TSCLALNO will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (11) Effective April 24, 2005, line conversions, installations, moves and adds for CLI CNVIALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (12) Effective April 24, 2005, line conversions, installations, moves and adds for CLI CYTNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (13) Effective April 24, 2005, line conversions, installations, moves and adds for CLI FMTNALMT will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (14) Effective April 24, 2005, line conversions, installations, moves and adds for CLI LNDNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (15) Effective April 24, 2005, line conversions, installations, moves and adds for CLI THVLALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.1 Service Areas Defined (Cont'd.) (34)

Footnotes: (Cont'd.)

- (16) Effective April 24, 2005, line conversions, installations, moves and adds for CLI DDVLALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (17) Effective April 24, 2005, line conversions, installations, moves and adds for CLI HRBOALOM will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (18) Effective April 24, 2005, line conversions, installations, moves and adds for CLI PRSHALNM will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (19) Effective April 24, 2005, line conversions, installations, moves and adds for CLI ATHNALER will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (20) Effective April 24, 2005, line conversions, installations, moves and adds for CLI CLANALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (21) Effective April 24, 2005, line conversions, installations, moves and adds for CLIs CLMNALFA and CLMNALJC will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (22) Effective April 24, 2005, line conversions, installations, moves and adds for CLI EVRGALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (23) Effective April 24, 2005, line conversions, installations, moves and adds for CLIs HNVLALBR and HNVLALNM will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (24) Effective April 24, 2005, line conversions, installations, moves and adds for CLI JCSNALNM will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (25) Effective April 24, 2005, line conversions, installations, moves and adds for CLI TLDGALRF will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (26) Effective April 24, 2005, line conversions, installations, moves and adds for CLI TSKGALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (27) Effective April 24, 2005, line conversions, installations, moves and adds for CLI KLLNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (28) Effective April 24, 2005, line conversions, installations, moves and adds for CLI LGTNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (29) Effective April 24, 2005, line conversions, installations, moves and adds for CLI LXTNALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (30) Effective April 24, 2005, line conversions, installations, moves and adds for CLI OHTCALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.1 Service Areas Defined (Cont'd.) (34)

Footnotes: (Cont'd.)

- (31) Effective April 24, 2005, line conversions, installations, moves and adds for CLI PDMTALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (32) Effective April 24, 2005, line conversions, installations, moves and adds for CLI RLVLALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (33) Effective April 24, 2005, line conversions, installations, moves and adds for CLI RRVLALMA will be provided only to the Company's Customers who maintain 25 or more lines on the Company's local service, irrespective of location.
 - (34) Effective September 1, 2008, see section 3.4 Service Areas by CLI for updated service areas.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.2 Service Areas by Rate Groups (1)

<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>
ALBRM	ALHNTC	ALATL2	ALCLB2	ALMBL1	ATLSCC	ALOTHL02
C	ALHNT1			ALMBLC		ALOTHL04
ALBRM				ALMTG1		ALOTH4
1				ALMTGC		ALOTHL06
						ALOTH6

(1) Effective September 1, 2008, see section 3.4 Service Areas by CLLI for updated service areas.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (1)

3.3.1 Atlanta, GA LATA

Acworth	GA	Cornelia	GA	Lexington	GA	Talbotton	GA
Adairsville	GA	Covington	GA	Lincolnton	GA	Tallapoosa	GA
Alpharetta	GA	Crawfordville	GA	Lithonia	GA	Temple	GA
Athens	GA	Cumming	GA	Loganville	GA	Thomaston	GA
Atlanta	GA	Cusseta	GA	Lula	GA	Tignall	GA
Atlanta Ne	GA	Dahlonega	GA	Luthersville	GA	Toccoa	GA
Atlanta Nw	GA	Dallas	GA	Lyerly	GA	Trion	GA
Atlanta So	GA	Dalton	GA	Madison	GA	Tucker	GA
Austell	GA	Danielsville	GA	Jackson	GA	Tunnel Hill	GA
Barnesville	GA	Dawsonville	GA	Jasper	GA	Union Point	GA
Batesville	GA	Dial	GA	Jefferson	GA	Villa Rica	GA
Big Canoe	GA	Dillard-Mountain City	GA	Jonesboro	GA	Warm Springs	GA
Blairsvl	GA	Douglasville	GA	Kingston	GA	Washington	GA
Blue Ridge	GA	Duluth	GA	Lagrange	GA	Rayle	GA
Bogart-Staham	GA	Eastanolle	GA	Lakewood	GA	Rockmart	GA
Bowdon	GA	Eatonton	GA	Langdale	AL	Rome	GA
Braselton	GA	Elberton	GA	Lavonia	GA	Roopville	GA
Bremen	GA	Ellijay	GA	Lawrenceville	GA	Roswell	GA
Buchanan	GA	Fairburn	GA	Manchester	GA	Royston	GA
Buford	GA	Fairmount	GA	Marble Hill	GA	Rutledge	GA
Calhoun	GA	Fayetteville	GA	Marietta	GA	Senoia	GA
Canton	GA	Flowery Branch	GA	Maxeys	GA	Shawmut	AL
Carlton	GA	Franklin	GA	Maysville	GA	Smyrna	GA
Carnesville	GA	Fredonia	AL	Mcdonough	GA	Social Circle	GA
Carrollton	GA	Fruithurst	AL	Menlo	GA	Stockbridge	GA
Cartersville	GA	Gainesville	GA	Metasville	GA	Stone Mt	GA
Cavespring	GA	Gay	GA	Monroe	GA	Suches	GA
Cedartown	GA	Geneva	GA	Monticello	GA	Summerville	GA
Chamblee	GA	Grantville	GA	Nelson	GA	Watkinsville	GA
Chatsworth	GA	Greensboro	GA	Newnan	GA	Wavely Hall	GA
Clarkesville	GA	Greenville	GA	Nicholson	GA	West Point	AL
Clayton	GA	Griffin	GA	Norcross	GA	West Point	GA
Clermont	GA	Hamilton	GA	Oakland	AL	White Plains	GA
Cleveland	GA	Hampton	GA	Palmetto	GA	Winder	GA
Cohutta	GA	Hartwell	GA	Panola	GA	Winterville	GA
Colbert	GA	Helen	GA	Pendergrass	GA	Woodbury	GA
Columbus	GA	Hiawassee	GA	Phenix City	AL	Woodland	GA
Comer	GA	Hogansville	GA	Pine Mt	GA	Woodstock	GA
Commerce	GA	Homer	GA	Powder Springs	GA	Yatesville	GA
Concord	GA	Huguley	AL	Ranburne	AL	Young Harris	GA
Conyers	GA	Ila	GA	Ranger	GA	Zebulon	GA

See footnotes on Original Sheet No. 36.3.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (Cont'd.) (1)

3.3.2 Birmingham LATA

Alabaster	AL	Fyffe	AL	Piedmont	AL	Morgan City	AL
Albertville	AL	Gadsden	AL	Pinson	AL	Morrisons Cross Roads	AL
Alexander City	AL	Gardendale	AL	Pisgah	AL	Moundville	AL
Aliceville	AL	Gaylesville	AL	Ragland	AL	Munford	AL
Anniston	AL	Geraldine	AL	Rainsville	AL	Nauvoo	AL
Arab	AL	Goodwater	AL	Reform	AL	Nectar	AL
Aroney	AL	Gordo	AL	Rinehart	AL	Needham	AL
Ashland	AL	Graysville	AL	Rockford	AL	Oakman	AL
Asheville	AL	Columbiana	AL	Sand Rock	AL	Odenville	AL
Attalla	AL	Cordova	AL	Snead	AL	Ohatchee	AL
Berry	AL	Crossville	AL	Springvl	AL	Oneonta	AL
Bessemer	AL	Dadeville	AL	Sulligent	AL	Panola	AL
Birmingham	AL	Delta	AL	Surfside	AL	Parrish	AL
Blountsville	AL	Detroit	AL	Sylacauga	AL	Pell City	AL
Boaz	AL	Dora	AL	Talladega	AL	Pennington	AL
Brilliant	AL	Double Springs	AL	Thorsby	AL	Phil Campbell	AL
Bryant	AL	Ethelsville	AL	Trussville	AL	Union Grove	AL
Butler	AL	Eutaw	AL	Tuscaloosa	AL	Valley Head	AL
Calera	AL	Fayette	AL	Jasper	AL	Vernon	AL
Camp Hill	AL	Flat Rock	AL	Jemison	AL	Vincent	AL
Carbonhill	AL	Flatwood	AL	Lecta	AL	Wadley	AL
Carrollton	AL	Fort Payne	AL	Leeds	AL	Walnut Grove	AL
Cedar Bluff	AL	Guin	AL	Leesburg	AL	Warrior	AL
Centre	AL	Guntersville	AL	Lincoln	AL	Wedowee	AL
Centreviell	AL	Hackleburg	AL	Lineville	AL	West Blocton	AL
Chelsea	AL	Haleyville	AL	Lisman	AL	Whorton	AL
Childersburg	AL	Hamilton	AL	Livingston	AL	Winfield	AL
Chulafinnee	AL	Heflin	AL	Lynn	AL	Woodland	AL
Clanton	AL	Henagar	AL	Mentone	AL	York	AL
Collinsville	AL	Jacksonville	AL	Montevallo	AL		

See footnotes on Original Sheet No. 36.3.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (Cont'd.) (1)

3.3.3 Huntsville LATA

Athens	AL	Grayson	AL	Madison	AL	Rogersville	AL
Cherokee	AL	Gurley	AL	Massey	AL	Russellville	AL
Courtland	AL	Hanceville	AL	Moulton	AL	Scottsboro	AL
Cullman	AL	Hartselle	AL	New Hope	AL	Section	AL
Decatur	AL	Hazel Green	AL	New Market	AL	Sheffield	AL
Elkmont	AL	Huntsville	AL	Oden Ridge	AL	Skyline	AL
Falkville	AL	Killen	AL	Owens Cross Roads	AL	Town Creek	AL
Florence	AL	Leighton	AL	Red Bay	AL		
Grant	AL	Lexington	AL	Red Bay	MS		

See footnotes on Original Sheet No. 36.3.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (Cont'd.) (1)

3.3.4 Mobile LATA

Atmore	AL	Deer Park	AL	Gosport	AL	Monroeville	AL
Bayminette	AL	Elberta	AL	Grand Bay	AL	Mt Vernon	AL
Bayou La Batre	AL	Evergreen	AL	Grove Hill	AL	Orange Beach	AL
Beatrice	AL	Excel	AL	Gulf Shores	AL	Peterman	AL
Belle Fontaine	AL	Fairhope	AL	Huxford	AL	Pine Apple	AL
Bon Secour	AL	Finchburg	AL	Irvington St. Elmo	AL	Repton	AL
Brewton	AL	Flomaton	AL	Jackson	AL	Robertsdale	AL
Castleberry	AL	Foley	AL	Lillian	AL	Seminole	AL
Century	FL	Fort Morgan	AL	Loxley	AL	Silas	AL
Chatom	AL	Fowl River	AL	Magnolia Springs	AL	Summerdale	AL
Citronelle	AL	Frankville	AL	McCullough	AL	Tanner-Williams	MS
Coffeeville	AL	Frisco City	AL	McIntosh	AL	Uriah	AL
Dauphin Island	AL	Fruitdale	AL	Millry	AL	Walnut Hill	FL
Davisville	FL	Gilbertown	AL	Mobile	AL		

3.3.5 Montgomery LATA

Abbeville	AL	Eclectic	AL	Kowaliga	AL	Perote	AL
Alberta	AL	Elba	AL	Lafayette	AL	Pine Hill	AL
Andalusia	AL	Enterprise	AL	Lapine	AL	Pine Level	AL
Ariton	AL	Eufaula	AL	Linden	AL	Prattville	AL
Arlington	AL	Foresthorne	AL	Louisville	AL	Ramer	AL
Ashford	AL	Fort Davis	AL	Lowndesboro	AL	Red Level	AL
Auburn	AL	Fort Deposit	AL	Luverne	AL	Roanoke	AL
Banks	AL	Gantt	AL	Maplesville	AL	Rock Mills	AL
Brantley	AL	Geneva	AL	Marion	AL	Samson	AL
Brundidge	AL	Georgetown	GA	Mckenzie	AL	Selma	AL
Camden	AL	Georgiana	AL	Midland City	AL	Slocomb	AL
Catherine	AL	Gordon	AL	Midway	AL	Sweetwater	AL
Clayton	AL	Gordonsville	AL	Montgomery	AL	Tallassee	AL
Clio	AL	Goshen	AL	Nanafalia	AL	Thomaston	AL
Columbia	AL	Greensboro	AL	New Brockton	AL	Thomasville	AL
Cottonwood	AL	Greenville	AL	Newton	AL	Troy	AL
Daleville	AL	Hartford	AL	Newville	AL	Tuskegee	AL
Demopolis	AL	Hayneville	AL	Notasulga	AL	Union Springs	AL
Dixons Mills	AL	Headland	AL	Opelika	AL	Union Town	AL
Dothan	AL	Holtville	AL	Opp	AL	Vredenbg	AL
Dozier	AL	Hurtsboro	AL	Orrville	AL	Wetumpka	AL
Echo	AL	Kinston	AL	Ozark	AL	Wicksburg	AL

(1) Effective September 1, 2008, see section 3.4 Service Areas by CLLI for updated service areas.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI
ABBEVILLE	ABVLALXA	ALICEVILLE	ACVLALXA	ARITON	ARITALXA
	DTHNALAV		ANDSALXA		DTHNALAV
	DTHNALJK	DTHNAL17	DTHNALFP		
	MTGMAL10	DTHNALAW	ARLINGTON	ARTNALXA	
ALABASTER	MTGMALGM	DTHNALFP	ARONEY	ARNYALXA	
	ALBSALMA	DTHNALJK	ASHFORD	ASFRALXA	
	BRHMAL16	ENTRAL05		DTHNAL17	
	BRHMAL41	ENTRALAI	ASHLAND	ANTNAL07	
	BRHMALFC	MTGMAL13		ANTNALCB	
	BRHMALHR	MTGMALGM		ASLDALXA	
	BRHMALHW	MTGMALMT		BRHMAL16	
	BRHMALMT	ANNISTON	ANTNAL07	BRHMALIC	
	BRHMALPO		ANTNALCB	ASHVILLE	AHVLALXA
	BRHMALWD		ANTNALLE	ATHENS	ATHNALCF
	BRHNAL04		ANTNALMT		ATHNALER
	BRHNALWN		ANTNALOX		ATHNALMA
	ALBERTA	ALBRALXA	BRHMAL16		HNVIAL03
	ALBERTVL	ALVLALMA	BRHMAL41		HNVIAL15
BRHMAL41		BRHMALGE		HNVIAL18	
BRHMALMT		BRHMALHR		HNVIALCA	
GDSDAL04		BRHMALIC		HNVIALDY	
GDSDALMT		BRHMALMT		HNVIALOD	
RNVLALAA		BRHMALPO		HNVIALQU	
ALEXANDRCY		BRHMALQA		HNVIALUN	
ALCYAL07		BRHMALRT	ATMORE	ATMRALXA	
ALCYALAY		BRHMALXB		MOBLAL02	
ALCYALMT		BRHMALXS		MOBLAL36	
BRHMAL16	BRHNAL04		MOBLALAZ		
BRHMALHR	OXFRAL99		MOBLALIH		
BRHMALIC	ARAB	ARABAL04	ATTALLA	ANTNALCB	
BRHMALMT		ARABALAP		ATTLALNM	
BRHMALWD		ARABALXA		BRHMALMT	
BRHNAL04		ARMRALXA		BRHMALPO	
CLANALAH	ARDMORE	NSVLTNWM		GDSDAL04	
				GDSDALMT	
				ONNTALAI	

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI
AUBURN	AUBNAL03	BIRMINGHAM	BRHMAL16	BLOUNTSVL	ARABAL04
	AUBNALMA		BRHMAL41		BUVLALXA
	DTHNALJK		BRHMALCH	BOAZ	ANTNALCB
	MTGMAL10		BRHMALCP		BOAZALMA
	MTGMAL11		BRHMALEL		BRHMAL41
	MTGMAL13		BRHMALEN		BRHMALMT
	MTGMALIR		BRHMALEW		BRHMALQA
	MTGMALMT		BRHMALFC		GDSDAL04
	OPLKALCU		BRHMALFO		GDSDALMT
BANKS	BNKSALXA		BRHMALFS	BON SECOUR	BNSCALXA
BAYMINETTE	BYMNALMA		BRHMALGE	BRANTLEY	BTLYALXA
	MOBLAL02		BRHMALHR		DTHNALAW
	MOBLAL41		BRHMALHW		ENTRAL05
	MOBLALAZ		BRHMALIC		ENTRALAI
	ORBHAL02		BRHMALMT		MTGMALLT
BAYOUBATRE	BLBTALXA		BRHMALOM	BREWTON	BRTOALMA
	MOBLALAZ		BRHMALOX		MOBLAL02
BEATRICE	BTRCALXA		BRHMALPO		MOBLAL07
BELLEFONTN	BLFNALMA		BRHMALQA		MOBLALAZ
	MOBLAL35		BRHMALRC		MOBLALIH
	MOBLALAZ		BRHMALTA	BRIDGEPORT	BRPTALMA
	MOBLALIH		BRHMALVA		CHTGTNGZ
BERRY	BRRYALXA		BRHMALWD		CHTGTNMA
BESSEMER	BRHMAL16		BRHMALWE	BRILLIANT	BRILALXA
	BRHMALFC		BRHMALWL	BRUNDIDGE	BRNDALXA
	BRHMALHR		BRHMALXB		ENTRAL05
	BRHMALHW		BRHMALXS		ENTRALAI
	BRHMALMT		BRHNAL04	BRYANT	BRYNALXA
	BRHMALPO		BRHNALWN	BUTLER	BRHMALMT
	BRHMALQA		BRHOALGJ		BTLRALXA
	BRHMALWD		BRHOALQK		CLANALAH
	BRHMALXB		BSMRALHT		TSCLALBX
	BRHNAL04				
	BRHNALWN				
	BSMRALBP				
	BSMRALBU				
	BSMRALHT				
	BSMRALMA				

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI
CALERA	BRHMAL16	CHEROKEE	BARTALXA
	BRHMALHW		CHRKALXA
	BRHMALPO		MGRMALXA
	BRHMALWD	CHILDERSBG	BRHMALMT
	BRHNALWN		BRHMALPO
	CALRALMA		BRHMALWD
CAMDEN	CMDNALXA		CHBGALMA
CAMP HILL	CMPHALXA	CHULAFINNE	CHLFALXA
CARBONHILL	BRHMAL16	CITRONELLE	CTRNALNM
	BRHMALMT		MOBLAL41
	BRHMALWD		MOBLALAZ
	CRHLALNM	CLANTON	BRHMAL16
CARROLLTON	BRHMALQA		BRHMALGE
	BRHMALXS		BRHMALHR
	CLANALAH		BRHMALMT
	CRTNALXA		BRHMALQA
CASTLEBRY	CSTLALXA		BRHMALWD
CATHERINE	CTHRALXA		BRHNAL04
CEDARBLUFF	CDRBALXA		CLANALAH
CENTRE	CNTRALXE		CLANALAQ
	RNVLALAA		CLANALMA
CENTREVL	BRHMAL16	CLAYTON	CYTNALMA
	BRHMALHW		MTGMAL13
	BRHMALIC		MTGMALGM
	BRHMALMT		MTGMALLT
	BRHMALWD		MTGMALMT
	CLANALAH	CLEAR SPG	CNTMFLLE
	CNVIALMA		PNSCFLWA
	TSCLALBX	CLIO	CLIOALXA
CHATOM	CHTMALXA		DTHNALAV
	MOBLALMT	COFFEEVL	CFVLALXA
CHELSEA	BRHMAL16	COLLINSVL	COVLALXA
	BRHMAL41	COLUMBIA	CLMAALXA
	BRHMALFC	COLUMBIANA	BRHMAL16
	BRHMALHW		BRHMAL41
	BRHMALPO		BRHMALHW
	BRHMALWD		BRHMALPO
	BRHNAL04		BRHMALWD
	BRHNALWN		CLMBALMA
	CHLSALMA		

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI		
CORDOVA	BRHMAL16	DECATUR	DCTRALMT	DOUBLE SPG	BRHMAL16		
	BRHMALMT		HNVIAL03		BRHMALQA		
	BRHMALWD		HNVIAL15		DBSPALXA		
COTTONWOOD	CRDVALMA	DEER PARK	HNVIAL18	DOZIER	DOZRALXA		
	ASFRALXA		HNVIAL96	ECHO	DTHNAL17		
	DTHNAL17		HNVIALCA	ECLECTIC	ECHOALXA		
COURTLAND	CRLDALMA	HNVIALDY	DTHNAL17				
	HNVIAL03	HNVIALOD	ECLCAL02				
	HNVIALUN	HNVIALQU	ECLCALXA				
CROSSVILLE	CNTRALXE	DEMOPOLIS	HNVIALUN	ELBERTA	MTGMAL10		
	CSVLALXA		CHTMALXA		MTGMALMT		
	CULLMAN		DELTA		ELBA	DTHNAL17	
CULLMAN	CLMNALCC	DORCHESTER	DELTALXA	ENTERPRISE	ELBAALXA		
	CLMNALFA		DMPLALMA		ENTRALCR		
	CLMNALJC		DTHNALJK		ELBERTA	ELBTALXA	
	CLMNALMA		ENTRAL05		ELBTALXB		
	HNVIAL03		MTGMAL13		ELK MONT	ELMTALXA	
	HNVIAL15		MTGMALIR		ENTERPRISE	DTHNAL04	
	HNVIAL18		MTGMALLT			DTHNAL17	
	HNVIAL96		MTGMALMT			DTHNALAW	
	HNVIALCA		SELMALAG			DTHNALJK	
	HNVIALDY		DETROIT			DTHNALXA	
	HNVIALQU		DIXONS ML			ENTRAL05	
	HNVIALUN		DORA			ENTRALAI	
	DADEVILLE		ALCYAL07			BRHMAL16	ENTRALCR
	ALCYALAY		BRHMALMT			BRHMALPO	ENTRALXA
	BRHMAL16		BRHMALWD			BRHNAL04	MTGMAL13
BRHMALMT	BRHNAL04	DORAALMA	MTGMALGM				
BRHMALPO	DORAALMA	DOTHAN	MTGMALIR				
BRHMALWD	ASFRALAC	ASFRALAC	MTGMALMT				
CLANALAH	DTHNAL04	DTHNAL04	ETVVALXA				
DDVLALMA	DTHNAL17	DTHNAL17	DTHNALJK				
DALEVILLE	DLVLALXA	DTHNALAF	ENTRAL05				
DTHNAL04	DTHNALAV	DTHNALAV	EUFLALMA				
DTHNAL17	DTHNALAW	DTHNALAW	MTGMAL10				
DTHNALAV	DTHNALBD	DTHNALBD	MTGMAL11				
DTHNALAW	DTHNALBF	DTHNALBF	MTGMAL13				
DTHNALFP	DTHNALFP	DTHNALFP	MTGMALGM				
DTHNALJK	DTHNALXA	DTHNALXA	MTGMALLT				
DTHNALXA	ENTRAL05	ENTRAL05	MTGMALMT				
ENTRAL05	ENTRALAI	ENTRALAI	OPLKALAF				
DAUPHIN IS	DPISALXA	MTGMALMT					

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI		
EUTAW	BRHMAL16	FLORALA	CRVWFLXA	FOWL RIVER	FWRVALXA		
	BRHMALHW		FLRLALXA	FRANCISCO	HNLDTNMA		
	BRHMALIC		PNSCFLFN		NSVLTNWM		
	BRHMALMT		FLORENCE	FLRNAL15	FRANKVILLE	MLRYALXA	
	BRHMALWD			FLRNALMA	FREDONIA	FRDNALXA	
	BRHMALXS			HNVIAL03	FRISCO CITY	FRCYALXA	
	CLANALAH			HNVIAL15	FRUITDALE	CHTMALXA	
	EUTWALBO			HNVIAL18	FRUITHURST	ATLNGABU	
	EUTWALMA			HNVIAL96		ATLNGAHP	
	TSCALBX			HNVIALCA		TLLPGAES	
	EVERGREEN		EVRGALMA	FOLEY	HNVIALUN	FT DEPOSIT	FTDPALMA
			MOBLAL02		FOLYALAR		HYVLALXA
			MOBLALAZ		FOLYALXA		MTGMAL10
			MOBLALIH		FOLYALXB		MTGMALLT
MOBLALMT		MOBLAL07		MTGMALMT			
EXCEL	EXCLALXA		MOBLAL10	FYFFE	FYFFAL01		
FAIRHOPE	FRHPALMA		MOBLAL36		FYFFALXA		
	MOBLAL02		MOBLAL41	GADSDEN	BRHMAL41		
	MOBLAL41		MOBLALAZ		BRHMALGE		
	MOBLAL97		MOBLALIH		BRHMALHR		
	MOBLALAZ	FORESTHOME	DTHNALAW		BRHMALIC		
	MOBLALNH		FRHMALXA		BRHMALMT		
	ORBHAL02		MTGMAL10		BRHMALPO		
FALKVILLE	FLVLALXA	FORT DAVIS	FTDVALXA		BRHMALQA		
FAYETTE	BRHMAL16	FORT PAYNE	ANTNAL07		BRHMALXS		
	BRHMALFC		BRHMALMT		BRHNAL04		
	BRHMALQA		BRHMALPO		GSDAL04		
	CLANALAH		BRHMALQA		GSDALHS		
	FYTTALXA		FTPYALMA		GSDALMT		
	FINCHBURG	FNBGALXA		GSDAL04		GSDALRD	
	MOBLAL02		GSDALMT	GANTT	GNTTALXA		
	MOBLALIH		RNVLALAA	GARDENDALE	BRHMAL16		
FLAT ROCK	FLRKALXA	FORTMORGAN	FOLYALAR		BRHMAL41		
FLATWOOD	FLWDALXA		FTMRALXA		BRHMALHW		
FLOMATON	FMTNALMT		FTMRALXB		BRHMALMT		
	MOBLAL02		MOBLALAZ		BRHMALPO		
	MOBLAL11		MOBLALIH		BRHMALQA		
	MOBLALAZ				BRHMALWD		
	MOBLALNH				BRHNAL04		
					BRHNALWN		
					GRDLALNM		

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI
GAYLESVL	GLVLALXA	GRAYSVILLE	BRHMAL16
GENEVA	DTHNAL17		BRHMAL41
	DTHNALAW		BRHMALMT
	DTHNALFP		BRHMALPO
	ENTRAL05		BRHMALWD
	ENTRALAI		BRHMALXB
	GENVALXA		BRHNAL04
	MTGMAL10		BRHNALWN
	MTGMAL13		GYVLALNM
GEORGIANA	ENTRAL05	GREENSBORO	ENTRAL05
	ENTRALAI		GNBOALMA
	GNVLAL07		MTGMAL13
	GRGNALXA		MTGMALIR
	MTGMAL10		MTGMALLT
	MTGMALGM		MTGMALMT
GERALDINE	GLDNALXA		SELMALAG
	RNVLALAA	GREENVILLE	DTHNAL17
GILBERTOWN	GLTWALXA		DTHNALFP
GOODWATER	BRHMALMT		DTHNALJK
	BRHMALWD		ENTRAL05
	GDWRALMA		ENTRALAI
GORDO	BRHMALMT		GNVLALXA
	GORDALXA		HYVLALXA
GORDON	ASFRALXA		MTGMAL10
	DTHNAL17		MTGMAL13
GORDONSVL	GOVLALXA		MTGMALGM
GOSHEN	GSHNALXA		MTGMALMT
GOSPORT	GSPTALXA	GROVE HILL	GVHLALXA
GRAND BAY	GDBAALXA		MOBLALMT
	MOBLALAZ	GUIN	BRHMALQA
GRANT	GRNTALXA		GUINALXA
GRAYSON	GYSNALXA	GULFSHORES	GLSHALXA
			GLSHALXB
			MOBLALAZ
			MOBLALEA
			MOBLALIH
			MOBLALNH
			ORBHAL02

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI	
GUNTERSVL	BRHMALMT	HAYNEVILLE	HYVLALXA	HUXFORD	ATMRALXA	
	BRHMALPO	HAZELGREEN	HNVAL03		HXFRALXA	
	BRHMALQA		HNVALQU	IRNGTNSTEL	IRSEALXA	
	BRHMALXS		HNVALUN		MOBLALAZ	
	GDSDAL04		HZGRALMA	JACKSON	JCSNALNM	
	GDSDALMT	HEADLAND	DTHNAL17		MOBLAL02	
	GTVLALNM		DTHNALFP		MOBLAL36	
	GTVLALRT		HDLDALXA		MOBLALAZ	
GURLEY	GRLYALMA	HEFLIN	BRHMALIC		MOBLALIH	
	HNVAL03		HFLNALXA		MOBLALMT	
	HNVALUN	HENAGAR	HNGRALXA	JACKSONVL	ANTNALCB	
HACKLEBURG	HCBGALXA			ANTNALMT		
HALEYVILLE	BRHMAL16	HOLTVILLE	HLVIALMA		BRHMALMT	
	BRHMALFC		MTGMAL10		BRHMALPO	
	BRHMALMT		MTGMAL13		JCVLALMA	
	BRHMALQA		MTGMALLT	JASPER	BRHMAL16	
	HLVLALXA		MTGMALMT		BRHMAL41	
	HAMILTON	BRHMALFC	HOMEWOOD	BRHMALHW		BRHMALIC
	BRHMALMT	HUGULEY	HUGULEY	HGLYALXA		BRHMALMT
	HMTNALXA	HUNTSVILLE	HNVAL03		BRHMALQA	
HANCEVILLE	CLMNALCC		HNVAL15		BRHMALWD	
	HNVAL03		HNVAL18		BRHMALXB	
	HNVALQU		HNVAL96		BRHMALXS	
	HNVALUN		HNVALCA		BRHNAL04	
	HNVLALBR		HNVALDY		BRHOALQK	
	HNVLALNM		HNVALLW		JSPRAL10	
	HARTFORD	HRFRALXA		HNVALMT		JSPRALMT
	MTGMAL10		HNVALOD	JEMISON	BRHMALIC	
MTGMALGM		HNVALPW		CLANALAQ		
HARTSELLE	HNVAL03		HNVALQU		JMSNALXA	
	HNVAL15		HNVALRW	KENNEDY	KNDYALXA	
	HNVALQU		HNVALUN	KILLEN	HNVAL03	
	HNVALUN		HNVALXA		HNVALUN	
	HRTSALNM		NWHPALXA		KLLNALMA	
HRTSALPE	HURTSBORO	HRBOALOM		KINSTON	ENTRAL05	
		MTGMALLT			ENTRALAI	
		MTGMALMT			KSTNALXA	

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI
KOWALIGA	KWLGALXA	LIVINGSTON	BRHMAL16	MAPLESVL	MPVLALMA
	MTGMAL10		BRHMALHW		MTGMAL13
LAFAYETTE	ENTRAL05		BRHMALMT		MTGMALLT
	LFYALRS		BRHMALQA	MARION	MTGMALMT
	MTGMAL13		BRHMALWD		ENTRAL05
	MTGMALLT		BRHMALXS		MARNALNM
	MTGMALMT		BRHOALQK		MTGMAL13
	SELMALAG		CLANALAH		MTGMALGM
LANGDALE	LNDLALXA		LVTNALLA		MTGMALGY
	NRCRGAOX	LOUISVILLE	DTHNALAV		MTGMALLT
LAPINE	RAMRALXA		LSVLALXA		MTGMALMT
LECTA	LECTALXA	LOWNDESBO	LWBOALXA		SELMALAG
LEEDS	BRHMAL16	LOXLEY	LXLYALXA	MARLOW	MRLWALXA
	LEDSAL09		LXLYALXB	MASSEY	MSSYALXA
	LEDSALXA		MOBLALAZ	MCCULLOUGH	MCCLALXA
	LEDSALXB	LUVERNE	DTHNALAW		MOBLALIH
LEESBURG	LSBGALXA		DTHNALXA	MCINTOSH	MCINALMA
LEIGHTON	HNVIAL03		ENTRAL05		MOBLAL02
	HNVIALUN		ENTRALAI		MOBLAL36
	LGTNALMA		LVRNALXA		MOBLALAZ
LEXINGTON	HNVIAL03		MTGMALGM		MOBLALIH
	HNVIALUN		MTGMALLT	MCKENZIE	GNVLAL07
	LXTNALMA		MTGMALMT	MELVIN	MCKNALXA
LILLIAN	LLNALXA	LYNN	LYNNALXA	MENTONE	QTMNMSMA
	LLNALXB	MADISON	HNVIAL03		MENTALXA
	MOBLALAZ		HNVIALDY		VYHDAL01
LINCOLN	ANTNALMT		HNVIALOD	MIDLAND CY	DTHNALAV
	BRHMALWD		HNVIALQU		DTHNALAW
	LNCLALXA		HNVIALUN		DTHNALFP
LINDEN	ENTRAL05		HNVIALXA		DTHNALXA
	LNDNALMA		MDSNALNM		MLCYALXA
	MTGMAL13	MAGNOLISPG	MGSPALXA	MIDWAY	MTGMAL13
	MTGMALLT		MOBLALAZ	MILLPORT	MDWYALXA
	MTGMALMT			MILLRY	MLPTALXA
	SELMAL04				MLRYALXA
	SELMALAG				
LINEVILLE	LNVLALXA				
LISMAN	LSMNALXA				

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI
MOBILE	MOBLAL02	MONTGOMERY	DTHNALJK	NEWTON	DTHNAL17
	MOBLAL07		MTGMAL10		NWTNALXA
	MOBLAL10		MTGMAL11	NEWVILLE	DTHNAL17
	MOBLAL11		MTGMAL13		DTHNALAV
	MOBLAL35		MTGMAL31		DTHNALAW
	MOBLAL36		MTGMALDA		NWVIALXA
	MOBLAL41		MTGMALGM	NOTASULGA	MTGMAL11
	MOBLAL97		MTGMALGY		NTSLALXA
	MOBLALAP		MTGMALIR	OAKLAND	CLMBGAMT
	MOBLALAZ		MTGMALLT		LGRNGAMA
	MOBLALBF		MTGMALMB	OAKMAN	OKMNALXA
	MOBLALEA		MTGMALMT	ODEN RIDGE	ODRGALXA
	MOBLALIH		MTGMALNO	ODENVILLE	ODVLALXA
	MOBLALMT		MTGMALUE	OHATCHEE	ANTNALCB
	MOBLALMZ	MORGANCITY	MRCYALXA		ANTNALMT
	MOBLALNH	MOULTON	HNVIAL03		BRHMALMT
	MOBLALOS		HNVIALUN		BRHMALPO
	MOBLALPR		MOLTALNM		BRHMALXB
	MOBLALSA	MOUNDVILLE	MNVLALXA		OHTCALMA
	MOBLALSE		TSLALBX	ONEONTA	ARABAL04
	MOBLALSF	MRNSCRSRDS	MRCRALXA		ARABALAP
	MOBLALSH	MT VERNON	MOBLALAZ		BRHMALFC
	MOBLALSK		MTVRALMA		ONNTALAI
	MOBLALTH	MUNFORD	ANTNALCB		ONNTALXA
	ORBHAL02		ANTNALMT	OPELIKA	ENTRAL05
MONROEVL	MOBLAL02		BRHMALMT		MTGMAL13
	MOBLALIH		MNFDALMA		MTGMALIR
	MOVLALXA	NANAFALIA	NNFLALXA		MTGMALMT
MONTEVALLO	BRHMAL16	NAUVOO	NAUVALXA		OPLKALAF
	BRHMALMT	NECTAR	ARABAL04		OPLKALCU
	BRHMALPO		NCTRALXA		OPLKALMT
	BRHMALWD	NEEDHAM	NDHMALXA	OPP	DTHNAL17
	BRHNALWN	NEW HOPE	NWHPALXA		DTHNALJK
	MNTVALNM	NEW MARKET	HNVIALUN		OPP ALXA
			NWMRALXA	ORANGE BCH	MOBLALAZ
		NEWBROCKTN	NWBCALXA		ORBHALXA
					ORBHALXC
					ORBHALXD

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI
ORRVILLE	ORVLALXA	PHILCMPBLL	PHBLALXA	REPTON	RPTNALXA
OWNSCRSRDS	OCRDALXA	PIEDMONT	ANTNALCB	RINEHART	RNHRALXA
OZARK	DTHNAL04		ANTNALMT	ROANOKE	MTGMAL13
	DTHNAL17		BRHMALMT		RONKAL06
	DTHNALAF		PDMTALMA		RONKALXA
	DTHNALFP	PINE APPLE	PNAPALXA		SELMALAG
	ENTRAL05	PINE HILL	PNHLALXA	ROBERTSDL	MOBLALAZ
	ENTRALAI	PINE LEVEL	RAMRALXA		RBDLALXA
	MTGMAL13	PINSON	BRHMAL16		RBDLALXB
	MTGMALMT		BRHMAL41	ROCK MILLS	RCMLALXA
	OZRKALXA		BRHMALMT	ROCKFORD	RCFRALXA
PANOLA	PANLALXA		BRHMALPO	ROGERSVL	HNVIAL03
PARRISH	BRHMAL16		BRHMALWD		HNVIALOD
	BRHMALMT		PNSNALMA		HNVIALUN
	BRHMALWD	PISGAH	FYFFAL01		RRVLALMA
	PRSHALNM		PSGHALXA	RUSSELLVL	HNVIAL03
PELL CITY	BRHMALHR	PRATTVILLE	MTGMAL13		HNVIAL15
	BRHMALMT		MTGMALIR		HNVIALOD
	BRHMALQA		MTGMALLT		HNVIALUN
	BRHMALWD		MTGMALMT		RLVLALMA
	BRHMALXB		PRVLALMA	SAMSON	DTHNALAW
	PLCYALAH	RAGLAND	RGLDALXA		MTGMAL10
	PLCYALAX	RAINSVILLE	FYFFAL01		SMSNALXA
	PLCYALXA		RNVLALAA	SAND ROCK	RNVLALAA
PENNINGTON	PNTNALXA		RNVLALXA		SNRCALXA
PEROTE	PROTALXA	RAMER	RAMRALXA	SCOTTSBORO	HNVIAL03
PETERMAN	ATMRALXA	RANBURNE	ATLNGABU		HNVIAL15
	PTMNALXA		ATLNGAHP		HNVIALCA
PHENIXCITY	ATLNGAHP		BWDNGAMA		HNVIALUN
	ATLNGAQS	RED BAY	HNVIAL03		SCBOALXA
	CLMBGAFN		HNVIALUN		SECTALAE
	CLMBGAMT		RDBAALMA	SECTION	SECTALAE
	CLMBGAQK	RED LEVEL	RDLVALXA		SECTALXA
	PHCYALCM	REFORM	BRHMALMT		
	PHCYALFM		RFRMALXA		
	PHCYALMA				

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI	
SELMA	DTHNALJK	SWEETWATER	SWWRALXA	THORSBY	BRHMALMT	
	ENTRAL05		SYLACAL07		THRSALXA	
	MTGMAL10		BRHMAL16	TOWN CREEK	HNVIAL03	
	MTGMAL13		BRHMALHR		HNVIALUN	
	MTGMALGM		BRHMALIC		TWCKALMA	
	MTGMALIR		BRHMALMT	TROY	DTHNAL17	
	MTGMALLT		BRHMALPO		DTHNALJK	
	MTGMALMT		BRHMALQA		ENTRAL05	
	SELMAL04		BRHMALWD		ENTRALAI	
	SELMALAG		BRHMALXS		MTGMAL13	
	SELMALMT		CLANALAH		MTGMALGM	
	SEMINOLE	MOBLAL36		SYLCALMT		MTGMALIR
		SMNLALXA	TALLADEGA	TSCLALBX		MTGMALLT
SMNLALXB		ANTNAL07			MTGMALMT	
SHAWMUT	SHWMALXA		ANTNALCB		MTGMALUE	
SHEFFIELD	HNVIAL03		ANTNALMT		SELMALAG	
	HNVIAL96		BRHMAL41		TROYALCM	
	HNVIALUN		BRHMALIC		TROYALMA	
	SHFDALMT		BRHMALMT	TRUSSVILLE	BRHMALMT	
SILAS	MLRYALXA		BRHMALPO		BRHMALWD	
SKYLINE	SKLNALXA		BRHMALQA		BRHNAL04	
SLOCOMB	DTHNAL17		BRHMALXS		TSVLALXA	
	ENTRAL05		CLANALAH	TUSCALOOSA	BRHMAL16	
	ENTRALAI		TLDGALBN		BRHMAL41	
	MTGMAL10		TLDGALMA		BRHMALGE	
	SLCMALXA		TLDGALRF		BRHMALHR	
SNEAD	SNEDALXA	TALLASSEE	DTHNALFP		BRHMALHW	
SPRINGVL	SPVLALXA		MTGMAL10		BRHMALIC	
STEVENSON	CHTGTN09		MTGMAL11		BRHMALMT	
	CHTGTNGZ		TLLSALXA		BRHMALQA	
	STSNALMA	THOMASTON	MTGMAL13		BRHMALXS	
SULLIGENT	SLGNALXA		THMTALXA		BRHNAL04	
SUMMERDALE	SRDLALXA	THOMASVL	MTGMAL13		TSCLALBX	
	SURFSIDE		MTGMALGM		TSCLALDH	
	PLCYALXA		MTGMALIR		TSCLALMT	
			MTGMALLT		TSCLALNO	
			MTGMALMT			
			THVLALMA			

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - SERVICE AREAS, (CONT'D.)

3.4 Service Areas by CLLI (Cont'd.)

LOC NAME	CLLI	LOC NAME	CLLI	LOC NAME	CLLI
TUSKEGEE	DTHNALJK	W BLOCTON	BRHMAL16	WING	FLRLALXA
	MTGMAL11		BRHMALHW	WOODLAND	WDLDALXA
	MTGMAL13		BRHMALPO	YORK	BRHMAL16
	MTGMALGM		BRHMALWD		BRHMALGE
	MTGMALLT		WBTNALNM		BRHMALHW
	MTGMALMT	WADLEY	WDLYALXA		BRHMALWD
	MTGMALUE	WALNUT GRV	BRHMALIC		YORKALMA
	TSKGALMA		WLGVALXA		
UNION SPG	UNSPALXA	WARRIOR	BRHMAL16		
UNIONGROVE	UNGVALXA		BRHMALMT		
UNIONTOWN	ENTRAL05		BRHMALPO		
	MTGMAL13		BRHMALWD		
	MTGMALLT		BRHNAL04		
	MTGMALMT		WRRRALNM		
	SELMALAG	WEDOWEE	ANTNAL07		
	UNTWALNM		BRHMAL16		
URIAH	URIHALXA		BRHMALIC		
VALLEYHEAD	GSDDALMT		WEDWALXA		
	VYHDALXA	WEST POINT	CLMBGADH		
VERNON	BRHMALXS		WSPNGA08		
	CLANALAH		WSPNGAXA		
	HLVLALXA	WETUMPKA	MTGMAL10		
	VERNALXA		MTGMAL13		
VETO	NSVLTNMW		MTGMALIR		
	NSVLTNWM		MTGMALLT		
	NSVMTN17		MTGMALMT		
	PLSKTNMA		WTMPALMA		
VINCENT	BRHMAL16	WHORTON	WHTNALXA		
	BRHMALHW	WICKSBURG	WCBGALXA		
	BRHMALPO	WINFIELD	BRHMALFC		
	BRHMALWD		BRHMALMT		
	BRHNALWN		TSCLALBX		
	VNCNALMA		WNFDALAW		
VREDENBG	VRBGALXA		WNFDALXA		

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - NONRECURRING CHARGES AND SERVICE CHARGES

4.1 Nonrecurring Service Charges

4.1.1 General Description

Nonrecurring charges apply to each line installed for the Customer. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Changeover Charge applies in lieu of the nonrecurring charges listed in the table below.

<u>Installation Types:</u>	<u>Non-Recurring Charge:</u>
Line Installation incl. jack/wiring	\$165.00
Line Installation incl. jack/wiring	\$60 ea. Add'l ½ hour

4.2 Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this Price Guide.

<u>Order Types:</u>	<u>Non-Recurring Charge:</u>
Feature Add or Change	\$10.00 per Order
Basic Service Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Invoice Change	\$60.00 per Order
Transfer of Service	\$60.00 per Order
TN Change	\$10.00 per Order
Line Signaling Change	\$25.00 per Order
Vanity Number Search	\$25.00 per Order
Establishing Dual Service	\$60.00 per Order
Expedite Service Charge (LWC/UNE)	\$60.00 per Order

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - NONRECURRING CHARGES AND SERVICE CHARGES (CONT'D.)

4.3 Maintenance Visit Charges

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

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

<u>Charge Types:</u>	<u>Non-Recurring Charge:</u>
Premise Work Charge	\$139.00
Initial Hour (time & materials)	\$165.00
Trouble Determination (per request)	\$100.00
Each Additional 30 minute increment	\$60.00
Each Additional Jack & Wiring (existing Customer)	\$65.00

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - NONRECURRING CHARGES AND SERVICE CHARGES (CONT'D.)

4.4 Restoration of Suspended Service

The following Service and Equipment Charge will apply for restoring service after its temporary suspension by the Company, as covered in the Rules and Regulations of this Price Guide.

	<u>Residence</u>	<u>Business</u>
Per occasion initial line	\$26.00	\$48.00
Per occasion additional line	\$26.00	\$15.00
Per occasion pay phone	\$0.00	\$25.00

In addition to the Service and Equipment Charge, the Customer will be required to pay all charges due, including the charges for the period of denial.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES

5.1 BirchNet Basic Line

5.1.1 BirchNet Basic Line is equipped with:

Basic Line
 Unlimited Local, Intra-LATA Long Distance
 Caller ID – Name and Number
 Call Waiting
 Hunting (business only)

5.1.2 Rates and Charges

A. Monthly Recurring Charges

1. Business

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
ALBSALMA	\$53.95	\$51.95	\$48.95	BRHMALCP	\$53.95	\$51.95	\$48.95
ALCYALMT	\$64.95	\$63.95	\$63.95	BRHMALEL	\$53.95	\$51.95	\$48.95
ALVLALMA	\$64.95	\$63.95	\$63.95	BRHMALEN	\$53.95	\$51.95	\$48.95
ANTNALCB	\$64.95	\$63.95	\$63.95	BRHMALEW	\$53.95	\$51.95	\$48.95
ANTNALLE	\$64.95	\$63.95	\$63.95	BRHMALFO	\$53.95	\$51.95	\$48.95
ANTNALMT	\$53.95	\$51.95	\$48.95	BRHMALFS	\$53.95	\$51.95	\$48.95
ANTNALOX	\$64.95	\$63.95	\$63.95	BRHMALHW	\$53.95	\$51.95	\$48.95
ATHNALER	\$85.95	\$84.95	\$84.95	BRHMALMT	\$53.95	\$51.95	\$48.95
ATHNALMA	\$64.95	\$63.95	\$63.95	BRHMALOM	\$53.95	\$51.95	\$48.95
ATTLALNM	\$64.95	\$63.95	\$63.95	BRHMALOX	\$53.95	\$51.95	\$48.95
AUBNALMA	\$53.95	\$51.95	\$48.95	BRHMALRC	\$53.95	\$51.95	\$48.95
BLFNALMA	\$64.95	\$63.95	\$63.95	BRHMALTA	\$53.95	\$51.95	\$48.95
BOAZALMA	\$64.95	\$63.95	\$63.95	BRHMALVA	\$53.95	\$51.95	\$48.95
BRHMALBH	\$53.95	\$51.95	\$48.95	BRHMALWD	\$53.95	\$51.95	\$48.95
BRHMALCH	\$53.95	\$51.95	\$48.95				

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
BRHMALWE	\$53.95	\$51.95	\$48.95	DDVLALMA	\$85.95	\$84.95	\$84.95
BRHMALWL	\$53.95	\$51.95	\$48.95	DMPLALMA	\$64.95	\$63.95	\$63.95
BRHNAL04	\$64.95	\$63.95	\$63.95	DORALMA	\$64.95	\$63.95	\$63.95
BRPTALMA	\$64.95	\$63.95	\$63.95	EUFLALMA	\$64.95	\$63.95	\$63.95
BRTOALMA	\$85.95	\$84.95	\$84.95	EUTWALBO	\$85.95	\$84.95	\$84.95
BSMRALBP	\$85.95	\$84.95	\$84.95	EUTWALMA	\$85.95	\$84.95	\$84.95
BSMRALBU	\$64.95	\$63.95	\$63.95	EVRGALMA	\$85.95	\$84.95	\$84.95
BSMRALHT	\$53.95	\$51.95	\$48.95	FLRNALMA	\$64.95	\$63.95	\$63.95
BSMRALMA	\$85.95	\$84.95	\$84.95	FMTNALMT	\$85.95	\$84.95	\$84.95
BYMNALMA	\$64.95	\$63.95	\$63.95	FRHPALMA	\$53.95	\$51.95	\$48.95
CALRALMA	\$64.95	\$63.95	\$63.95	FTDPALMA	\$85.95	\$84.95	\$84.95
CHBGALMA	\$85.95	\$84.95	\$84.95	FTPYALMA	\$64.95	\$63.95	\$63.95
CHLSALMA	\$85.95	\$84.95	\$84.95	GDSDALHS	\$64.95	\$63.95	\$63.95
CLANALMA	\$64.95	\$63.95	\$63.95	GDSDALMT	\$53.95	\$51.95	\$48.95
CLMBALMA	\$85.95	\$84.95	\$84.95	GDSDALRD	\$64.95	\$63.95	\$63.95
CLMNALFA	\$85.95	\$84.95	\$84.95	GDWRALMA	\$85.95	\$84.95	\$84.95
CLMNALJC	\$64.95	\$63.95	\$63.95	GNBOALMA	\$85.95	\$84.95	\$84.95
CLMNALMA	\$85.95	\$84.95	\$84.95	GRDLALNM	\$53.95	\$51.95	\$48.95
CNVIALMA	\$64.95	\$63.95	\$63.95	GRLYALMA	\$85.95	\$84.95	\$84.95
CRDVALMA	\$85.95	\$84.95	\$84.95	GTVLALNM	\$64.95	\$63.95	\$63.95
CRHLALNM	\$85.95	\$84.95	\$84.95	GYVLALNM	\$64.95	\$63.95	\$63.95
CRLDALMA	\$85.95	\$84.95	\$84.95	HLVIALMA	\$85.95	\$84.95	\$84.95
CTRNALNM	\$85.95	\$84.95	\$84.95	HNVIAL03	\$85.95	\$84.95	\$84.95
CYTNALMA	\$53.95	\$51.95	\$48.95	HNVIALDY	\$85.95	\$84.95	\$84.95
DCTRALMT	\$53.95	\$51.95	\$48.95	HNVIALLW	\$53.95	\$51.95	\$48.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
HNVALMT	\$53.95	\$51.95	\$48.95	MOBLALAZ	\$53.95	\$51.95	\$48.95
HNVALPW	\$53.95	\$51.95	\$48.95	MOBLALBF	\$53.95	\$51.95	\$48.95
HNVALRA	\$53.95	\$51.95	\$48.95	MOBLALOS	\$53.95	\$51.95	\$48.95
HNVALRW	\$53.95	\$51.95	\$48.95	MOBLALPR	\$53.95	\$51.95	\$48.95
HNVALUN	\$53.95	\$51.95	\$48.95	MOBLALSA	\$64.95	\$63.95	\$63.95
HNVLALBR	\$85.95	\$84.95	\$84.95	MOBLALSE	\$64.95	\$63.95	\$63.95
HNVLALNM	\$85.95	\$84.95	\$84.95	MOBLALSF	\$53.95	\$51.95	\$48.95
HRBOALOM	\$85.95	\$84.95	\$84.95	MOBLALSH	\$53.95	\$51.95	\$48.95
HRTSALNM	\$64.95	\$63.95	\$63.95	MOBLALSK	\$53.95	\$51.95	\$48.95
HRTSALPE	\$85.95	\$84.95	\$84.95	MOBLALTH	\$53.95	\$51.95	\$48.95
HZGRALMA	\$64.95	\$63.95	\$63.95	MOLTALNM	\$85.95	\$84.95	\$84.95
JCSNALNM	\$85.95	\$84.95	\$84.95	MPVLALMA	\$85.95	\$84.95	\$84.95
JCVLALMA	\$64.95	\$63.95	\$63.95	MTGMAL13	\$53.95	\$51.95	\$48.95
JSPRALMT	\$64.95	\$63.95	\$63.95	MTGMAL31	\$53.95	\$51.95	\$48.95
KLLNALMA	\$85.95	\$84.95	\$84.95	MTGMALDA	\$53.95	\$51.95	\$48.95
LFYTALRS	\$85.95	\$84.95	\$84.95	MTGMALMB	\$64.95	\$63.95	\$63.95
LGTNALMA	\$85.95	\$84.95	\$84.95	MTGMALMT	\$53.95	\$51.95	\$48.95
LNDNALMA	\$85.95	\$84.95	\$84.95	MTGMALNO	\$53.95	\$51.95	\$48.95
LVTNALLA	\$85.95	\$84.95	\$84.95	MTVRALMA	\$85.95	\$84.95	\$84.95
LVTNALMA	\$85.95	\$84.95	\$84.95	OHTCALMA	\$85.95	\$84.95	\$84.95
LXTNALMA	\$85.95	\$84.95	\$84.95	OPLKALMT	\$64.95	\$63.95	\$63.95
MARNALNM	\$85.95	\$84.95	\$84.95	PDMTALMA	\$85.95	\$84.95	\$84.95
MCINALMA	\$85.95	\$84.95	\$84.95	PHCYALFM	\$85.95	\$84.95	\$84.95
MDSNALNM	\$53.95	\$51.95	\$48.95	PHCYALMA	\$64.95	\$63.95	\$63.95
MNFDALMA	\$64.95	\$63.95	\$63.95	PNSNALMA	\$64.95	\$63.95	\$63.95
MNTVALNM	\$64.95	\$63.95	\$63.95	PRSHALNM	\$85.95	\$84.95	\$84.95
MOBLAL35	\$85.95	\$84.95	\$84.95	PRVLALMA	\$64.95	\$63.95	\$63.95
MOBLALAP	\$53.95	\$51.95	\$48.95	RDBAALMA	\$85.95	\$84.95	\$84.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

CLLI	12 Month Term	24 Month Term	36 Month Term
RLVLALMA	\$85.95	\$84.95	\$84.95
RRVLALMA	\$85.95	\$84.95	\$84.95
SELMALMT	\$64.95	\$63.95	\$63.95
SHFDALMT	\$53.95	\$51.95	\$48.95
STSNALMA	\$85.95	\$84.95	\$84.95
SYLCALMT	\$64.95	\$63.95	\$63.95
THVLALMA	\$85.95	\$84.95	\$84.95
TLDGALMA	\$64.95	\$63.95	\$63.95
TLDGALRF	\$85.95	\$84.95	\$84.95
TROYALMA	\$64.95	\$63.95	\$63.95
TSCALDH	\$64.95	\$63.95	\$63.95
TSCALMT	\$53.95	\$51.95	\$48.95
TSCALNO	\$85.95	\$84.95	\$84.95
TSKGALMA	\$85.95	\$84.95	\$84.95
TWCKALMA	\$85.95	\$84.95	\$84.95
UNTWALNM	\$85.95	\$84.95	\$84.95
VNCNALMA	\$85.95	\$84.95	\$84.95
WBTNALNM	\$85.95	\$84.95	\$84.95
WRRRALNM	\$64.95	\$63.95	\$63.95
WTMPALMA	\$64.95	\$63.95	\$63.95
YORKALMA	\$85.95	\$84.95	\$84.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
ALBSALMA	\$44.95	\$34.95		BRHMALRC	\$44.95	\$34.95	
ALCYALMT	\$64.95	\$54.95	\$54.95	BRHMALTA	\$44.95	\$34.95	
ALVLALMA	\$64.95	\$54.95	\$54.95	BRHMALVA	\$44.95	\$34.95	
ANTNALCB	\$64.95	\$54.95	\$54.95	BRHMALWD	\$44.95	\$34.95	
ANTNALLE	\$64.95	\$54.95	\$54.95	BRHMALWE	\$44.95	\$34.95	
ANTNALMT	\$44.95	\$34.95		BRHMALWL	\$44.95	\$34.95	
ANTNALOX	\$64.95	\$54.95	\$54.95	BRHNAL04	\$44.95	\$34.95	
ATHNALER	\$77.95	\$67.95	\$67.95	BRPTALMA	\$64.95	\$54.95	\$54.95
ATHNALMA	\$64.95	\$54.95	\$54.95	BRTOALMA	\$64.95	\$54.95	\$54.95
ATTLALNM	\$64.95	\$54.95	\$54.95	BSMRALBP	\$77.95	\$67.95	\$67.95
AUBNALMA	\$44.95	\$34.95		BSMRALBU	\$77.95	\$67.95	\$67.95
BLFNALMA	\$64.95	\$54.95	\$54.95	BSMRALHT	\$64.95	\$54.95	\$54.95
BOAZALMA	\$64.95	\$54.95	\$54.95	BSMRALMA	\$44.95	\$34.95	
BRHMALBH	\$44.95	\$34.95		BYMNALMA	\$77.95	\$67.95	\$67.95
BRHMALCH	\$44.95	\$34.95		CALRALMA	\$64.95	\$54.95	\$54.95
BRHMALCP	\$44.95	\$34.95		CHBGALMA	\$64.95	\$54.95	\$54.95
BRHMALEL	\$44.95	\$34.95		CHLSALMA	\$77.95	\$67.95	\$67.95
BRHMALEN	\$44.95	\$34.95		CLANALMA	\$77.95	\$67.95	\$67.95
BRHMALEW	\$44.95	\$34.95		CLMBALMA	\$64.95	\$54.95	\$54.95
BRHMALFO	\$44.95	\$34.95		CLMNALFA	\$77.95	\$67.95	\$67.95
BRHMALFS	\$44.95	\$34.95		CLMNALJC	\$77.95	\$67.95	\$67.95
BRHMALHW	\$44.95	\$34.95		CLMNALMA	\$64.95	\$54.95	\$54.95
BRHMALMT	\$44.95	\$34.95		CNVIALMA	\$77.95	\$67.95	\$67.95
BRHMALOM	\$44.95	\$34.95		CRDVALMA	\$64.95	\$54.95	\$54.95
BRHMALOX	\$44.95	\$34.95					

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
CRHLALNM	\$77.95	\$67.95	\$67.95	HNVALDY	\$77.95	\$67.95	\$67.95
CRLDALMA	\$77.95	\$67.95	\$67.95	HNVALW	\$44.95	\$34.95	
CTRNALNM	\$77.95	\$67.95	\$67.95	HNVALMT	\$44.95	\$34.95	
CYTNALMA	\$77.95	\$67.95	\$67.95	HNVALPW	\$44.95	\$34.95	
DCTRALMT	\$44.95	\$34.95		HNVALRA	\$44.95	\$34.95	
DDVLALMA	\$77.95	\$67.95	\$67.95	HNVALRW	\$44.95	\$34.95	
DMPLALMA	\$64.95	\$54.95	\$54.95	HNVALUN	\$44.95	\$34.95	
DORAALMA	\$64.95	\$54.95	\$54.95	HNVLALBR	\$77.95	\$67.95	\$67.95
EUFLALMA	\$64.95	\$54.95	\$54.95	HNVLALNM	\$77.95	\$67.95	\$67.95
EUTWALBO	\$77.95	\$67.95	\$67.95	HRBOALOM	\$77.95	\$67.95	\$67.95
EUTWALMA	\$77.95	\$67.95	\$67.95	HRTSALNM	\$64.95	\$54.95	\$54.95
EVRGALMA	\$77.95	\$67.95	\$67.95	HRTSALPE	\$77.95	\$67.95	\$67.95
FLRNALMA	\$64.95	\$54.95	\$54.95	HZGRALMA	\$64.95	\$54.95	\$54.95
FMTNALMT	\$77.95	\$67.95	\$67.95	JCSNALNM	\$77.95	\$67.95	\$67.95
FRHPALMA	\$44.95	\$34.95		JCVLALMA	\$64.95	\$54.95	\$54.95
FTDPALMA	\$77.95	\$67.95	\$67.95	JSPRALMT	\$64.95	\$54.95	\$54.95
FTPYALMA	\$64.95	\$54.95	\$54.95	KLLNALMA	\$77.95	\$67.95	\$67.95
GSDSALHS	\$64.95	\$54.95	\$54.95	LFYVALRS	\$77.95	\$67.95	\$67.95
GSDSALMT	\$44.95	\$34.95		LGTNALMA	\$77.95	\$67.95	\$67.95
GSDSALRD	\$64.95	\$54.95	\$54.95	LNDNALMA	\$77.95	\$67.95	\$67.95
GDWRALMA	\$77.95	\$67.95	\$67.95	LVTNALLA	\$77.95	\$67.95	\$67.95
GNBOALMA	\$77.95	\$67.95	\$67.95	LVTNALMA	\$77.95	\$67.95	\$67.95
GRDLALNM	\$44.95	\$34.95		LXTNALMA	\$77.95	\$67.95	\$67.95
GRLYALMA	\$77.95	\$67.95	\$67.95	MARNALNM	\$77.95	\$67.95	\$67.95
GTVLALNM	\$64.95	\$54.95	\$54.95	MCINALMA	\$77.95	\$67.95	\$67.95
GYVLALNM	\$64.95	\$54.95	\$54.95	MDSNALNM	\$44.95	\$34.95	
HLVIALMA	\$77.95	\$67.95	\$67.95	MNFDALMA	\$64.95	\$54.95	\$54.95
HNVAL03	\$77.95	\$67.95	\$67.95	MNTVALNM	\$64.95	\$54.95	\$54.95
				MOBLAL35	\$77.95	\$67.95	\$67.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
				PRSHALNM	\$77.95	\$67.95	\$67.95
MOBLALAP	\$44.95	\$34.95		PRVLALMA	\$64.95	\$54.95	\$54.95
MOBLALAZ	\$44.95	\$34.95		RDBAALMA	\$77.95	\$67.95	\$67.95
MOBLALBF	\$44.95	\$34.95		RLVLALMA	\$77.95	\$67.95	\$67.95
MOBLALOS	\$44.95	\$34.95		RRVLALMA	\$77.95	\$67.95	\$67.95
MOBLALPR	\$44.95	\$34.95		SELMALMT	\$64.95	\$54.95	\$54.95
MOBLALSA	\$64.95	\$54.95	\$54.95	SHFDALMT	\$44.95	\$34.95	
MOBLALSE	\$64.95	\$54.95	\$54.95	STSNALMA	\$77.95	\$67.95	\$67.95
MOBLALSF	\$44.95	\$34.95		SYLCALMT	\$64.95	\$54.95	\$54.95
MOBLALSH	\$44.95	\$34.95		THVLALMA	\$77.95	\$67.95	\$67.95
MOBLALSK	\$44.95	\$34.95		TLDGALMA	\$64.95	\$54.95	\$54.95
MOBLALTH	\$44.95	\$34.95		TLDGALRF	\$77.95	\$67.95	\$67.95
MOLTALNM	\$77.95	\$67.95	\$67.95	TROYALMA	\$64.95	\$54.95	\$54.95
MPVLALMA	\$77.95	\$67.95	\$67.95	TSCLAL0	\$77.95	\$67.95	\$67.95
MTGMAL0	\$44.95	\$34.95		TSCLALDH	\$64.95	\$54.95	\$54.95
MTGMAL13	\$44.95	\$34.95		TSCLALMT	\$44.95	\$34.95	
MTGMAL31	\$44.95	\$34.95		TSCLALNO	\$77.95	\$67.95	\$67.95
MTGMALDA	\$44.95	\$34.95		TSKGALMA	\$77.95	\$67.95	\$67.95
MTGMALMB	\$64.95	\$54.95	\$54.95	TWCKALMA	\$77.95	\$67.95	\$67.95
MTGMALMT	\$44.95	\$34.95		UNTWALNM	\$77.95	\$67.95	\$67.95
MTGMALNO	\$44.95	\$34.95		VNCNALMA	\$77.95	\$67.95	\$67.95
MTVRALMA	\$77.95	\$67.95	\$67.95	WBTNALNM	\$77.95	\$67.95	\$67.95
OHTCALMA	\$77.95	\$67.95	\$67.95	WRRRALNM	\$64.95	\$54.95	\$54.95
OPLKALMT	\$64.95	\$54.95	\$54.95	WTMPALMA	\$64.95	\$54.95	\$54.95
PDMTALMA	\$77.95	\$67.95	\$67.95	YORKALMA	\$77.95	\$67.95	\$67.95
PHCYALFM	\$77.95	\$67.95	\$67.95				
PHCYALMA	\$64.95	\$54.95	\$54.95				
PNSNALMA	\$64.95	\$54.95	\$54.95				

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.2 Rates and Charges (Cont'd.)

B. Birch Long Distance Rates for BirchNet Basic Line:

Rate Per Minute	Business	Residential
In Contract Minutes	\$0.049	\$0.049
No Contract Minutes	\$0.065	\$0.065

1. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch Customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
2. Toll Free service is available with this product. See Section 6.4.

5.1.3 BirchNet Basic Line - Feature List

Additional calling features may be added to the Birch Basic Line. See Section _____ of this Price Guide for applicable rates.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line

5.1.4 Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	Business	Residential
Three-Way Calling	\$2.00	
Call Return	\$2.00	
Repeat Dialing	\$2.00	
Busy Connect (Per call, per use)	\$0.90	
Calling Number Delivery Blocking, Per Call	No Charge	

5.1.5 Footnotes for BirchNet Basic Line:

- A. BirchNet Basic Line is available to business and residential Customers.
- All Customers will be required to sign a 12, 24 or 36 month term agreement.
- Early Termination Fees are calculated using the following formula: $\$100 \times \text{Months Remaining}$
- The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- B. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Basic Line bundle, standard rates located in Section _____ of this Price Guide will apply.
- C. The availability of certain features is dependent on ILEC feature availability.
- D. Some features are only available to residential Customers.
- E. Some features are only available to business Customers.
- F. Product may not be available in all CLLIs.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.5 Footnotes for BirchNet Basic Line (Cont'd.)

- G. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- H. An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic. There is a maximum of 3 extensions per voicemail box. Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their BirchNet Basic Line.

- I. Caller ID with Name and Number - Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID Customer of a name or telephone number which the calling party or the Caller ID Customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Price Guide. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.1 BirchNet Basic Line (Cont'd.)

5.1.5 Footnotes for BirchNet Basic Line (Cont'd.)

- J. Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their BirchNet Basic Line.
 - K. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
 - L. Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus

5.2.1 BirchNet Basic Plus is equipped with:

Dial tone Line
Unlimited Local and Intra-LATA Long Distance
Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Lines Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Lines Only)
Call Selector
Call Tracing
Call Waiting
Caller ID (Business Lines Only)
Caller ID Blocking (Residential Lines Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Lines Only)
Collect Call Blocking (Residential Lines Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
International Blocking (Residential Lines Only)
Hunting (Business Lines Only)
Preferred Call Forwarding (Business Lines Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Repeat Dialing Blocking (Residential Lines Only)
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900/976 Blocking (Residential Lines Only)

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges

1. Business

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
ALBSALMA	\$53.95	\$51.95	\$48.95	BRHMALOX	\$53.95	\$51.95	\$48.95
ALCYALMT	\$64.95	\$63.95	\$63.95	BRHMALRC	\$53.95	\$51.95	\$48.95
ALVLALMA	\$64.95	\$63.95	\$63.95	BRHMALTA	\$53.95	\$51.95	\$48.95
ANTNALCB	\$64.95	\$63.95	\$63.95	BRHMALVA	\$53.95	\$51.95	\$48.95
ANTNALLE	\$64.95	\$63.95	\$63.95	BRHMALWD	\$53.95	\$51.95	\$48.95
ANTNALMT	\$53.95	\$51.95	\$48.95	BRHMALWE	\$53.95	\$51.95	\$48.95
ANTNALOX	\$64.95	\$63.95	\$63.95	BRHMALWL	\$53.95	\$51.95	\$48.95
ATHNALER	\$85.95	\$84.95	\$84.95	BRHNAL04	\$53.95	\$51.95	\$48.95
ATHNALMA	\$64.95	\$63.95	\$63.95	BRPTALMA	\$64.95	\$63.95	\$63.95
ATTLALNM	\$64.95	\$63.95	\$63.95	BRTOALMA	\$64.95	\$63.95	\$63.95
AUBNALMA	\$53.95	\$51.95	\$48.95	BSMRALBP	\$85.95	\$84.95	\$84.95
BLFNALMA	\$64.95	\$63.95	\$63.95	BSMRALBU	\$85.95	\$84.95	\$84.95
BOAZALMA	\$64.95	\$63.95	\$63.95	BSMRALHT	\$64.95	\$63.95	\$63.95
BRHMALBH	\$53.95	\$51.95	\$48.95	BSMRALMA	\$53.95	\$51.95	\$48.95
BRHMALCH	\$53.95	\$51.95	\$48.95	BYMNALMA	\$85.95	\$84.95	\$84.95
BRHMALCP	\$53.95	\$51.95	\$48.95	CALRALMA	\$64.95	\$63.95	\$63.95
BRHMALEL	\$53.95	\$51.95	\$48.95	CHBGALMA	\$64.95	\$63.95	\$63.95
BRHMALEN	\$53.95	\$51.95	\$48.95	CHLSALMA	\$85.95	\$84.95	\$84.95
BRHMALEW	\$53.95	\$51.95	\$48.95	CLANALMA	\$85.95	\$84.95	\$84.95
BRHMALFO	\$53.95	\$51.95	\$48.95	CLMBALMA	\$64.95	\$63.95	\$63.95
BRHMALFS	\$53.95	\$51.95	\$48.95	CLMNALFA	\$85.95	\$84.95	\$84.95
BRHMALHW	\$53.95	\$51.95	\$48.95	CLMNALJC	\$85.95	\$84.95	\$84.95
BRHMALMT	\$53.95	\$51.95	\$48.95	CLMNALMA	\$64.95	\$63.95	\$63.95
BRHMALOM	\$53.95	\$51.95	\$48.95	CNVIALMA	\$85.95	\$84.95	\$84.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

	12	24	36		12	24	36
CLLI	Month	Month	Month	CLLI	Month	Month	Month
	Term	Term	Term		Term	Term	Term
CRDVALMA	\$64.95	\$63.95	\$63.95	GYVLALNM	\$64.95	\$63.95	\$63.95
CRHLALNM	\$85.95	\$84.95	\$84.95	HLVIALMA	\$85.95	\$84.95	\$84.95
CRLDALMA	\$85.95	\$84.95	\$84.95	HNVIAL03	\$85.95	\$84.95	\$84.95
CTRNALNM	\$85.95	\$84.95	\$84.95	HNVIALDY	\$85.95	\$84.95	\$84.95
CYTNALMA	\$85.95	\$84.95	\$84.95	HNVIALLW	\$53.95	\$51.95	\$48.95
DCTRALMT	\$53.95	\$51.95	\$48.95	HNVIALMT	\$53.95	\$51.95	\$48.95
DDVLALMA	\$85.95	\$84.95	\$84.95	HNVIALPW	\$53.95	\$51.95	\$48.95
DMPLALMA	\$64.95	\$63.95	\$63.95	HNVIALRA	\$53.95	\$51.95	\$48.95
DORAALMA	\$64.95	\$63.95	\$63.95	HNVIALRW	\$53.95	\$51.95	\$48.95
EUFLALMA	\$64.95	\$63.95	\$63.95	HNVIALUN	\$53.95	\$51.95	\$48.95
EUTWALBO	\$85.95	\$84.95	\$84.95	HNVLALBR	\$85.95	\$84.95	\$84.95
EUTWALMA	\$85.95	\$84.95	\$84.95	HNVLALNM	\$85.95	\$84.95	\$84.95
EVRGALMA	\$85.95	\$84.95	\$84.95	HRBOALOM	\$85.95	\$84.95	\$84.95
FLRNALMA	\$64.95	\$63.95	\$63.95	HRTSALNM	\$64.95	\$63.95	\$63.95
FMTNALMT	\$85.95	\$84.95	\$84.95	HRTSALPE	\$85.95	\$84.95	\$84.95
FRHPALMA	\$53.95	\$51.95	\$48.95	HZGRALMA	\$64.95	\$63.95	\$63.95
FTDPALMA	\$85.95	\$84.95	\$84.95	JCSNALNM	\$85.95	\$84.95	\$84.95
FTPYALMA	\$64.95	\$63.95	\$63.95	JCVLALMA	\$64.95	\$63.95	\$63.95
GSDSALHS	\$64.95	\$63.95	\$63.95	JSPRALMT	\$64.95	\$63.95	\$63.95
GSDSALMT	\$53.95	\$51.95	\$48.95	KLLNALMA	\$85.95	\$84.95	\$84.95
GSDSALRD	\$64.95	\$63.95	\$63.95	LFY TALRS	\$85.95	\$84.95	\$84.95
GDWRALMA	\$85.95	\$84.95	\$84.95	LGTNALMA	\$85.95	\$84.95	\$84.95
GNBOALMA	\$85.95	\$84.95	\$84.95	LNDNALMA	\$85.95	\$84.95	\$84.95
GRDLALNM	\$53.95	\$51.95	\$48.95	LVTNALLA	\$85.95	\$84.95	\$84.95
GRLYALMA	\$85.95	\$84.95	\$84.95	LVTNALMA	\$85.95	\$84.95	\$84.95
GTVLALNM	\$64.95	\$63.95	\$63.95	LXTNALMA	\$85.95	\$84.95	\$84.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

	12	24	36		12	24	36
	Month	Month	Month		Month	Month	Month
CLLI	Term	Term	Term	CLLI	Term	Term	Term
MARNALNM	\$85.95	\$84.95	\$84.95	OHTCALMA	\$85.95	\$84.95	\$84.95
MCINALMA	\$85.95	\$84.95	\$84.95	OPLKALMT	\$64.95	\$63.95	\$63.95
MDSNALNM	\$53.95	\$51.95	\$48.95	PDMTALMA	\$85.95	\$84.95	\$84.95
MNFDALMA	\$64.95	\$63.95	\$63.95	PHCYALFM	\$85.95	\$84.95	\$84.95
MNTVALNM	\$64.95	\$63.95	\$63.95	PHCYALMA	\$64.95	\$63.95	\$63.95
MOBLAL35	\$85.95	\$84.95	\$84.95	PNSNALMA	\$64.95	\$63.95	\$63.95
MOBLALAP	\$53.95	\$51.95	\$48.95	PRSHALNM	\$85.95	\$84.95	\$84.95
MOBLALAZ	\$53.95	\$51.95	\$48.95	PRVLALMA	\$64.95	\$63.95	\$63.95
MOBLALBF	\$53.95	\$51.95	\$48.95	RDBAALMA	\$85.95	\$84.95	\$84.95
MOBLALOS	\$53.95	\$51.95	\$48.95	RLVLALMA	\$85.95	\$84.95	\$84.95
MOBLALPR	\$53.95	\$51.95	\$48.95	RRVLALMA	\$85.95	\$84.95	\$84.95
MOBLALSA	\$64.95	\$63.95	\$63.95	SELMALMT	\$64.95	\$63.95	\$63.95
MOBLALSE	\$64.95	\$63.95	\$63.95	SHFDALMT	\$53.95	\$51.95	\$48.95
MOBLALSF	\$53.95	\$51.95	\$48.95	STSNALMA	\$85.95	\$84.95	\$84.95
MOBLALSH	\$53.95	\$51.95	\$48.95	SYLCALMT	\$64.95	\$63.95	\$63.95
MOBLALSK	\$53.95	\$51.95	\$48.95	THVLALMA	\$85.95	\$84.95	\$84.95
MOBLALTH	\$53.95	\$51.95	\$48.95	TLDGALMA	\$64.95	\$63.95	\$63.95
MOLTALNM	\$85.95	\$84.95	\$84.95	TLDGALRF	\$85.95	\$84.95	\$84.95
MPVLALMA	\$85.95	\$84.95	\$84.95	TROYALMA	\$64.95	\$63.95	\$63.95
MTGMAL13	\$53.95	\$51.95	\$48.95	TSCLALDH	\$64.95	\$63.95	\$63.95
MTGMAL31	\$53.95	\$51.95	\$48.95	TSCLALMT	\$53.95	\$51.95	\$48.95
MTGMALDA	\$53.95	\$51.95	\$48.95	TSCLALNO	\$85.95	\$84.95	\$84.95
MTGMALMB	\$64.95	\$63.95	\$63.95	TSKGALMA	\$85.95	\$84.95	\$84.95
MTGMALMT	\$53.95	\$51.95	\$48.95	TWCKALMA	\$85.95	\$84.95	\$84.95
MTGMALNO	\$53.95	\$51.95	\$48.95	UNTWALNM	\$85.95	\$84.95	\$84.95
MTVRALMA	\$85.95	\$84.95	\$84.95	VNCNALMA	\$85.95	\$84.95	\$84.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

	12	24	36
	Month	Month	Month
<u>CLLI</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
WBTNALNM	\$85.95	\$84.95	\$84.95
WRRRALNM	\$64.95	\$63.95	\$63.95
WTMPALMA	\$64.95	\$63.95	\$63.95
YORKALMA	\$85.95	\$84.95	\$84.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential

	12	24	36		12	24	36
CLLI	Month	Month	Month	CLLI	Month	Month	Month
	Term	Term	Term		Term	Term	Term
ALBSALMA	\$44.95	\$34.95	\$34.95	BRHMALOX	\$44.95	\$34.95	\$34.95
ALCYALMT	\$64.95	\$54.95	\$54.95	BRHMALRC	\$44.95	\$34.95	\$34.95
ALVLALMA	\$64.95	\$54.95	\$54.95	BRHMALTA	\$44.95	\$34.95	\$34.95
ANTNALCB	\$64.95	\$54.95	\$54.95	BRHMALVA	\$44.95	\$34.95	\$34.95
ANTNALLE	\$64.95	\$54.95	\$54.95	BRHMALWD	\$44.95	\$34.95	\$34.95
ANTNALMT	\$44.95	\$34.95	\$34.95	BRHMALWE	\$44.95	\$34.95	\$34.95
ANTNALOX	\$64.95	\$54.95	\$54.95	BRHMALWL	\$44.95	\$34.95	\$34.95
ATHNALER	\$77.95	\$67.95	\$67.95	BRHNAL04	\$44.95	\$34.95	\$34.95
ATHNALMA	\$64.95	\$54.95	\$54.95	BRPTALMA	\$64.95	\$54.95	\$54.95
ATTLALNM	\$64.95	\$54.95	\$54.95	BRTOALMA	\$64.95	\$54.95	\$54.95
AUBNALMA	\$44.95	\$34.95	\$34.95	BSMRALBP	\$77.95	\$67.95	\$67.95
BLFNALMA	\$64.95	\$54.95	\$54.95	BSMRALBU	\$77.95	\$67.95	\$67.95
BOAZALMA	\$64.95	\$54.95	\$54.95	BSMRALHT	\$64.95	\$54.95	\$54.95
BRHMALBH	\$44.95	\$34.95	\$34.95	BSMRALMA	\$44.95	\$34.95	\$34.95
BRHMALCH	\$44.95	\$34.95	\$34.95	BYMNALMA	\$77.95	\$67.95	\$67.95
BRHMALCP	\$44.95	\$34.95	\$34.95	CALRALMA	\$64.95	\$54.95	\$54.95
BRHMALEL	\$44.95	\$34.95	\$34.95	CHBGALMA	\$64.95	\$54.95	\$54.95
BRHMALEN	\$44.95	\$34.95	\$34.95	CHLSALMA	\$77.95	\$67.95	\$67.95
BRHMALEW	\$44.95	\$34.95	\$34.95	CLANALMA	\$77.95	\$67.95	\$67.95
BRHMALFO	\$44.95	\$34.95	\$34.95	CLMBALMA	\$64.95	\$54.95	\$54.95
BRHMALFS	\$44.95	\$34.95	\$34.95	CLMNALFA	\$77.95	\$67.95	\$67.95
BRHMALHW	\$44.95	\$34.95	\$34.95	CLMNALJC	\$77.95	\$67.95	\$67.95
BRHMALMT	\$44.95	\$34.95	\$34.95	CLMNALMA	\$64.95	\$54.95	\$54.95
BRHMALOM	\$44.95	\$34.95	\$34.95	CNVIALMA	\$77.95	\$67.95	\$67.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

	12	24	36		12	24	36
CLLI	Month	Month	Month	CLLI	Month	Month	Month
	Term	Term	Term		Term	Term	Term
CRDVALMA	\$64.95	\$54.95	\$54.95	GYVLALNM	\$64.95	\$54.95	\$54.95
CRHLALNM	\$77.95	\$67.95	\$67.95	HLVIALMA	\$77.95	\$67.95	\$67.95
CRLDALMA	\$77.95	\$67.95	\$67.95	HNVIAL03	\$77.95	\$67.95	\$67.95
CTRNALNM	\$77.95	\$67.95	\$67.95	HNVIALDY	\$77.95	\$67.95	\$67.95
CYTNALMA	\$77.95	\$67.95	\$67.95	HNVIALLW	\$44.95	\$34.95	\$34.95
DCTRALMT	\$44.95	\$34.95	\$34.95	HNVIALMT	\$44.95	\$34.95	\$34.95
DDVLALMA	\$77.95	\$67.95	\$67.95	HNVIALPW	\$44.95	\$34.95	\$34.95
DMPLALMA	\$64.95	\$54.95	\$54.95	HNVIALRA	\$44.95	\$34.95	\$34.95
DORAALMA	\$64.95	\$54.95	\$54.95	HNVIALRW	\$44.95	\$34.95	\$34.95
EUFLALMA	\$64.95	\$54.95	\$54.95	HNVIALUN	\$44.95	\$34.95	\$34.95
EUTWALBO	\$77.95	\$67.95	\$67.95	HNVLALBR	\$77.95	\$67.95	\$67.95
EUTWALMA	\$77.95	\$67.95	\$67.95	HNVLALNM	\$77.95	\$67.95	\$67.95
EVRGALMA	\$77.95	\$67.95	\$67.95	HRBOALOM	\$77.95	\$67.95	\$67.95
FLRNALMA	\$64.95	\$54.95	\$54.95	HRTSALNM	\$64.95	\$54.95	\$54.95
FMTNALMT	\$77.95	\$67.95	\$67.95	HRTSALPE	\$77.95	\$67.95	\$67.95
FRHPALMA	\$44.95	\$34.95	\$34.95	HZGRALMA	\$64.95	\$54.95	\$54.95
FTDPALMA	\$77.95	\$67.95	\$67.95	JCSNALNM	\$77.95	\$67.95	\$67.95
FTPYALMA	\$64.95	\$54.95	\$54.95	JCVLALMA	\$64.95	\$54.95	\$54.95
GSDSALHS	\$64.95	\$54.95	\$54.95	JSPRALMT	\$64.95	\$54.95	\$54.95
GSDSALMT	\$44.95	\$34.95	\$34.95	KLLNALMA	\$77.95	\$67.95	\$67.95
GSDSALRD	\$64.95	\$54.95	\$54.95	LFYTALRS	\$77.95	\$67.95	\$67.95
GDWRALMA	\$77.95	\$67.95	\$67.95	LGTNALMA	\$77.95	\$67.95	\$67.95
GNBOALMA	\$77.95	\$67.95	\$67.95	LNDNALMA	\$77.95	\$67.95	\$67.95
GRDLALNM	\$44.95	\$34.95	\$34.95	LVTNALLA	\$77.95	\$67.95	\$67.95
GRLYALMA	\$77.95	\$67.95	\$67.95	LVTNALMA	\$77.95	\$67.95	\$67.95
GTVLALNM	\$64.95	\$54.95	\$54.95	LXTNALMA	\$77.95	\$67.95	\$67.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
MARNALNM	\$77.95	\$67.95	\$67.95	MTVRALMA	\$77.95	\$67.95	\$67.95
MCINALMA	\$77.95	\$67.95	\$67.95	OHTCALMA	\$77.95	\$67.95	\$67.95
MDSNALNM	\$44.95	\$34.95	\$34.95	OPLKALMT	\$64.95	\$54.95	\$54.95
MNFDALMA	\$64.95	\$54.95	\$54.95	PDMTALMA	\$77.95	\$67.95	\$67.95
MNTVALNM	\$64.95	\$54.95	\$54.95	PHCYALFM	\$77.95	\$67.95	\$67.95
MOBLAL35	\$77.95	\$67.95	\$67.95	PHCYALMA	\$64.95	\$54.95	\$54.95
MOBLALAP	\$44.95	\$34.95	\$34.95	PNSNALMA	\$64.95	\$54.95	\$54.95
MOBLALAZ	\$44.95	\$34.95	\$34.95	PRSHALNM	\$77.95	\$67.95	\$67.95
MOBLALBF	\$44.95	\$34.95	\$34.95	PRVLALMA	\$64.95	\$54.95	\$54.95
MOBLALOS	\$44.95	\$34.95	\$34.95	RDBAALMA	\$77.95	\$67.95	\$67.95
MOBLALPR	\$44.95	\$34.95	\$34.95	RLVLALMA	\$77.95	\$67.95	\$67.95
MOBLALSA	\$64.95	\$54.95	\$54.95	RRVLALMA	\$77.95	\$67.95	\$67.95
MOBLALSE	\$64.95	\$54.95	\$54.95	SELMALMT	\$64.95	\$54.95	\$54.95
MOBLALSF	\$44.95	\$34.95	\$34.95	SHFDALMT	\$44.95	\$34.95	\$34.95
MOBLALSH	\$44.95	\$34.95	\$34.95	STSNALMA	\$77.95	\$67.95	\$67.95
MOBLALSK	\$44.95	\$34.95	\$34.95	SYLCALMT	\$64.95	\$54.95	\$54.95
MOBLALTH	\$44.95	\$34.95	\$34.95	THVLALMA	\$77.95	\$67.95	\$67.95
MOLTALNM	\$77.95	\$67.95	\$67.95	TLDGALMA	\$64.95	\$54.95	\$54.95
MPVLALMA	\$77.95	\$67.95	\$67.95	TLDGALRF	\$77.95	\$67.95	\$67.95
MTGMAL0	\$44.95	\$34.95	\$34.95	TROYALMA	\$64.95	\$54.95	\$54.95
MTGMAL13	\$44.95	\$34.95	\$34.95	TSCLAL0	\$77.95	\$67.95	\$67.95
MTGMAL31	\$44.95	\$34.95	\$34.95	TSCLALDH	\$64.95	\$54.95	\$54.95
MTGMALDA	\$44.95	\$34.95	\$34.95	TSCLALMT	\$44.95	\$34.95	\$34.95
MTGMALMB	\$64.95	\$54.95	\$54.95	TSCLALNO	\$77.95	\$67.95	\$67.95
MTGMALMT	\$44.95	\$34.95	\$34.95	TSKGALMA	\$77.95	\$67.95	\$67.95
MTGMALNO	\$44.95	\$34.95	\$34.95	TWCKALMA	\$77.95	\$67.95	\$67.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

CLLI	12 Month Term	24 Month Term	36 Month Term
UNTWALNM	\$77.95	\$67.95	\$67.95
VNCNALMA	\$77.95	\$67.95	\$67.95
WBTNALNM	\$77.95	\$67.95	\$67.95
WRRRALNM	\$64.95	\$54.95	\$54.95
WTMPALMA	\$64.95	\$54.95	\$54.95
YORKALMA	\$77.95	\$67.95	\$67.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.3 Birch Long Distance Rates for BirchNet Basic Plus:

Rate Per Minute	Business	Residential
In Contract Minutes	\$0.049	\$0.049
No Contract Minutes	\$0.065	\$0.065

- A. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch Customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- B. Toll Free service is available with this product. See Section 6.4.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.4 Footnotes for BirchNet Basic Plus:

- A. BirchNet Basic Plus applies to business and residential Customers.

All Customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: $\$50 \times$
Months Remaining (Per Location)

The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.

- B. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Basic Plus bundle, standard rates located in Section _____ of this Price Guide will apply.

- C. The availability of certain features is dependent on ILEC feature availability.

- D. Some features are only available to residential Customers.

- E. Some features are only available to business Customers.

- D. Product may not be available in all CLLIs.

- E. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- F. An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for Customers who add a voicemail service to their BirchNet Basic Plus.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.2 BirchNet Basic Plus (Cont'd.)

5.2.4 Footnotes for BirchNet Basic Plus (Cont'd.)

- G. Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/ volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID Customer of a name or telephone number which the calling party or the Caller ID Customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Price Guide. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- H. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for Customers who add a voicemail service to their BirchNet Basic Plus.
- I. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- J. Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials

5.3.1 BirchNet Essentials is equipped with:

Basic Line
 Unlimited Features
 Hunting (business)
 Unlimited Local Intra-LATA Long Distance
 200 Minutes of Domestic Inter-LATA Long Distance

5.3.2 Rates and Charges

A. Monthly Recurring Charges

1. Business

	12	24	36		12	24	36
	Month	Month	Month		Month	Month	Month
CLLI	Term	Term	Term	CLLI	Term	Term	Term
ALBSALMA	\$56.95	\$54.95	\$49.95	BRHMALOX	\$56.95	\$54.95	\$49.95
ALCYALMT	\$67.95	\$65.95	\$65.95	BRHMALRC	\$56.95	\$54.95	\$49.95
ALVLALMA	\$67.95	\$65.95	\$65.95	BRHMALTA	\$56.95	\$54.95	\$49.95
ANTNALCB	\$67.95	\$65.95	\$65.95	BRHMALVA	\$56.95	\$54.95	\$49.95
ANTNALLE	\$67.95	\$65.95	\$65.95	BRHMALWD	\$56.95	\$54.95	\$49.95
ANTNALMT	\$56.95	\$54.95	\$49.95	BRHMALWE	\$56.95	\$54.95	\$49.95
ANTNALOX	\$67.95	\$65.95	\$65.95	BRHMALWL	\$56.95	\$54.95	\$49.95
ATHNALER	\$88.95	\$86.95	\$86.95	BRHNAL04	\$56.95	\$54.95	\$49.95
ATHNALMA	\$67.95	\$65.95	\$65.95	BRPTALMA	\$67.95	\$65.95	\$65.95
ATTLALNM	\$67.95	\$65.95	\$65.95	BRTOALMA	\$67.95	\$65.95	\$65.95
AUBNALMA	\$56.95	\$54.95	\$49.95	BSMRALBP	\$88.95	\$86.95	\$86.95
BLFNALMA	\$67.95	\$65.95	\$65.95	BSMRALBU	\$88.95	\$86.95	\$86.95
BOAZALMA	\$67.95	\$65.95	\$65.95	BSMRALHT	\$67.95	\$65.95	\$65.95
BRHMALBH	\$56.95	\$54.95	\$49.95	BSMRALMA	\$56.95	\$54.95	\$49.95
BRHMALCH	\$56.95	\$54.95	\$49.95	BYMNALMA	\$88.95	\$86.95	\$86.95
BRHMALCP	\$56.95	\$54.95	\$49.95	CALRALMA	\$67.95	\$65.95	\$65.95
BRHMALEL	\$56.95	\$54.95	\$49.95	CHBGALMA	\$67.95	\$65.95	\$65.95
BRHMALEN	\$56.95	\$54.95	\$49.95	CHLSALMA	\$88.95	\$86.95	\$86.95
BRHMALEW	\$56.95	\$54.95	\$49.95	CLANALMA	\$88.95	\$86.95	\$86.95
BRHMALFO	\$56.95	\$54.95	\$49.95	CLMBALMA	\$67.95	\$65.95	\$65.95
BRHMALFS	\$56.95	\$54.95	\$49.95	CLMNALFA	\$88.95	\$86.95	\$86.95
BRHMALHW	\$56.95	\$54.95	\$49.95	CLMNALJC	\$88.95	\$86.95	\$86.95
BRHMALMT	\$56.95	\$54.95	\$49.95	CLMNALMA	\$67.95	\$65.95	\$65.95
BRHMALOM	\$56.95	\$54.95	\$49.95	CNVIALMA	\$88.95	\$86.95	\$86.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

	12	24	36		12	24	36
	Month	Month	Month		Month	Month	Month
CLLI	Term	Term	Term	CLLI	Term	Term	Term
CRDVALMA	\$67.95	\$65.95	\$65.95	GYVLALNM	\$67.95	\$65.95	\$65.95
CRHLALNM	\$88.95	\$86.95	\$86.95	HLVIALMA	\$88.95	\$86.95	\$86.95
CRLDALMA	\$88.95	\$86.95	\$86.95	HNVIAL03	\$88.95	\$86.95	\$86.95
CTRNALNM	\$88.95	\$86.95	\$86.95	HNVIALDY	\$88.95	\$86.95	\$86.95
CYTNALMA	\$88.95	\$86.95	\$86.95	HNVIALLW	\$56.95	\$54.95	\$49.95
DCTRALMT	\$56.95	\$54.95	\$49.95	HNVIALMT	\$56.95	\$54.95	\$49.95
DDVLALMA	\$88.95	\$86.95	\$86.95	HNVIALPW	\$56.95	\$54.95	\$49.95
DMPLALMA	\$67.95	\$65.95	\$65.95	HNVIALRA	\$56.95	\$54.95	\$49.95
DORAALMA	\$67.95	\$65.95	\$65.95	HNVIALRW	\$56.95	\$54.95	\$49.95
EUFLALMA	\$67.95	\$65.95	\$65.95	HNVIALUN	\$56.95	\$54.95	\$49.95
EUTWALBO	\$88.95	\$86.95	\$86.95	HNVLALBR	\$88.95	\$86.95	\$86.95
EUTWALMA	\$88.95	\$86.95	\$86.95	HNVLALNM	\$88.95	\$86.95	\$86.95
EVRGALMA	\$88.95	\$86.95	\$86.95	HRBOALOM	\$88.95	\$86.95	\$86.95
FLRNALMA	\$67.95	\$65.95	\$65.95	HRTSALNM	\$67.95	\$65.95	\$65.95
FMTNALMT	\$88.95	\$86.95	\$86.95	HRTSALPE	\$88.95	\$86.95	\$86.95
FRHPALMA	\$56.95	\$54.95	\$49.95	HZGRALMA	\$67.95	\$65.95	\$65.95
FTDPALMA	\$88.95	\$86.95	\$86.95	JCSNALNM	\$88.95	\$86.95	\$86.95
FTPYALMA	\$67.95	\$65.95	\$65.95	JCVLALMA	\$67.95	\$65.95	\$65.95
GSDSALHS	\$67.95	\$65.95	\$65.95	JSPRALMT	\$67.95	\$65.95	\$65.95
GSDSALMT	\$56.95	\$54.95	\$49.95	KLLNALMA	\$88.95	\$86.95	\$86.95
GSDSALRD	\$67.95	\$65.95	\$65.95	LFYDALRS	\$88.95	\$86.95	\$86.95
GDWRALMA	\$88.95	\$86.95	\$86.95	LGTNALMA	\$88.95	\$86.95	\$86.95
GNBOALMA	\$88.95	\$86.95	\$86.95	LNDNALMA	\$88.95	\$86.95	\$86.95
GRDLALNM	\$56.95	\$54.95	\$49.95	LVTNALLA	\$88.95	\$86.95	\$86.95
GRLYALMA	\$88.95	\$86.95	\$86.95	LVTNALMA	\$88.95	\$86.95	\$86.95
GTVLALNM	\$67.95	\$65.95	\$65.95	LXTNALMA	\$88.95	\$86.95	\$86.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

	12	24	36		12	24	36
	Month	Month	Month		Month	Month	Month
CLLI	Term	Term	Term	CLLI	Term	Term	Term
MARNALNM	\$88.95	\$86.95	\$86.95	PHCYALFM	\$88.95	\$86.95	\$86.95
MCINALMA	\$88.95	\$86.95	\$86.95	PHCYALMA	\$67.95	\$65.95	\$65.95
MDSNALNM	\$56.95	\$54.95	\$49.95	PNSNALMA	\$67.95	\$65.95	\$65.95
MNFDALMA	\$67.95	\$65.95	\$65.95	PRSHALNM	\$88.95	\$86.95	\$86.95
MNTVALNM	\$67.95	\$65.95	\$65.95	PRVLALMA	\$67.95	\$65.95	\$65.95
MOBLAL35	\$88.95	\$86.95	\$86.95	RDBAALMA	\$88.95	\$86.95	\$86.95
MOBLALAP	\$56.95	\$54.95	\$49.95	RLVLALMA	\$88.95	\$86.95	\$86.95
MOBLALAZ	\$56.95	\$54.95	\$49.95	RRVLALMA	\$88.95	\$86.95	\$86.95
MOBLALBF	\$56.95	\$54.95	\$49.95	SELMALMT	\$67.95	\$65.95	\$65.95
MOBLALOS	\$56.95	\$54.95	\$49.95	SHFDALMT	\$56.95	\$54.95	\$49.95
MOBLALPR	\$56.95	\$54.95	\$49.95	STSNALMA	\$88.95	\$86.95	\$86.95
MOBLALSA	\$67.95	\$65.95	\$65.95	SYLCALMT	\$67.95	\$65.95	\$65.95
MOBLALSE	\$67.95	\$65.95	\$65.95	THVLALMA	\$88.95	\$86.95	\$86.95
MOBLALSF	\$56.95	\$54.95	\$49.95	TLDGALMA	\$67.95	\$65.95	\$65.95
MOBLALSH	\$56.95	\$54.95	\$49.95	TLDGALRF	\$88.95	\$86.95	\$86.95
MOBLALSK	\$56.95	\$54.95	\$49.95	TROYALMA	\$67.95	\$65.95	\$65.95
MOBLALTH	\$56.95	\$54.95	\$49.95	TSCLALDH	\$67.95	\$65.95	\$65.95
MOLTALNM	\$88.95	\$86.95	\$86.95	TSCLALMT	\$56.95	\$54.95	\$49.95
MPVLALMA	\$88.95	\$86.95	\$86.95	TSCLALNO	\$88.95	\$86.95	\$86.95
MTGMAL13	\$56.95	\$54.95	\$49.95	TSKGALMA	\$88.95	\$86.95	\$86.95
MTGMAL31	\$56.95	\$54.95	\$49.95	TWCKALMA	\$88.95	\$86.95	\$86.95
MTGMALDA	\$56.95	\$54.95	\$49.95	UNTWALNM	\$88.95	\$86.95	\$86.95
MTGMALMB	\$67.95	\$65.95	\$65.95	VNCNALMA	\$88.95	\$86.95	\$86.95
MTGMALMT	\$56.95	\$54.95	\$49.95	WBTNALNM	\$88.95	\$86.95	\$86.95
MTGMALNO	\$56.95	\$54.95	\$49.95	WRRRALNM	\$67.95	\$65.95	\$65.95
MTVRALMA	\$88.95	\$86.95	\$86.95	WTMPALMA	\$67.95	\$65.95	\$65.95
OHTCALMA	\$88.95	\$86.95	\$86.95	YORKALMA	\$88.95	\$86.95	\$86.95
OPLKALMT	\$67.95	\$65.95	\$65.95				
PDMTALMA	\$88.95	\$86.95	\$86.95				

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential

<u>CLLI</u>	<u>12</u>	<u>24</u>	<u>36</u>	<u>CLLI</u>	<u>12</u>	<u>24</u>	<u>36</u>
	<u>Month</u>	<u>Month</u>	<u>Month</u>		<u>Month</u>	<u>Month</u>	<u>Month</u>
ALBSALMA	\$49.95	\$39.95	\$39.95	BRHMALOX	\$49.95	\$39.95	\$39.95
ALCYALMT	\$65.95	\$55.95	\$55.95	BRHMALRC	\$49.95	\$39.95	\$39.95
ALVLALMA	\$65.95	\$55.95	\$55.95	BRHMALTA	\$49.95	\$39.95	\$39.95
ANTNALCB	\$65.95	\$55.95	\$55.95	BRHMALVA	\$49.95	\$39.95	\$39.95
ANTNALLE	\$65.95	\$55.95	\$55.95	BRHMALWD	\$49.95	\$39.95	\$39.95
ANTNALMT	\$49.95	\$39.95	\$39.95	BRHMALWE	\$49.95	\$39.95	\$39.95
ANTNALOX	\$65.95	\$55.95	\$55.95	BRHMALWL	\$49.95	\$39.95	\$39.95
ATHNALER	\$86.95	\$76.95	\$76.95	BRHNAL04	\$49.95	\$39.95	\$39.95
ATHNALMA	\$65.95	\$55.95	\$55.95	BRPTALMA	\$65.95	\$55.95	\$55.95
ATTLALNM	\$65.95	\$55.95	\$55.95	BRTOALMA	\$65.95	\$55.95	\$55.95
AUBNALMA	\$49.95	\$39.95	\$39.95	BSMRALBP	\$86.95	\$76.95	\$76.95
BLFNALMA	\$65.95	\$55.95	\$55.95	BSMRALBU	\$86.95	\$76.95	\$76.95
BOAZALMA	\$65.95	\$55.95	\$55.95	BSMRALHT	\$65.95	\$55.95	\$55.95
BRHMALBH	\$49.95	\$39.95	\$39.95	BSMRALMA	\$49.95	\$39.95	\$39.95
BRHMALCH	\$49.95	\$39.95	\$39.95	BYMNALMA	\$86.95	\$76.95	\$76.95
BRHMALCP	\$49.95	\$39.95	\$39.95	CALRALMA	\$65.95	\$55.95	\$55.95
BRHMALEL	\$49.95	\$39.95	\$39.95	CHBGALMA	\$65.95	\$55.95	\$55.95
BRHMALEN	\$49.95	\$39.95	\$39.95	CHLSALMA	\$86.95	\$76.95	\$76.95
BRHMALEW	\$49.95	\$39.95	\$39.95	CLANALMA	\$86.95	\$76.95	\$76.95
BRHMALFO	\$49.95	\$39.95	\$39.95	CLMBALMA	\$65.95	\$55.95	\$55.95
BRHMALFS	\$49.95	\$39.95	\$39.95	CLMNALFA	\$86.95	\$76.95	\$76.95
BRHMALHW	\$49.95	\$39.95	\$39.95	CLMNALJC	\$86.95	\$76.95	\$76.95
BRHMALMT	\$49.95	\$39.95	\$39.95	CLMNALMA	\$65.95	\$55.95	\$55.95
BRHMALOM	\$49.95	\$39.95	\$39.95	CNVIALMA	\$86.95	\$76.95	\$76.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

	12	24	36		12	24	36
	Month	Month	Month		Month	Month	Month
CLLI	Term	Term	Term	CLLI	Term	Term	Term
CRDVALMA	\$65.95	\$55.95	\$55.95	GYVLALNM	\$65.95	\$55.95	\$55.95
CRHLALNM	\$86.95	\$76.95	\$76.95	HLVIALMA	\$86.95	\$76.95	\$76.95
CRLDALMA	\$86.95	\$76.95	\$76.95	HNVIAL03	\$86.95	\$76.95	\$76.95
CTRNALNM	\$86.95	\$76.95	\$76.95	HNVIALDY	\$86.95	\$76.95	\$76.95
CYTNALMA	\$86.95	\$76.95	\$76.95	HNVIALLW	\$49.95	\$39.95	\$39.95
DCTRALMT	\$49.95	\$39.95	\$39.95	HNVIALMT	\$49.95	\$39.95	\$39.95
DDVLALMA	\$86.95	\$76.95	\$76.95	HNVIALPW	\$49.95	\$39.95	\$39.95
DMPLALMA	\$65.95	\$55.95	\$55.95	HNVIALRA	\$49.95	\$39.95	\$39.95
DORAALMA	\$65.95	\$55.95	\$55.95	HNVIALRW	\$49.95	\$39.95	\$39.95
EUFLALMA	\$65.95	\$55.95	\$55.95	HNVIALUN	\$49.95	\$39.95	\$39.95
EUTWALBO	\$86.95	\$76.95	\$76.95	HNVLALBR	\$86.95	\$76.95	\$76.95
EUTWALMA	\$86.95	\$76.95	\$76.95	HNVLALNM	\$86.95	\$76.95	\$76.95
EVRGALMA	\$86.95	\$76.95	\$76.95	HRBOALOM	\$86.95	\$76.95	\$76.95
FLRNALMA	\$65.95	\$55.95	\$55.95	HRTSALNM	\$65.95	\$55.95	\$55.95
FMTNALMT	\$86.95	\$76.95	\$76.95	HRTSALPE	\$86.95	\$76.95	\$76.95
FRHPALMA	\$49.95	\$39.95	\$39.95	HZGRALMA	\$65.95	\$55.95	\$55.95
FTDPALMA	\$86.95	\$76.95	\$76.95	JCSNALNM	\$86.95	\$76.95	\$76.95
FTPYALMA	\$65.95	\$55.95	\$55.95	JCVLALMA	\$65.95	\$55.95	\$55.95
GDSALHS	\$65.95	\$55.95	\$55.95	JSPRALMT	\$65.95	\$55.95	\$55.95
GDSALMT	\$49.95	\$39.95	\$39.95	KLLNALMA	\$86.95	\$76.95	\$76.95
GDSALRD	\$65.95	\$55.95	\$55.95	LFYTALRS	\$86.95	\$76.95	\$76.95
GDWRALMA	\$86.95	\$76.95	\$76.95	LGTNALMA	\$86.95	\$76.95	\$76.95
GNBOALMA	\$86.95	\$76.95	\$76.95	LNDNALMA	\$86.95	\$76.95	\$76.95
GRDLALNM	\$49.95	\$39.95	\$39.95	LVTNALLA	\$86.95	\$76.95	\$76.95
GRLYALMA	\$86.95	\$76.95	\$76.95	LVTNALMA	\$86.95	\$76.95	\$76.95
GTVLALNM	\$65.95	\$55.95	\$55.95	LXTNALMA	\$86.95	\$76.95	\$76.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

<u>CLLI</u>	12	24	36	<u>CLLI</u>	12	24	36
	<u>Month</u>	<u>Month</u>	<u>Month</u>		<u>Month</u>	<u>Month</u>	<u>Month</u>
MARNALNM	\$86.95	\$76.95	\$76.95	OHTCALMA	\$86.95	\$76.95	\$76.95
MCINALMA	\$86.95	\$76.95	\$76.95	OPLKALMT	\$65.95	\$55.95	\$55.95
MDSNALNM	\$49.95	\$39.95	\$39.95	PDMTALMA	\$86.95	\$76.95	\$76.95
MNFDALMA	\$65.95	\$55.95	\$55.95	PHCYALFM	\$86.95	\$76.95	\$76.95
MNTVALNM	\$65.95	\$55.95	\$55.95	PHCYALMA	\$65.95	\$55.95	\$55.95
MOBLAL35	\$86.95	\$76.95	\$76.95	PNSNALMA	\$65.95	\$55.95	\$55.95
MOBLALAP	\$49.95	\$39.95	\$39.95	PRSHALNM	\$86.95	\$76.95	\$76.95
MOBLALAZ	\$49.95	\$39.95	\$39.95	PRVLALMA	\$65.95	\$55.95	\$55.95
MOBLALBF	\$49.95	\$39.95	\$39.95	RDBAALMA	\$86.95	\$76.95	\$76.95
MOBLALOS	\$49.95	\$39.95	\$39.95	RLVLALMA	\$86.95	\$76.95	\$76.95
MOBLALPR	\$49.95	\$39.95	\$39.95	RRVLALMA	\$86.95	\$76.95	\$76.95
MOBLALSA	\$65.95	\$55.95	\$55.95	SELMALMT	\$65.95	\$55.95	\$55.95
MOBLALSE	\$65.95	\$55.95	\$55.95	SHFDALMT	\$49.95	\$39.95	\$39.95
MOBLALSF	\$49.95	\$39.95	\$39.95	STSNALMA	\$86.95	\$76.95	\$76.95
MOBLALSH	\$49.95	\$39.95	\$39.95	SYLCALMT	\$65.95	\$55.95	\$55.95
MOBLALSK	\$49.95	\$39.95	\$39.95	THVLALMA	\$86.95	\$76.95	\$76.95
MOBLALTH	\$49.95	\$39.95	\$39.95	TLDGALMA	\$65.95	\$55.95	\$55.95
MOLTALNM	\$86.95	\$76.95	\$76.95	TLDGALRF	\$86.95	\$76.95	\$76.95
MPVLALMA	\$86.95	\$76.95	\$76.95	TROYALMA	\$65.95	\$55.95	\$55.95
MTGMAL13	\$49.95	\$39.95	\$39.95	TSCLALDH	\$65.95	\$55.95	\$55.95
MTGMAL31	\$49.95	\$39.95	\$39.95	TSCLALMT	\$49.95	\$39.95	\$39.95
MTGMALDA	\$49.95	\$39.95	\$39.95	TSCLALNO	\$86.95	\$76.95	\$76.95
MTGMALMB	\$65.95	\$55.95	\$55.95	TSKGALMA	\$86.95	\$76.95	\$76.95
MTGMALMT	\$49.95	\$39.95	\$39.95	TWCKALMA	\$86.95	\$76.95	\$76.95
MTGMALNO	\$49.95	\$39.95	\$39.95	UNTWALNM	\$86.95	\$76.95	\$76.95
MTVRALMA	\$86.95	\$76.95	\$76.95	VNCNALMA	\$86.95	\$76.95	\$76.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

	12	24	36
	Month	Month	Month
<u>CLLI</u>	<u>Term</u>	<u>Term</u>	<u>Term</u>
WBTNALNM	\$86.95	\$76.95	\$76.95
WRRRALNM	\$65.95	\$55.95	\$55.95
WTMPALMA	\$65.95	\$55.95	\$55.95
YORKALMA	\$86.95	\$76.95	\$76.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.2 Rates and Charges (Cont'd.)

B. 200 Minute Long Distance Calling Block for BirchNet Essentials:

Rate Per Minute	Business	Residential
In Contract Minutes	\$0.049	\$0.049
No Contract Minutes	\$0.065	\$0.065

1. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch Customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
2. Toll Free service is available with this product. See Section 6.4.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.3 BirchNet Essentials Inclusive Feature List:

Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Only)
Call Selector
Call Tracing
Call Waiting
Caller ID(Business Only)
Caller ID Blocking (Residential Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
Preferred Call Forwarding (Business Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900-976 Blocking (Residential Lines Only)

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.3 BirchNet Essentials (Cont'd.)

5.3.4 Footnotes for BirchNet Essentials:

- A. BirchNet Essentials are available to business and residential Customers.

All Customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: $\$100 \times$
Months Remaining

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

- B. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Essentials standard rates will apply.

- C. The availability of certain features depends on ILEC feature availability.

- D. Some features are only available to business Customers.

- E. Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

An additional discounted charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 3 extensions per voicemail box.

Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line

5.4.1 BirchNet Value Line is equipped with:

Basic Line (1) (2)

5.4.2 Rates and Charges

A. Monthly Recurring Charges

1. Business

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
ALBSALMA	\$48.95	\$46.95	\$46.95	BRHMALOX	\$48.95	\$46.95	\$46.95
ALCYALMT	\$59.95	\$58.95	\$58.95	BRHMALRC	\$48.95	\$46.95	\$46.95
ALVLALMA	\$59.95	\$58.95	\$58.95	BRHMALTA	\$48.95	\$46.95	\$46.95
ANTNALCB	\$59.95	\$58.95	\$58.95	BRHMALVA	\$48.95	\$46.95	\$46.95
ANTNALLE	\$59.95	\$58.95	\$58.95	BRHMALWD	\$48.95	\$46.95	\$46.95
ANTNALMT	\$48.95	\$46.95	\$46.95	BRHMALWE	\$48.95	\$46.95	\$46.95
ANTNALOX	\$59.95	\$58.95	\$58.95	BRHMALWL	\$48.95	\$46.95	\$46.95
ATHNALER	\$80.95	\$79.95	\$79.95	BRHNAL04	\$48.95	\$46.95	\$46.95
ATHNALMA	\$59.95	\$58.95	\$58.95	BRPTALMA	\$59.95	\$58.95	\$58.95
ATTLALNM	\$59.95	\$58.95	\$58.95	BRTOALMA	\$59.95	\$58.95	\$58.95
AUBNALMA	\$48.95	\$46.95	\$46.95	BSMRALBP	\$80.95	\$79.95	\$79.95
BLFNALMA	\$59.95	\$58.95	\$58.95	BSMRALBU	\$80.95	\$79.95	\$79.95
BOAZALMA	\$59.95	\$58.95	\$58.95	BSMRALHT	\$59.95	\$58.95	\$58.95
BRHMALBH	\$48.95	\$46.95	\$46.95	BSMRALMA	\$48.95	\$46.95	\$46.95
BRHMALCH	\$48.95	\$46.95	\$46.95	BYMNALMA	\$80.95	\$79.95	\$79.95
BRHMALCP	\$48.95	\$46.95	\$46.95	CALRALMA	\$59.95	\$58.95	\$58.95
BRHMALEL	\$48.95	\$46.95	\$46.95	CHBGALMA	\$59.95	\$58.95	\$58.95
BRHMALEN	\$48.95	\$46.95	\$46.95	CHLSALMA	\$80.95	\$79.95	\$79.95
BRHMALEW	\$48.95	\$46.95	\$46.95	CLANALMA	\$80.95	\$79.95	\$79.95
BRHMALFO	\$48.95	\$46.95	\$46.95	CLMBALMA	\$59.95	\$58.95	\$58.95
BRHMALFS	\$48.95	\$46.95	\$46.95	CLMNALFA	\$80.95	\$79.95	\$79.95
BRHMALHW	\$48.95	\$46.95	\$46.95	CLMNALJC	\$80.95	\$79.95	\$79.95
BRHMALMT	\$48.95	\$46.95	\$46.95	CLMNALMA	\$59.95	\$58.95	\$58.95
BRHMALOM	\$48.95	\$46.95	\$46.95	CNVIALMA	\$80.95	\$79.95	\$79.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
CRDVALMA	\$59.95	\$58.95	\$58.95				
CRHLALNM	\$80.95	\$79.95	\$79.95	GYVLALNM	\$59.95	\$58.95	\$58.95
CRLDALMA	\$80.95	\$79.95	\$79.95	HLVIALMA	\$80.95	\$79.95	\$79.95
CTRNALNM	\$80.95	\$79.95	\$79.95	HNVIAL03	\$80.95	\$79.95	\$79.95
CYTNALMA	\$80.95	\$79.95	\$79.95	HNVIALDY	\$80.95	\$79.95	\$79.95
DCTRALMT	\$48.95	\$46.95	\$46.95	HNVIALLW	\$48.95	\$46.95	\$46.95
DDVLALMA	\$80.95	\$79.95	\$79.95	HNVIALMT	\$48.95	\$46.95	\$46.95
DMPLALMA	\$59.95	\$58.95	\$58.95	HNVIALPW	\$48.95	\$46.95	\$46.95
DORAALMA	\$59.95	\$58.95	\$58.95	HNVIALRA	\$48.95	\$46.95	\$46.95
EUFLALMA	\$59.95	\$58.95	\$58.95	HNVIALRW	\$48.95	\$46.95	\$46.95
EUTWALBO	\$80.95	\$79.95	\$79.95	HNVIALUN	\$48.95	\$46.95	\$46.95
EUTWALMA	\$80.95	\$79.95	\$79.95	HNVLALBR	\$80.95	\$79.95	\$79.95
EVRGALMA	\$80.95	\$79.95	\$79.95	HNVLALNM	\$80.95	\$79.95	\$79.95
FLRNALMA	\$59.95	\$58.95	\$58.95	HRBOALOM	\$80.95	\$79.95	\$79.95
FMTNALMT	\$80.95	\$79.95	\$79.95	HRTSALNM	\$59.95	\$58.95	\$58.95
FRHPALMA	\$48.95	\$46.95	\$46.95	HRTSALPE	\$80.95	\$79.95	\$79.95
FTDPALMA	\$80.95	\$79.95	\$79.95	HZGRALMA	\$59.95	\$58.95	\$58.95
FTPYALMA	\$59.95	\$58.95	\$58.95	JCSNALNM	\$80.95	\$79.95	\$79.95
GDSDALHS	\$59.95	\$58.95	\$58.95	JCVLALMA	\$59.95	\$58.95	\$58.95
GDSDALMT	\$48.95	\$46.95	\$46.95	JSPRALMT	\$59.95	\$58.95	\$58.95
GDSDALRD	\$59.95	\$58.95	\$58.95	KLLNALMA	\$80.95	\$79.95	\$79.95
GDWRALMA	\$80.95	\$79.95	\$79.95	LFYTALRS	\$80.95	\$79.95	\$79.95
GNBOALMA	\$80.95	\$79.95	\$79.95	LGTNALMA	\$80.95	\$79.95	\$79.95
GRDLALNM	\$48.95	\$46.95	\$46.95	LNDNALMA	\$80.95	\$79.95	\$79.95
GRLYALMA	\$80.95	\$79.95	\$79.95	LVTNALLA	\$80.95	\$79.95	\$79.95
GTVLALNM	\$59.95	\$58.95	\$58.95	LVTNALMA	\$80.95	\$79.95	\$79.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
LXTNALMA	\$80.95	\$79.95	\$79.95	MTGMALNO	\$48.95	\$46.95	\$46.95
MARNALNM	\$80.95	\$79.95	\$79.95	MTVRALMA	\$80.95	\$79.95	\$79.95
MCINALMA	\$80.95	\$79.95	\$79.95	OHTCALMA	\$80.95	\$79.95	\$79.95
MDSNALNM	\$48.95	\$46.95	\$46.95	OPLKALMT	\$59.95	\$58.95	\$58.95
MNFDALMA	\$59.95	\$58.95	\$58.95	PDMTALMA	\$80.95	\$79.95	\$79.95
MNTVALNM	\$59.95	\$58.95	\$58.95	PHCYALFM	\$80.95	\$79.95	\$79.95
MOBLAL35	\$80.95	\$79.95	\$79.95	PHCYALMA	\$59.95	\$58.95	\$58.95
MOBLALAP	\$48.95	\$46.95	\$46.95	PNSNALMA	\$59.95	\$58.95	\$58.95
MOBLALAZ	\$48.95	\$46.95	\$46.95	PRSHALNM	\$80.95	\$79.95	\$79.95
MOBLALBF	\$48.95	\$46.95	\$46.95	PRVLALMA	\$59.95	\$58.95	\$58.95
MOBLALOS	\$48.95	\$46.95	\$46.95	RDBAALMA	\$80.95	\$79.95	\$79.95
MOBLALPR	\$48.95	\$46.95	\$46.95	RLVLALMA	\$80.95	\$79.95	\$79.95
MOBLALSA	\$59.95	\$58.95	\$58.95	RRVLALMA	\$80.95	\$79.95	\$79.95
MOBLALSE	\$59.95	\$58.95	\$58.95	SELMALMT	\$59.95	\$58.95	\$58.95
MOBLALSF	\$48.95	\$46.95	\$46.95	SHFDALMT	\$48.95	\$46.95	\$46.95
MOBLALSH	\$48.95	\$46.95	\$46.95	STSNALMA	\$80.95	\$79.95	\$79.95
MOBLALSK	\$48.95	\$46.95	\$46.95	SYLCALMT	\$59.95	\$58.95	\$58.95
MOBLALTH	\$48.95	\$46.95	\$46.95	THVLALMA	\$80.95	\$79.95	\$79.95
MOLTALNM	\$80.95	\$79.95	\$79.95	TLDGALMA	\$59.95	\$58.95	\$58.95
MPVLALMA	\$80.95	\$79.95	\$79.95	TLDGALRF	\$80.95	\$79.95	\$79.95
MTGMAL13	\$48.95	\$46.95	\$46.95	TROYALMA	\$59.95	\$58.95	\$58.95
MTGMAL31	\$48.95	\$46.95	\$46.95	TSCLALDH	\$59.95	\$58.95	\$58.95
MTGMALDA	\$48.95	\$46.95	\$46.95	TSCLALMT	\$48.95	\$46.95	\$46.95
MTGMALMB	\$59.95	\$58.95	\$58.95	TSCLALNO	\$80.95	\$79.95	\$79.95
MTGMALMT	\$48.95	\$46.95	\$46.95	TSKGALMA	\$80.95	\$79.95	\$79.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

1. Business (Cont'd.)

<u>CLLI</u>	<u>12</u> <u>Month</u> Term	<u>24</u> <u>Month</u> Term	<u>36</u> <u>Month</u> Term
TWCKALMA	\$80.95	\$79.95	\$79.95
UNTWALNM	\$80.95	\$79.95	\$79.95
VNCNALMA	\$80.95	\$79.95	\$79.95
WBTNALNM	\$80.95	\$79.95	\$79.95
WRRRALNM	\$59.95	\$58.95	\$58.95
WTMPALMA	\$59.95	\$58.95	\$58.95
YORKALMA	\$80.95	\$79.95	\$79.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential

<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	<u>CLLI</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
ALBSALMA	\$42.95	\$32.95	\$32.95	BRHMALOX	\$42.95	\$32.95	\$32.95
ALCYALMT	\$64.95	\$54.95	\$54.95	BRHMALRC	\$42.95	\$32.95	\$32.95
ALVLALMA	\$64.95	\$54.95	\$54.95	BRHMALTA	\$42.95	\$32.95	\$32.95
ANTNALCB	\$64.95	\$54.95	\$54.95	BRHMALVA	\$42.95	\$32.95	\$32.95
ANTNALLE	\$64.95	\$54.95	\$54.95	BRHMALWD	\$42.95	\$32.95	\$32.95
ANTNALMT	\$42.95	\$32.95	\$32.95	BRHMALWE	\$42.95	\$32.95	\$32.95
ANTNALOX	\$64.95	\$54.95	\$54.95	BRHMALWL	\$42.95	\$32.95	\$32.95
ATHNALER	\$75.95	\$65.95	\$65.95	BRHNAL04	\$42.95	\$32.95	\$32.95
ATHNALMA	\$64.95	\$54.95	\$54.95	BRPTALMA	\$64.95	\$54.95	\$54.95
ATTLALNM	\$64.95	\$54.95	\$54.95	BRTOALMA	\$64.95	\$54.95	\$54.95
AUBNALMA	\$42.95	\$32.95	\$32.95	BSMRALBP	\$75.95	\$65.95	\$65.95
BLFNALMA	\$64.95	\$54.95	\$54.95	BSMRALBU	\$75.95	\$65.95	\$65.95
BOAZALMA	\$64.95	\$54.95	\$54.95	BSMRALHT	\$64.95	\$54.95	\$54.95
BRHMALBH	\$42.95	\$32.95	\$32.95	BSMRALMA	\$42.95	\$32.95	\$32.95
BRHMALCH	\$42.95	\$32.95	\$32.95	BYMNALMA	\$75.95	\$65.95	\$65.95
BRHMALCP	\$42.95	\$32.95	\$32.95	CALRALMA	\$64.95	\$54.95	\$54.95
BRHMALEL	\$42.95	\$32.95	\$32.95	CHBGALMA	\$64.95	\$54.95	\$54.95
BRHMALEN	\$42.95	\$32.95	\$32.95	CHLSALMA	\$75.95	\$65.95	\$65.95
BRHMALEW	\$42.95	\$32.95	\$32.95	CLANALMA	\$75.95	\$65.95	\$65.95
BRHMALFO	\$42.95	\$32.95	\$32.95	CLMBALMA	\$64.95	\$54.95	\$54.95
BRHMALFS	\$42.95	\$32.95	\$32.95	CLMNALFA	\$75.95	\$65.95	\$65.95
BRHMALHW	\$42.95	\$32.95	\$32.95	CLMNALJC	\$75.95	\$65.95	\$65.95
BRHMALMT	\$42.95	\$32.95	\$32.95	CLMNALMA	\$64.95	\$54.95	\$54.95
BRHMALOM	\$42.95	\$32.95	\$32.95	CNVIALMA	\$75.95	\$65.95	\$65.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>	<u>CLLI</u>	<u>12</u> <u>Month</u> <u>Term</u>	<u>24</u> <u>Month</u> <u>Term</u>	<u>36</u> <u>Month</u> <u>Term</u>
CRDVALMA	\$64.95	\$54.95	\$54.95	HLVIALMA	\$75.95	\$65.95	\$65.95
CRHLALNM	\$75.95	\$65.95	\$65.95	HNVIAL03	\$75.95	\$65.95	\$65.95
CRLDALMA	\$75.95	\$65.95	\$65.95	HNVIALDY	\$75.95	\$65.95	\$65.95
CTRNALNM	\$75.95	\$65.95	\$65.95	HNVIALLW	\$42.95	\$32.95	\$32.95
CYTNALMA	\$75.95	\$65.95	\$65.95	HNVIALMT	\$42.95	\$32.95	\$32.95
DCTRALMT	\$42.95	\$32.95	\$32.95	HNVIALPW	\$42.95	\$32.95	\$32.95
DDVLALMA	\$75.95	\$65.95	\$65.95	HNVIALRA	\$42.95	\$32.95	\$32.95
DMPLALMA	\$64.95	\$54.95	\$54.95	HNVIALRW	\$42.95	\$32.95	\$32.95
DORAALMA	\$64.95	\$54.95	\$54.95	HNVIALUN	\$42.95	\$32.95	\$32.95
EUFLALMA	\$64.95	\$54.95	\$54.95	HNVLALBR	\$75.95	\$65.95	\$65.95
EUTWALBO	\$75.95	\$65.95	\$65.95	HNVLALNM	\$75.95	\$65.95	\$65.95
EUTWALMA	\$75.95	\$65.95	\$65.95	HRBOALOM	\$75.95	\$65.95	\$65.95
EVRGALMA	\$75.95	\$65.95	\$65.95	HRTSALNM	\$64.95	\$54.95	\$54.95
FLRNALMA	\$64.95	\$54.95	\$54.95	HRTSALPE	\$75.95	\$65.95	\$65.95
FMTNALMT	\$75.95	\$65.95	\$65.95	HZGRALMA	\$64.95	\$54.95	\$54.95
FRHPALMA	\$42.95	\$32.95	\$32.95	JCSNALNM	\$75.95	\$65.95	\$65.95
FTDPALMA	\$75.95	\$65.95	\$65.95	JCVLALMA	\$64.95	\$54.95	\$54.95
FTPYALMA	\$64.95	\$54.95	\$54.95	JSPRALMT	\$64.95	\$54.95	\$54.95
GDSDALHS	\$64.95	\$54.95	\$54.95	KLLNALMA	\$75.95	\$65.95	\$65.95
GDSDALMT	\$42.95	\$32.95	\$32.95	LFYTALRS	\$75.95	\$65.95	\$65.95
GDSDALRD	\$64.95	\$54.95	\$54.95	LGTNALMA	\$75.95	\$65.95	\$65.95
GDWRALMA	\$75.95	\$65.95	\$65.95	LNDNALMA	\$75.95	\$65.95	\$65.95
GNBOALMA	\$75.95	\$65.95	\$65.95	LVTNALLA	\$75.95	\$65.95	\$65.95
GRDLALNM	\$42.95	\$32.95	\$32.95	LVTNALMA	\$75.95	\$65.95	\$65.95
GRLYALMA	\$75.95	\$65.95	\$65.95	LXTNALMA	\$75.95	\$65.95	\$65.95
GTVLALNM	\$64.95	\$54.95	\$54.95	MARNALNM	\$75.95	\$65.95	\$65.95
GYVLALNM	\$64.95	\$54.95	\$54.95	MCINALMA	\$75.95	\$65.95	\$65.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

A. Monthly Recurring Charges (Cont'd.)

2. Residential (Cont'd.)

	12	24	36		12	24	36
CLLI	Month	Month	Month	CLLI	Month	Month	Month
	Term	Term	Term		Term	Term	Term
MDSNALNM	\$42.95	\$32.95	\$32.95	PHCYALFM	\$75.95	\$65.95	\$65.95
MNFDALMA	\$64.95	\$54.95	\$54.95	PHCYALMA	\$64.95	\$54.95	\$54.95
MNTVALNM	\$64.95	\$54.95	\$54.95	PNSNALMA	\$64.95	\$54.95	\$54.95
MOBLAL35	\$75.95	\$65.95	\$65.95	PRSHALNM	\$75.95	\$65.95	\$65.95
MOBLALAP	\$42.95	\$32.95	\$32.95	PRVLALMA	\$64.95	\$54.95	\$54.95
MOBLALAZ	\$42.95	\$32.95	\$32.95	RDBAALMA	\$75.95	\$65.95	\$65.95
MOBLALBF	\$42.95	\$32.95	\$32.95	RLVLALMA	\$75.95	\$65.95	\$65.95
MOBLALOS	\$42.95	\$32.95	\$32.95	RRVLALMA	\$75.95	\$65.95	\$65.95
MOBLALPR	\$42.95	\$32.95	\$32.95	SELMALMT	\$64.95	\$54.95	\$54.95
MOBLALSA	\$64.95	\$54.95	\$54.95	SHFDALMT	\$42.95	\$32.95	\$32.95
MOBLALSE	\$64.95	\$54.95	\$54.95	STSNALMA	\$75.95	\$65.95	\$65.95
MOBLALSF	\$42.95	\$32.95	\$32.95	SYLCALMT	\$64.95	\$54.95	\$54.95
MOBLALSH	\$42.95	\$32.95	\$32.95	THVLALMA	\$75.95	\$65.95	\$65.95
MOBLALSK	\$42.95	\$32.95	\$32.95	TLDGALMA	\$64.95	\$54.95	\$54.95
MOBLALTH	\$42.95	\$32.95	\$32.95	TLDGALRF	\$75.95	\$65.95	\$65.95
MOLTALNM	\$75.95	\$65.95	\$65.95	TROYALMA	\$64.95	\$54.95	\$54.95
MPVLALMA	\$75.95	\$65.95	\$65.95	TSCLALDH	\$64.95	\$54.95	\$54.95
MTGMAL13	\$42.95	\$32.95	\$32.95	TSCLALMT	\$42.95	\$32.95	\$32.95
MTGMAL31	\$42.95	\$32.95	\$32.95	TSCLALNO	\$75.95	\$65.95	\$65.95
MTGMALDA	\$42.95	\$32.95	\$32.95	TSKGALMA	\$75.95	\$65.95	\$65.95
MTGMALMB	\$64.95	\$54.95	\$54.95	TWCKALMA	\$75.95	\$65.95	\$65.95
MTGMALMT	\$42.95	\$32.95	\$32.95	UNTWALNM	\$75.95	\$65.95	\$65.95
MTGMALNO	\$42.95	\$32.95	\$32.95	VNCNALMA	\$75.95	\$65.95	\$65.95
MTVRALMA	\$75.95	\$65.95	\$65.95	WBTNALNM	\$75.95	\$65.95	\$65.95
OHTCALMA	\$75.95	\$65.95	\$65.95	WRRRALNM	\$64.95	\$54.95	\$54.95
OPLKALMT	\$64.95	\$54.95	\$54.95	WTMPALMA	\$64.95	\$54.95	\$54.95
PDMTALMA	\$75.95	\$65.95	\$65.95	YORKALMA	\$75.95	\$65.95	\$65.95

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.2 Rates and Charges (Cont'd.)

B. Non- Recurring Charges are located in Section 4.

C. Birch Long Distance Rates for BirchNet Value Line:

Rate Per Minute	Business	Residential
In Contract Minutes	\$0.049	\$0.049
No Contract Minutes	\$0.065	\$0.065

1. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch Customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

2. Toll Free service is available with this product. See Section 6.4.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.3 Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	Business
Three-Way Calling	\$1.25
Call Return	\$1.31
Repeat Dialing	\$1.31
Busy Connect (Per call, per use)	\$0.90

5.4.4 BirchNet Value Line - Feature List

Additional calling features may be added to the Birch Basic Line. See Section _____ of this Price Guide for applicable rates.

Calling Number Delivery Blocking is no charge.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.5 Footnotes for BirchNet Value Line:

- A. BirchNet Value Line is available to business and residential Customers.

All Customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula: $\$100 \times$
Months Remaining

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

- B. Product may not be available in all CLLIs.

- C. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- D. The availability of certain features depends on ILEC feature availability.

- E. An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 3 extensions per voicemail box.

- F. Call Forwarding - Busy Line and Call Forwarding - Don't answer will be provided for Customers who add a voicemail service to their BirchNet Value Line.

- (1) The following products of Birch Telecom of the South, LLC and Birch Communications, inc. have changed their name to Birchnet Value Line. The services and rates for each product have previously been grandfathered.

Basic Line	Basic Access Line
Birch Basic Line	Residential Line
Business Line Flate Rate	Residence Line
BirchNet Value Line	

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.4 BirchNet Value Line (Cont'd.)

5.4.5 Footnotes for BirchNet Value Line (Cont'd.)

- G. Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID Customer of a name or telephone number which the calling party or the Caller ID Customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Price Guide. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (8) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (10) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.5 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4 for applicable rates.

<u>Feature Description</u>	<u>Monthly Recurring Charges</u>	
	<u>Business</u>	<u>Residential</u>
3 Way Calling	\$5.52	\$2.86
3 Way Calling w/Transfer	\$5.52	\$2.86
Call Block	\$5.52	\$2.86
Call Forward Busy	\$5.52	\$2.86
Call Forward Variable	\$5.52	\$2.86
Call Fwd Don't Answer w/RC	\$5.52	\$2.86
Call Return	\$5.52	\$2.86
Call Tracing	\$5.52	\$2.86
Call Waiting	\$5.52	\$2.86
Call Waiting w/CID Opt	\$5.52	\$2.86
Caller ID	\$5.52	\$2.86
Caller ID Block	\$5.15	\$5.15
Caller ID Deluxe	\$5.52	\$2.86
Distinctive Ring	\$5.52	\$2.86
Enhanced Caller ID	\$5.52	\$2.86
Hunting	\$5.52	\$2.86
Preferred Call Forwarding	\$5.52	\$2.86
Remote Access to Call Fwd	\$5.52	\$2.86
Repeat Dialing	\$5.52	\$2.86
Restrict International	\$5.67	\$3.78
Restrict Toll	\$5.67	\$3.78
Simultaneous Call Forwarding	\$5.52	\$2.86
Speed Call 30	\$5.52	\$2.86
Speed Call 8	\$5.52	\$2.86

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.6 Hunting Services

5.6.1 Rates

The Hunting Service is a feature, which can be purchased in addition to a Customer's line. Rates apply per line equipped with Series Completion Hunting.

	<u>Monthly Recurring Charges</u>	
	<u>Residence</u>	<u>Business</u>
Hunting	\$5.00 (1)	\$7.00
	<u>Non-recurring Charge</u>	
Per Order, Installation or Change	\$10.00	

(1) For Area Calling Plan subscribers, the monthly recurring charge is equal to \$4.00.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services

5.7.1 Rules and Regulations

- A. Service for Payphone Service Provider ("PSP") Telephones is an exchange line service provided at the request of the subscriber for telecommunications use.
 - B. Service is provided for use with PSP telephones.
 - C. The carriage and completion of all local dialed calls including operator service functions are provided by the Company.
 - D. Service is provided subject to the condition that telephone messages (local and long distance) placed from stations that are accessible to the public are completed over PSP lines (or other Public or Semipublic lines). Where service is furnished, any type or grade of residence or business service offered regularly at that location may be furnished in addition, provided such residence or business service is confined to locations solely for use by the particular establishment.
 - E. Service may not be attached to other types of access lines. A subscriber must order a separate PSP Access line for each PSP telephone installed and will be billed the listed rate for each line.
 - F. Service may only be provided as Two-Way service, except lines placed in correctional institutions, schools, hospitals and other locations for which a specific exemption has been granted by the Public Service Commission. There will be no charge imposed for incoming calls.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

- G. For Customers subscribing to Caller ID - Deluxe, if the incoming call originates from a Customer provided public telephone, the name information transmitted will always be "Pay Phone".
 - H. The PSP shall be responsible for the installation, operation and maintenance of any PSP instruments used in connection with this service.
 - I. The PSP shall be responsible for payment of a nonrecurring charge as specified in this Price Guide for each visit by the Company or its agent to the Customer's premises solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the Customer.
 - J. PSP telephones must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as regulatory requirements of the New York Public Service Commission. The telephones must have the following operational characteristics:
 - 1. Must be lighted during the hours of darkness when light from other sources is not adequate to read instructions and use the payphone.
 - 2. Must be able to access 911 Emergency Service, where available, at no charge to the calling party. Where 911 is not available, must be able to access the "Operator", at no charge to the calling party. The appropriate emergency number (Operator, 911) must be clearly posted at each PSP location.
 - 3. Must be equipped to return the coins to the caller in the case of an incomplete call, except messages to a Feature Group A access number.
 - 4. Must provide free access to dial-tone and toll free numbers (e.g., 800, 877, and 888).
 - 5. Must complete calls to local and long distance directory assistance.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

J. (Cont'd.)

6. Must provide free access to the responsible party for repairs or refunds. The Company is not responsible for refunds of coins deposited in Customer-provided coin-operated public telephones.

7. Must be equipped with a legible sign, card, or plate of reasonable permanence that shall identify the following:

- The telephone number and location address of the payphone station, name and certificate number of the certificate holder, the party responsible for repairs and refunds, address of responsible party, free phone number of responsible party, clear dialing instructions (including notice of the lack of availability of local or toll services) and the local coin rate.
- For those payphone stations that will terminate conversation after a minimum elapse of time, notice shall be included on the sign card as well as an audible announcement 30 seconds prior to termination of the phone call.

K. Each payphone station that provides access to any interexchange company must provide coin free access to all locally available interexchange companies (except for Feature Group A access). The payphone station shall provide such access through the forms of access purchased by locally available long distance carries such as 10XXX+0, 10XXXX+0, 101XXXX+0, toll free (e.g., 800, 877, and 888) access.

L. May have a maximum of one non-dialable extension per station access line. This extension must be within the same premises as the main station and may be a maximum of 35 feet from the main station or have a privacy feature to disable the extension when the main station is in use.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

- M. No sales solicitation shall be allowed during the interval between the last digit dialed by the end user and connection with the interexchange carrier.
 - N. All 0- calls shall be routed to a telecommunications company that is authorized by the Commission to handle 0- calls. All other calls, including operator service calls, may be routed to the PSP's carrier of choice, unless the end user dials the appropriate access code for their carrier of choice, i.e., 950, 10XXX, 10XXXX, 101XXXX, and toll free access (e.g., 800, 877, and 888).
 - O. Each payphone station:
 - 1. Must allow incoming calls to be received at all times, with the exception of those locations at hospitals, schools and locations specifically exempted by the Commission. There shall be no charge for receiving incoming calls.
 - 2. A PSP may petition the Commission for an exception from the incoming call requirement for a period that shall not exceed two years from the effective date of the Order granting the exemption. Where incoming calls are not received, central office based intercept shall be provided at no charge to the end user and a written notice shall be prominently displayed on the payphone directly above or below the telephone which states: "Incoming calls blocked at request of law enforcement."
 - 3. Must be connected to an individual access line.
 - 4. Must permit outgoing calls to be placed at all times. Each pay telephone service company shall make all reasonable efforts to minimize the extent and duration of interruptions of service. Service repair programs should have as their objective the restoration of service on the same day that the interruption is reported to the company (Sundays and holidays excluded).
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

- L. Telephone Directories (current white page directory for the local calling area and a reasonably current yellow page directory that is appropriate for the calling area of the payphone station) shall be maintained at each payphone station.
 - 1. Where there is a single payphone station, a directory shall be maintained at each station.
 - 2. Where there are two or more payphone stations located in a group, a directory for the entire local calling area shall be maintained at every other station. However, where telephone pay stations are fully enclosed, a directory shall be maintained at each payphone station.
 - 3. Payphone stations that provide local directory assistance at no charge are exempt from the provision of this rule. A notice must appear on the placard if local directory assistance at no charge is being provided.
 - M. Normal maintenance and coin collection activity shall include a review of the cleanliness of each payphone station.
 - N. Each payphone station must comply with rules of the American National Standards Institute, Inc, relative to physical handicap accessibility.
 - O. Each pay telephone station shall permit end users to input unlimited digits for the duration of the call.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

P. Toll Fraud Liability

1. A company providing interexchange telecommunications services or local exchange telecommunications services shall not collect from a PSP for:
 - a. Charges billed to a line for calls which originates from that line through the use of access codes such as 10XXX, 10XXXX, 101XXXX, 950, and toll free (e.g. 800, 877, 888) access codes, or when the call originating from that line otherwise reached an operator position, if the originating line is subscribed to outgoing call screening and the call was placed after the effective date (the date after the call screening order was placed and associated charges apply) of the outgoing screening order;
 - b. Charges for collect or third number billed calls, if the line to which the call was billed was subscribed to incoming call screening and the call was placed after the effective date of the incoming call screening order. Any call billed through the provider of local exchange telecommunications services or directly by an interexchange company, or through a billing agent, which have been identified as not collectible as described above, must be removed from any PSP's bill after the PSP gives notice of the fraudulent charges to the billing party. Pay telephone providers shall give such notice to the provider of local exchange telecommunications services and the interexchange company in writing no later than the due date of the bill.
 - c. The provider of local exchange telecommunications services is responsible for charges described in a. above that are associated with the failure of the provider of local exchange telecommunications services' screening services.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

P. Toll Fraud Liability

1. (Cont'd.)

d. The interexchange company is responsible for charges described in P.1.a. above that are associated with the failure to properly validate calls via the appropriate provider of local exchange telecommunications services' database.

e. Any charges accrued to a line when the subscriber has subscribed to the provider of local exchange telecommunications services to screen calls described in P.1.a. above shall not be the basis for discontinuance of local and intrastate service.

Q. Providers serving confinement facilities shall provide for completion of all inmate calls allowed by the confinement facility.

R. Pay telephones stations located in confinement facilities shall be exempt from the preceding requirements except that outgoing local and long distance calls may not be terminated until after a minimum elapsed time of ten minutes. Audible and written disconnect notifications shall apply, and one access line shall not be connected to more than three pay telephone stations.

S. Proof of all necessary certifications must be furnished to the Company by the subscriber prior to service being furnished.

T. The subscriber is responsible for meeting all federal, state and local statutes with respect to provision of PSP telephones in accordance with all hearing impaired and handicapped person requirements.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

U. Violations of Regulations

1. Where any PSP telephone is used and/or connected in violation of this Price Guide, the Company will promptly notify the Customer of the violation.
2. Violations of the Price Guide, Commission rules pertaining to public telephone service or certification requirements will subject subscribers of service to suspension and/or termination of service consistent with Section 2.6.1 of this Price Guide.

V. Service Features

Zone Sensitive Rate for PSP

to this service are required to take one of the following options where facilities are available to provide such service.

1. Two-Way Service:
 - a. Provides central office blocking of 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. ala carte rate will apply refer to section 4.2.26.3.
 - b. Provides central office blocking of 7 digit local, 1+DDD, 1+ 900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. ala carte rate will apply refer to section 4.2.26.3.
 - c. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. ala carte rate will apply refer to section 4.2.26.3.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.2 Rules and Regulations (Cont'd.)

W. Payphone services are equipped with:

- Free 900/976 Block
- Free Directory Listing
- 250 Local, Lata, and Long Distance Minutes overages will apply – see section 6.4.
- If Customer selects an alternative Long Distance provider, included minutes will reduce.

5.7.3 Payphone Services Additional Features

<u>Features</u>	<u>Rates</u>
Non-Published Listing	\$8.15
Non-Listed Number	\$5.56
Extended Area Calling Service	\$22.24
Call Screening	\$4.44
Answer Supervision	\$8.13
Call Blocking	\$5.97
Fraud Protection	\$0.16

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.3 Rates

The monthly recurring charge for this service is \$62.95

- Miscellaneous Service Charges will apply – see Section 4.1 of this Price Guide.
 - Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 5.5 of this Price Guide.
 - The availability of certain features depends on ILEC feature availability.
 - Early Termination Fees are calculated using the following formula: $\$200 \times \text{Months Remaining}$. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
 - Product may not be available in all CLLIs.
 - Local, IntraLata, Long Distance is available with this product and is rated at \$0.07/minute after the initial 250 included usage
 - Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While the plans includes long distance, the Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate and eliminate half of the allowable usage.
 - Long distance is only applicable to standard outbound domestic long distance only, originating from Birch Customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.7 Payphone Service Provider (PSP) Services (Cont'd.)

5.7.4 American Fiber Network (AFN) and Close Call America (CCA) Payphone Service Provider (PSP) Services

The following products of AFN or CCA have been grandfathered and will be billed as "Payphone."

Coin Line Flat Rate	Payphone Access Service
Coinless Payphone Access - Outward Only	Smart PAL
Coinless Payphone Access - Outbound Only	Smart Payphone
Interra Payphone Access Service	Smart Public
Interra Payphone Line Rate	PAL Message Rate
Payphone Access Line	

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.8 Birchual Office Service

Birchual Office Service is a service whereby calls placed to a business Customer's telephone number (the *Birchual* Office number) in one exchange are automatically forwarded to a telephone number (the terminating number) in another exchange. The *Birchual* Office number does not involve telephone equipment, a physical location, or manual input to initiate the forwarding of calls to the terminating number. When a *Birchual* Office number is called, it is intercepted at the local central office and automatically routed to whatever terminating number the Customer designates. The forwarded calls can be local or toll, depending on the type of service to which the Customer subscribes. The *Birchual* Office Customer is responsible for any local usage or toll charges incurred between the Customer's *Birchual* Office number and the terminating number.

The *Birchual* Office number includes one path, which allows for one call to be forwarded at a time. Additional paths can be ordered to allow additional calls to be forwarded simultaneously.

Birchual Office Service is available to Birch business Customers only.

Birchual Office Service is available in the following packages:

- Local *Birchual* Office Service
- Long Distance *Birchual* Office Service

Local *Birchual* Office Service

The *Birchual* Office number and the terminating number are within the same local calling area.

Unlimited local calling will be allowed between the *Birchual* Office number and the terminating number.

	<u>Monthly Rate</u>	<u>Service Charge</u>
Local <i>Birchual</i> Office, with one path	\$18.50	\$15.00
Additional Local Path	\$18.50	\$15.00

The *Birchual* Office number and the terminating number are not within the same local calling area and the *Birchual* Office number forwards to the terminating number outside of the local calling area.

Applicable toll charges will be incurred.

	<u>Monthly Rate</u>	<u>Service Charge</u>
Long Distance <i>Birchual</i> Office, with one path	\$18.50	\$15.00
Additional Long Distance Path	\$18.50	\$15.00

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.8 Birchual Office Service (Cont'd.)

5.8.2 Regulations

- A. A *Birchual* Office number cannot terminate on a public or semi-public service (coin telephone).
 - B. *Birchual* Office Service does not provide caller identification of the originating number to the terminating number.
 - C. A *Birchual* Office number is not suitable for data transmission.
 - D. The *Birchual* Office path is not released when the call is forwarded.
 - E. *Birchual* Office Service is subject to the availability of facilities.
 - F. *Birchual* Office Service cannot be suspended (vacation service).
 - G. Calls will only be allowed to be forwarded to a business line.
 - H. Collect and third-party calls will be billed to the *Birchual* Office number.
 - I. Custom calling features are not available on a *Birchual* Office number.
 - J. The *Birchual* Office number cannot terminate to another such number, whether a *Birchual* Office number or the same such service of another service provider.
 - K. Call Forward Variable should not be offered on the terminating line. Customers are allowed to have Call Forward Busy/No Answer on the terminating number for voice mail purposes.
 - L. *Birchual* Office can terminate to a distinctive ring number. The distinctive ring number must be different than the *Birchual* Office number.
 - M. *Birchual* Office may only be used for the communications of a single end use. It may not be used to aggregate the long distance communications of multiple end users for resale or to provision communications services for others.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.8 Birchual Office Service (Cont'd.)

5.8.3 Directory Listing

One listing in the directory covering the exchange in which the *Birchual* Office number is located is provided without additional charge. Additional listings and other Directory Listing products may be purchased for the *Birchual* Office number.

- A. The Service Charge applies to an order for new *Birchual* Office Service, to change the *Birchual* Office number, to change the number to which the number is forwarded, and to add additional paths, whether ordered at the time of conversion of service or on a subsequent order. Only one Service Charge will apply per request, regardless of the number of additions or changes made by the request. The Service Charge will not apply to convert the service and its existing path(s) to Birch or on outside moves of Customer's other service if there is no *Birchual* Office number or terminating number change.
 - B. The Customer may select Birch long distance service carry the traffic from the *Birchual* Office number to the terminating number. When Birch is selected as Customer's long distance carrier for service other than its *Birchual* Office Service, as well as for its *Birchual* Office Service, the *Birchual* Office number long distance usage will be invoiced at the Customer's plan rate, as applicable, and any usage will contribute to the Customer's volume commitment, if any. When Birch is selected as the Customer's long distance carrier for its *Birchual* Office Service only, the default Birch long distance rate, as set forth in the Company's Interexchange Price Guide will apply to any long distance usage billed.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.9 BirchLink T1 Services

5.9.1 Regulations

The 12-month, 24-month and 36-month term agreements are available for Services. Month-to-month service is not available. Early terminations will result in charge of \$100 x months remaining. (Per Location)

All Birch Long Distance term offers are available in conjunction with these services.

The standard allowance of 5000 long distance minutes to locations within the contiguous United States and any optional Long Distance Bundles purchased include:

- Inbound and outbound long distance calls made to locations within the contiguous United States
- 8XX Toll Free Service

Long distance usage beyond the allowance and any purchased bundle is billed at \$0.049 per minute and at \$0.069 for 8XX toll-free calls.

Birchlink T1 services do not include calling cards, international calling, calls to AK, HI, PR, and USVI other US Territories, or Canada, directory assistance calling, or voice mail. These services are provided pursuant to other Company Price Guides or Price Guide equivalents. Birchlink T1 services are not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations, and are only available in select CLLIs.

End users may or may not choose Company IntraLATA and InterLATA long distance service. If end users utilize other long distance options there will be no price change.

All charges are inclusive of regulatory and special fees. Additional Local, State, Federal & usage-based taxes will apply in accordance with regulatory requirements.

May not be available in all service areas, limited to facility availability.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.9 BirchLink T1 Services (Cont'd.)

5.9.2 Products

A. BirchLink T1 Complete

The Birchlink T1 Complete option offers up to 24 voice lines with symmetrical data speeds burstable to 1.544 Mbps with the data speed available depending upon voice utilization of the T1 circuit bandwidth. The Complete option also offers a number of additional features inclusive within the basic rates:

- Long distance usage allowance of 5000 minutes per billing cycle for calls made to locations within the contiguous United States.
- Unlimited IntraLATA long distance calling
- Voice Features:

Call Waiting	Call Forwarding
Three-Way Calling	Speed Calling
Distinctive Ringing Service	Call Forwarding Busy Line
Hunting	Call Forwarding Don't Answer
Remote Access - Call Forwarding Variable	Call Return
Selective Class of Call Screening	Call Tracing
Repeat Dialing	Preferred Call Forwarding
Call Block	Anonymous Call Rejection
Call Selector	Enhanced Caller ID
Caller ID	Message Waiting Indication
Calling number delivery blocking, per line	Caller ID Deluxe
Call Transfer Disconnect	

B. BirchLink T1 PRI

The Birchlink T1 PRI offers the following inclusive features:

- Up to 23 ISDN B-Channels for Voice with D-channel for signaling
 - 20 Direct Inward Dialing (DID) Numbers
 - Caller name and number presentation
 - Direct cable connection from phone system
 - Unlimited IntraLATA long distance calling
 - Long distance usage allowance of 5000 minutes per billing cycle to locations within the contiguous United States.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.9 BirchLink T1 Services (Cont'd.)

5.9.3 Nonrecurring Charges

A. New Install

The length of the term agreement signed by the Customer will determine the total non-recurring charge required for install:

12-Month Term Agreement = \$600
24-Month Term Agreement = \$300
36-Month Term Agreement = \$0

B. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this Price Guide.

Charge	Price
Feature Add or Change	\$10.00 per Order
Basic Service Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Invoice Change	\$60.00 per Order
Transfer of Service	\$60.00 per Order
TN Change	\$25.00 per Order
Line Signaling Change	\$25.00 per Order
Vanity Number Search	\$25.00 per Order
Establishing Dual Service	\$60.00 per Order
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.9 BirchLink T1 Services (Cont'd.)

5.9.4 Maintenance Visit Charges

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

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Premise Work Charge	\$139.00
Initial Hour (time & materials)	\$165.00
Trouble Determination (per request)	\$110.00
Each Additional 30 minute increment	\$ 60.00
Each Additional Jack & Wiring (existing Customer)	\$ 65.00

5.8.5 Monthly Recurring Charges

BirchLink T1 Complete	\$625.10
BirchLink T1 Complete Lines	\$ 10.00 per line
BirchLink T1PRI	\$674.65
BirchLink T1 PRI – block of 20 DIDs	\$ 5.00 per block

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.10 Remote Call Forwarding

Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a Customer's (the RCF Customer) telephone number (call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF Customer (terminating station).

5.10.1 Limitations

- A. Remote Call Forwarding service is offered subject to availability of suitable facilities.
 - B. RCF is not offered where the terminating number is a coin or coinless pay telephone.
 - C. The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding Customer.
 - D. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF Customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded to number or termination of the RCF service. The RCF Customer will be responsible for normal Price Guide charges for such changes.
 - E. Remote Call Forwarding is not suitable for satisfactory transmission of data.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.10 Remote Call Forwarding (Cont'd.)

5.10.1 Limitations (Cont'd.)

- F. RCF is provided on the condition that the Customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF Customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the Customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the Customer refuses to subscribe to such additional RCF features and facilities, said Customer's RCF service shall be subject to termination.
 - G. When the Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
 - H. Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area within the same county, or are within an Extended Area Service arrangement as specified in this Price Guide. All other calls will be sent-paid (1+) only.
 - I. Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
 - J. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the listed charges for any resulting rearrangement of the RCF service.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.10 Remote Call Forwarding (Cont'd.)

5.10.2 Minimum Contract Period

The minimum contract period for this service is one month.

5.10.3 Charges

The following charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.

	<u>Monthly Rate</u>
Per feature arranged for other than local calling	\$26.05
Per feature arranged for local calling	\$26.05
Per additional access facility	\$26.05

5.10.4 Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:

- Between the originating station and all forwarding locations. The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Price Guide for the type of call involved.
- Between the call forwarding location and the terminating station. The Remote Call Forwarding Customer is responsible for the applicable charges specified in this or any other applicable Price Guide for other than seven- or ten-digit local calling. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

No message charges apply for seven- or ten-digit local calling.

5.10.5 Remote Call Forward Additional Path \$26.05/each

Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - SERVICE DESCRIPTIONS AND RATES (CONT'D.)

5.11 Toll Services

This Price Guide section applies to Long Distance Message Telecommunications Service furnished or made available by the Company over service components located wholly within or partly within the Local Access and Transport Areas (LATAs) of the State of Alabama between two or more points within LATAs of the State of Alabama and where the respective rate centers of such points are also located in said State.

Service is furnished subject to the availability of the service components required. The Company will determine which of those components shall be used and made modifications to those components at its option.

5.11.1 Two-Point Service

A. Operator Service Charges

<u>Description</u>	<u>Rate</u>
Station-to-Station Service	
<u>Collect</u>	
Non-Automated	\$ 3.05
Semi-Automated	2.75
Fully Automated	2.50
<u>Billed to a Third Number</u>	
Non-Automated	\$ 3.05
Semi-Automated	2.75
Fully Automated	2.50
<u>Sent-Paid</u>	
Non-Automated	\$ 3.05
Semi-Automated	2.75
<u>Person-to-Person Service</u>	
Non-Automated	\$5.70
Semi-Automated	5.40
Other Services	
Line Status Verification	\$ 3.38
Busy Interrupt	6.00

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES

6.1 Directory Services

6.1.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the Customer subscribes to Non-published or Non-listed Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published or non-listed telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listing or non-published listing.

A. Additional Listing

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	\$1.55	\$23.00

B. Additional Extra Listing – 800 number

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business	\$1.55	\$23.00

C. Alternate Listings

	<u>Monthly Rate</u>	<u>Service Charge</u>
Business alternate listings, each	\$1.55	\$23.00
Residential, alternate listing, each	\$1.55	\$10.00

D. Cross Reference Listing

	<u>Monthly Rate</u>
Business	\$1.55
Residential	\$1.05

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.1 Directory Services (Cont'd.)

6.1.1 Directory Listings (Cont'd.)

E. Foreign Listings

Where the Foreign Listing appears in a state of other than Alabama, the applicable rate will be that tariffed by the Company in that state, or where the Company does not provide service, the applicable rate will be that tariffed by the incumbent local exchange carrier in the exchange in which the listing appears.

	<u>Monthly Rate</u>
Business Foreign Listing, each	\$1.55
Residential Foreign Listing, each	\$1.05

F. Non-Listed

	<u>Monthly Rate</u>
Business Non-Listed, each	\$2.50
Residential Non-Listed, each	\$2.50

Non-Listed will not apply in the following cases:

1. Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
2. Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
3. Ring master service number.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.1 Directory Services (Cont'd.)

6.1.1 Directory Listings (Cont'd.)

G. Non-Published

	<u>Monthly Rate</u>
Business Non-Published, each	\$4.00
Residential Non-Published, each	\$4.00

Non-Published will not apply in the following cases:

1. Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
2. Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed services in the same local exchange.

F. Residential Designer Listings:

	<u>Monthly Rate</u>
Designer Line	\$3.00

G. Stylist Listing

	<u>Monthly Rate</u>
Business	\$3.50
Residential	\$2.50

H. Special Text Listing

	<u>Monthly Rate</u>
Business, each	\$7.63

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.1 Directory Services (Cont'd.)

6.1.2 Directory Assistance Service

A. Rates

1. Where the Customer places a sent-paid direct dialed call to Directory Assistance, the charge for each call (maximum of two numbers requested) is \$2.99. (I)
2. Where the Customer places a call to the Directory Assistance attendant via an operator or has Directory Assistance Service Charges are billed to a third number; or a special billing number, the charge for each call (maximum of two requests per call) is \$2.99. (I)

B. Directory Assistance Charge Exemption

Directory Assistance Charge Exemption gives 50 Free (local, long distance, or combination of both) Directory Assistance calls per billing cycle on each line where the end user has disabilities that prevent use of the telephone directory. Normal rates apply to Directory Assistance calls for the 51st and all other additional calls within a billing cycle. For purposes of this rule, disability means, with respect to an individual, a physical or mental impairment that prohibits a Customer from using the telephone directory.

A letter from the end-user's physician, clinic or appropriate group/agency verifying the disability, on the official letterhead of the physician, should be attached to the application. "The company" will not be responsible for any charges incurred to obtain certification. In addition to the physician's letter, the Customer will be required to complete the Directory Assistance Charge Exemption Application Form.

C. Directory Assistance Call Completion

Each Local Directory Assistance Call	\$2.99	(I)
Each Long Distance Directory Assistance Call	\$2.99	(I)

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.1 Directory Services (Cont'd.)

6.1.3 National Directory Assistance

A. Service Description

National Directory Assistance (NDA) is a service whereby Customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the Customers home NPA are billed under the current Directory Assistance plan.

Callers access NDA by dialing 1+411 or 0+411. Only calls made for listings outside the Customers' local directory assistance scope as defined above will be eligible for NDA.

B. Regulations

The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of national subscribers as defined in Section 6.1.3.A. above.

The Customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NLS.

There are no exemptions from billing for requests for NDA.

C. Rates

Charge Per Listing Request

Sent Paid Request	\$1.25
Alternately Billed Requests	\$1.25

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.2 Toll Restriction

6.2.1 Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

	<u>Monthly Rates</u>	<u>Non recurring Charge</u>
Toll Restriction, per Business line equipped	\$5.00	\$10.00
Toll Restriction, per Residential line equipped	\$2.00	\$10.00

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.3 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting Customers to the network, Customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge</u>	<u>MRC Birch Telecom</u>
Facilities Charge	\$6.38 on each Business line \$6.38 on each Residential line
Supplementary Facilities Charge	\$1.00 on each line

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.4 Interexchange Toll Services

6.4.1 Interexchange Long Distance Service

Interexchange Long Distance Service is offered to residential and business Customers. The service permits direct dialed outbound calling at a per minute rate. Service is provided from pre-subscribed, dedicated or shared use access lines. Calls are billed in six second increments with a thirty (30) second minimum. No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those Customers using AIN for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for Customers using AIN for long distance service only.

Minimum Monthly Billing Fee (long distance only Customers)	\$4.95/account
Stand Alone Rate per minute	\$0.065
Contract Rate per minute	\$0.049

Plan is billed in six (6) second increments with a thirty (30) second minimum.

6.4.2 Toll Free (Inbound) Long Distance Service

Toll Free (Inbound) Long Distance Service is offered to residential and business Customers. The service permits inbound toll free calling at a per minute rate. Service is provided from pre-subscribed, dedicated or shared use access lines. Calls are billed in six second increments, with a thirty (30)second minimum call duration. A monthly recurring charge of \$2.95 will apply for each troll free number assigned to an account.

Monthly Recurring Charge (per toll free number)	\$5.00
Rate per minute	\$0.069

Plan is billed in six second increments with a thirty (30) second minimum.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 6 - MISCELLANEOUS SERVICES (CONT'D.)

6.4 Interexchange Toll Services (Cont'd.)

6.4.3 Calling Card Service

Calling Card Service is a calling card service offered to residential and business Customers who subscribe to the AIN, Inc. Long Distance Service calling plan. Customers using the Carrier's calling card service access the service by dialing a 1-800 number followed by an account identification number and the number being called. This service permits subscribers utilizing the Carrier's calling card to make calls at a single per minute rate. Calls are billed in one (1) minute increments after the initial minimum period of one (1) minute. There are no nonrecurring or monthly recurring charges. No calling card surcharge applies for intrastate calls. (The \$2.49 International Origination Surcharge will be included in the Interstate Rate Posting rather than this Price Guide.)

Rate per minute \$0.19

Plan is billed in full minute increments.

Birch Telecom of the South, LLC
dba Birch Communications
2323 Grand Blvd., Suite 925
Kansas City, MO 64108

Alabama Price Guide
Original Sheet 145

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES

All services listed in this Section are services that are not available to new Customers. These services have been grandfathered and are available only to existing Customers at existing locations without modification. Should the Customer's services be suspended for nonpayment, the Customer will no longer qualify for services listed in this section and will need to subscribe to current services offered by the Company.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.1 Birch Basic Business Line (11)

Birch Basic Business Line is available within the Exchange Area as defined in Section 3 of this Price Guide.

7.1.1 Monthly Rates

	One Flat Rate 1- <u>Party</u> <u>Line</u>	One Flat Rate 1-Party Line 1-2 lines (2)	One Flat Rate 1-Party Line 1 to 3 lines	One Flat Rate 1-Party Line 4+ lines
Rate Group A	\$29.00	\$30.00		
Rate Group A-1 (3)	--	--	\$32.00	\$42.00
Rate Group B (1)	32.00	33.00	--	--
Rate Group B	29.00	30.00	--	--
Rate Group B-1 (4)	--	--	32.00	42.00
Rate Group C	38.00	39.00	--	--
Rate Group D	33.00	34.00	--	--
Rate Group D-1 (5)	33.00	34.00	--	41.00
Rate Group E (1)	31.00	32.00	--	--
Rate Group E	29.00	30.00	--	--
Rate Groups E-1 (6), E-2 (7)	--	--	32.00	42.00
Rate Group F	32.00	33.00	--	--
Rate Group F-1 (8)	32.00	33.00	--	39.00
Rate Group G	34.00	35.00	--	--
Rate Group G-1 (9)	34.00	35.00	--	42.00

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.1 Birch Basic Business Line (11) (Cont'd.)

7.1.1 Monthly Rates (Cont'd.)

A. 12-Month Term Commitment Rates (10)

	One Flat Rate <u>1-Party</u> <u>Line</u>	One Flat Rate 1-Party Line <u>1 to 3 lines</u>	One Flat Rate 1-Party Line <u>4+ lines</u>
Rate Group A	\$29.00	--	--
Rate Group A-1 (3)	--	\$32.00	\$42.00
Rate Group B (1)	32.00	--	--
Rate Group B	29.00	--	--
Rate Group B-1 (4)	--	32.00	42.00
Rate Group C	38.00	--	--
Rate Group D	33.00	--	--
Rate Group D-1 (5)	33.00	--	41.00
Rate Group E(1)	31.00	--	--
Rate Group E	29.00	--	--
Rate Groups E-1 (6), E-2 (7)	--	32.00	42.00
Rate Group F	32.00	--	--
Rate Group F-1 (8)	32.00	--	39.00
Rate Group G	34.00	--	--
Rate Group G-1 (9)	34.00	--	42.00

(L) Footnotes moved to Original Sheet No. 43.1.01.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.1 Birch Basic Business Line (11) (Cont'd.)

7.1.1 Monthly Rates) (Cont'd.)

C. 24-Month Term Commitment Rates (10)

	One Flat Rate 1-Party <u>Line</u>	One Flat Rate 1-Party Line <u>1 to 3 lines</u>	One Flat Rate 1-Party Line <u>4+ lines</u>
Rate Group A	25.50	--	--
Rate Group A-1 (3)	--	28.50	38.50
Rate Group B	25.50	--	--
Rate Group B-1 (4)	--	28.50	38.50
Rate Group C	35.00	--	--
Rate Group D	30.00	--	--
Rate Group D-1 (5)	30.00	--	38.00
Rate Group E	25.50	--	--
Rate Group E-1 (6)	--	28.50	38.50
Rate Group E-2 (7)	--	28.00	38.00
Rate Group F	28.00	--	--
Rate Group F-1 (8)	28.00	--	38.00
Rate Group G	30.00	--	--
Rate Group G-1 (9)	30.00	--	38.00

See Sheet No. 43.1.01 for footnotes.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.1 Birch Basic Business Line (11) (Cont'd.)

7.1.2 Footnotes for Birch Basic Business Lines

Footnotes for Birch Basic Business Lines - Monthly Rates, 12-Month Term Commitment Rates and 24-Month Term Commitment Rates

- (1) As of October 1, 2003, this charge will only be applied to existing Customers.
 - (2) Effective March 1, 2004, these rates will apply only to existing Customers.
 - (3) Rate Group A-1 comprises lines in CLLIs BSMRALBP, BSMRALBU, CHLSALMA, VNCNALMA and WBTNALNM, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group A, as applicable.
 - (4) Rate Group B-1 comprises lines in CLI GRLYALMA, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group B, as applicable.
 - (5) Rate Group D-1 comprises lines in CLI PHCYALFM, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group D, as applicable.
 - (6) Rate Group E-1 comprises lines in CLLIs BYMNALMA, CTRNALNM, and MTRVALMA, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group E, as applicable.
 - (7) Rate Group E-2 comprises lines in CLI HLVIALMA, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group E, as applicable.
 - (8) Rate Group F-1 comprises lines in CLI TSCLALNO, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group F, as applicable.
 - (9) Rate Group G-1 comprises lines in CLLIs CYTNALMA, FMTNALMT, LNDNALMA, THVLALMA, DDVLALMA, HRBOALOM, PRSHALNM, ATHNALER, CNVIALMA, CLANALMA, CLMNALFA, CLMNALJC, EVRGALMA, HNVLALBR, HNVLALNM, JCSNALNM, TLDGALRF, TSKGALMA, KLLNALMA, LGTNALMA, LXTNALMA, OHTCALMA, PDMTALMA, RLVLALMA and RRVLALMA, for which the rates shown will be effective for existing Customers effective June 1, 2005. All other pricing remains the same as for Rate Group G, as applicable.
 - (10) Due to the rate increases for certain lines subject to 12- and 24-month terms, the affected Customers are released from their term obligations.
 - (11) Effective September 1, 2008 this product will no longer be available.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.2 Birch Basic Business Line (5)

7.2.1 Birch Basic Business Line is available within the Exchange Area as defined in Section 3 of this Price Guide.

7.2.2 Non Recurring Charges

Class of service change	\$25.00
Custom work order	(2)
Establish dual service – Basic Line	\$30.00
Expedited service charge	\$25.00
Feature add/change	\$23.00
Hunting add/change	\$10.00
Invoice change	\$10.00
Move, per first line (4)	\$69.00
Move, per add'l line (3)	\$12.00
Installation of new first line (1)(4)	\$69.00
Installation of new add'l line (1)(3)	\$12.00
Transfer of service	\$10.00
Service change, all other, per line	\$23.00
Telephone number change	\$48.00
Telephone number search, 1 st 20 free, etc.	\$15.00

7.2.3 Footnotes

- (1) Installation charges on account will be waived when existing service is converted from Customer's current local exchange carrier to Birch.
 - (2) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and /or maintain local service required of the Company by the Customer. Customer must agree to the charges provided by the Company prior to the work beginning.
 - (3) The additional non-recurring charge is only applicable when two or more lines are ordered at the time Birch service is established. The additional non-recurring charge is applied only to lines beyond the first one line ordered. The Customer's invoice will show a discount per additional line ordered.
 - (4) The installation charge will apply for new Birch lines that are not converted from an existing local exchange carrier. The charge will be added at the time of service.
 - (5) Effective September 1, 2008 this product will no longer be offered.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.3 Birch Basic Business Line (5)

Any of the following calling features may be added to the Birch Basic Business Line.

7.3.1 Monthly Recurring Charges

<u>Birch Basic Feature List</u>	<u>Monthly Rate</u>
Anonymous Call Reject	\$ 4.00
Auto Redial	\$ 6.50
Call Blocker	\$ 6.16
Call Forwarding Variable	\$ 6.00
Call Forwarding Busy Line/No Answer	\$ 6.50
Caller ID Name & Number (2)	\$11.00
Caller ID on Call Waiting (2)	\$12.00
Call Waiting with Caller ID Options (2)	\$13.00
Call Return	\$ 6.50
Call Tracing	\$ 4.00
Call Transfer Disconnect	\$ 4.00
Call Waiting (1)	\$ 7.00
Distinctive Ring 2 nd	\$ 12.00
Distinctive Ring 3 rd	\$ 1.00
Priority Call	\$ 4.00
Remote Access to Call Forwarding	\$ 8.00
Selective Call Forwarding	\$ 6.00
Simultaneous Call Forwarding (3), (4)	\$ 6.00
Speed Calling 30	\$ 6.50
Three Way Calling	\$ 6.50

7.3.2 Nonrecurring Charges

	<u>Non-recurring Charge</u>
Per Order, Installation or Change	\$23.00

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.3 Birch Basic Business Line, (Cont'd) (5)

7.3.2 Footnotes

Any of the following calling features may be added to the Business and Residence Rates & Charges—Calling Features

- (1) This rate is inclusive of the Cancel Call Waiting option where available.
- (2) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID Customer of a name or telephone number which the calling party or the Caller ID Customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Price Guide. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (3) One Call Forwarding feature is applicable per line/trunk arranged.
 - (4) One Simultaneous Call Forwarding feature and one Call Forwarding feature are applicable per line/trunk (non-hunting) used to establish connection.
 - (5) Effective September 1, 2008, this service will no longer be offered.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.4 CLEARTEL SERVICES

7.4.1 BirchNet Value Line (1)

- A. BirchNet Value Line is equipped with:

Basic Business Line

- B. Monthly Recurring Charges:

Per Line \$37.95

- C. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Names</u> Basic Business Value Plan Business Line Flat Rate Business Line

Nonrecurring Charges are located in Sections 4.of this Price Guide

- D. Rules & Regulations:

Miscellaneous Service Charges will apply – see Section 4 of this Price Guide.

Long Distance is available with this product and is rated at \$0.10/minute.Features can be purchased at “a la carte” rates – see Section 5.5 of this Price Guide.

The availability of certain features depends on ILEC feature availability.

Caller ID Customers must provide and connect their own compatible CPE.

Toll Free service is available with this product.

Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.

Product may not be available in all CLLIs.

An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

(1) Effective September 18, 2009 this product is Grandfathered and no longer available.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.4 CLEARTEL SERVICES (Cont'd.)

7.4.2 Prepaid Service

A. Tempo Value Line

1. Tempo Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

Per Line	<u>Monthly Recurring Charge</u> \$37.95
----------	--

3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Name</u> AL Basic Service Residential Basic
--

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.4 CLEARTEL SERVICES (Cont'd.)

7.4.2 Prepaid Service (Cont'd.)

A. Tempo Value Line (Cont'd.)

4. Rules & Regulations:

Miscellaneous Service Charges will apply – see Section 4 of this Price Guide.

Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.

Features can be purchased at “a la carte” rates – see Section 5.5 of this Price Guide. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.

The availability of certain features depends on ILEC feature availability.

Caller ID Customers must provide and connect their own compatible CPE.

Product may not be available in all CLLIs.

An additional charge will apply when adding Birch Unified Messaging or Birch icemail to Tempo Value Line. There is a maximum of 20 extensions per voicemail box.

Inside Wire Maintenance can be added with this product, but only at time of install.

There is no pro-ration or de-ration with prepay product, features and services.

Once payment is made, it will not be refunded if disconnected before the end of the month paid.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.4 CLEARTEL SERVICES (Cont'd.)

7.4.3 Miscellaneous Service Charges (1)

A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting Customers to the network, Customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge (per line)</u>	
Facilities Charge	\$8.08
Supplementary Facilities Charge	\$6.50

B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

<u>Charge (per line)</u>	
Carrier Access Recovery Charge	\$4.31

C. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling Customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

<u>Charge (per line)</u>	
Regulatory Compliance Fee	\$2.95

(1) Effective September 18, 2009 these charges are Grandfathered and no longer applied to new services.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.5 Birch Price Protection Plan (1)

Birch offers optional discounts for Customers that agree to a term commitment of 12 and 24 months. Customer is eligible for Price Protection Plan ("PPP") term pricing only where Customer has a minimum of three Birch Basic Business Lines within an account. The 24-month commitment also qualifies Customers for an Interexchange Service discount and a separate 12-month discount is also available for Interexchange Services as provided in Birch's Interexchange Alabama Price Guide.

Customers subscribing to the PPP must commit to a written term service agreement in a form designated by Birch, which shall include, without limitation, Customer's term selection.

The term will commence on the billing date for the first new line or the first billing date after Customer executes a term service agreement if the service is currently being provided to Customer.

All rules, regulations, fees, charges, taxes and surcharges normally applicable to Birch Basic Business Line services shall apply. Any charges in any proposal or quotation are exclusive of taxes and surcharges. Term pricing may not be combined with any other offer.

If monthly term rates as specified in Section 4.2.3 decrease during the term period, Customer may elect to obtain the new rates by executing a new term service agreement with the new rates, with a new term commencement date, and an agreement to the same or greater commitment term period.

For Customers who establish a term service agreement, monthly Birch Basic Business rates will not change as a result of a Birch-initiated increase; however, if a Local Exchange Rate Group Reclassification occurs, as set forth in this Price Guide, an adjustment for the remaining term of the term service agreement will be made.

If Customer disconnects Services or otherwise terminates its term service agreement prior to the end of the current term for any reason except for a failure by Birch to meet the terms of the Term Customer Service Level Objectives specified below, Customer agrees on the next monthly invoice to pay a termination charge as liquidated damages and not as a penalty, equal to the greater of:

- \$50.00 per terminated line, or
- \$10.00 per terminated line multiplied by the number of months remaining in the current term.

Customer may add or terminate new voice lines without termination liability, provided that Customer maintains service to its primary billed telephone number for the remainder of the term commitment and remits payment for any applicable charges, surcharges and fees.

See footnotes on Sheet No. 49.1.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.6 American Fiber Network (AFN) and Close Call America (CCA)

7.6.1 Products

The following products of AFN or CCA have been grandfathered. In addition, their name has changed to a current Birch product as outlined below.

- A. BirchNet Value Line - the following products will be billed as BirchNet Value Line:

Residential Line Charge
Residential Line Charge-Primary
Residential First Line

- B. BirchNet Basic Plus – the following products with service equivalents will be billed as BirchNet Basic Plus:

=

Residential First Line

- C. BirchNet Essentials - the following products with service equivalents will be billed as BirchNet Essentials:

Residential First Line

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.7 Birch Price Protection Plan (1)

7.7.1 The following Service Level Objectives apply to the PPP only, and are subject to all other provisions of this Price Guide, including specifically but without limitation, any and all limitations of liability. Birch will use commercially reasonable efforts to provide Services in accordance with the following Service Level Objectives:

- A. Complete loss of Service caused solely by a Birch network problem will be remedied within 8 business hours from Customer notification to Birch Network Maintenance (“BNM”).
- B. Partial loss of Service caused solely by a Birch network problem will be remedied within 12 business hours from notification to BNM.
- C. Noise or static caused solely by a Birch network problem will be remedied within 16 business hours from notification to BNM.

As Customer’s sole remedy for any failure to meet any of the above Service Level Objectives, unless such Service Level Objective is caused by an event outside the reasonable control of Birch, any event of force majeure, or any failure resulting from facilities, inside wiring or equipment of Customer or third parties, Customer may terminate its term commitment obligation without incurring termination liability by providing written notice to Birch within thirty (30) days of the failure to meet the applicable Service Level Objective. If Customer continues to use Birch service following any such notice of termination, Customer may continue to receive term pricing and pricing update notices.

- D. A Service Level Objective failure shall be deemed to commence upon the opening of a trouble ticket with BNM, as requested by Customer, and shall be deemed to terminate upon the clearing of the same trouble ticket. No failure shall be deemed to have occurred unless Customer has provided reasonable assistance in an effort to diagnose the reported problem. Reasonable assistance includes, but is not limited to, requesting the opening of a trouble ticket from BNM promptly, providing Birch access to Customer’s premises, if necessary, and assisting Birch with problem identification and resolution.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.7 Birch Price Protection Plan (1) (Cont'd.)

7.7.1 (Cont'd.)

- E. Customer shall be responsible at all times for the proper installation, operation and maintenance of any Customer-provided equipment used in connection with the Services. In addition, Customer shall ensure that all such equipment is technically and operationally compatible with the Services and in compliance with applicable laws and regulations.
- F. If Customer relocates to another location in a Birch market where the same Services are available, Customer may transfer Services to the new location if the new Services equal or exceed the number of lines at the old location, upon payment of installation charges for the new location, if applicable; however, rates may vary by location, and Customer's rates may increase.

7.7.2 Services are for Customer's use only and may not be resold, and the term service agreement may not be transferred or assigned, by operation of law or otherwise, without Birch's prior written approval. Any attempted assignment or transfer without Birch's prior written approval shall be void.

7.7.3 In the event a governmental agency determines the term service agreement violates any law, rule or regulation, Birch shall have the option of terminating the term service agreement without further obligation to Customer or revising such agreement to comply with such law, rule or regulation.

(1) Effective September 1, 2008, this service will no longer be offered.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.8 Birch 3 Feature Value Package (2)

Birch 3 Feature Value Package is available within the Calling Area as defined in Section 3 of this Price Guide.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Any three features from the Birch 3 Feature Value Package Feature List below.	\$7.21	\$10.00

Additional Birch 3 Feature Value Package features and Birch Basic features may be added at the rates specified in Section 5.5.

Birch 3 Feature Value Package Feature List

Anonymous Call Reject
Auto Redial
Call Blocker
Call Forwarding – Variable
Call Forwarding Busy Line/No Answer
Caller ID Name & Number
Call Return
Call Waiting
Priority Call
Remote Access to Call Forwarding
Selective Call Forwarding
Simultaneous Call Forwarding
Speed Calling 30
Three Way Calling

(1) Non-recurring charges are assessed per order, installation or feature change.

(2) Effective September 1, 2008, this service will no longer be offered.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.9 Birch 7 Feature Value Package (2)

Birch 7 Feature Value Package is available within Exchange Area as defined in Section 3 of this Price Guide.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Any seven features from the Birch 7 Feature Value Package Feature List	\$13.39	\$10.00

Additional Birch 7 Feature Value Package features and Birch Basic features may be added at the rates specified in Section 5.5.

Birch 7 Feature Value Package Feature List

Anonymous Call Reject
Auto Redial
Call Blocker
Call Forwarding – Variable
Call Forwarding Busy Line/No Answer
Caller ID Name & Number
Call Waiting with Caller ID Options
Call Return
Call Transfer Disconnect
Call Waiting
Distinctive Ring 2nd and 3rd
Priority Call
Remote Access to Call Forwarding
Selective Call Forwarding
Simultaneous Call Forwarding
Speed Calling 30
Three Way Calling

(1) Non-recurring charges are assessed per order, installation or feature change.

(2) Effective September 1, 2008, this service will no longer be offered.

Birch Telecom of the South, LLC
dba Birch Communications
2323 Grand Blvd., Suite 925
Kansas City, MO 64108

Alabama Price Guide
Original Sheet 163

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.10 Covista Services

7.10.1 BirchNet Value Line

The following non-bundled products will change their name and begin billing as BirchNet Value Line beginning with their first Birch invoice. This service will also be grandfathered.

Basic Line

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.11 Ernest Communications Services

The following former Ernest products have been grandfathered and beginning with the first Birch invoice will be billed as the products listed below.

7.11.1 BirchNet Basic Plus:

Acuren Ins-BI-2b-33.54	EZ-Z1-AL-40.95	MattressFirm-Flat-34.30
AL-25.47	EZ-Z2-AL- 40.95	McJunkin-EZPI-OnNet-31.50
AllenEdmds-BI-2b-21.53	EZ-Z2-AL-40.95	MotionInd-Flat-34.99
AlliedCashHoldings-BI-2b-25.94	FleetPride-Flat-30.20	MovieStop-Blended-25.68
APG-BI-2a-27.21	Flint-BI-2b-26.23	Natl Vision-Flat-24.00
Argos-Z1-BAL-w/3%Dsct-41.66	Fox&Hnd-BI-2d-25.91	Odyssey-Flat-30.50
Argos-Z2-BAL-w/3%Dsct-41.66	FPTA-AL-25.47	One Point-On Net-34.25
Baker Footwear-Flat-28.67	FurnRow-BI-2b-24.71	PSC-EZPI-Z1-BAL-30.95
Bennett-BI-2b-29.36	GenShale-BI-2d-34.35	RAC-Flat-29.54
Bus-Spc	Graham-BI-2d-31.63	Red Rbn-BI-2b-BAL-34.73
Carquest-Flat-30.91	Hooters-EZPI-Z1-AL-26.00	Rsale-EZ-Z3-AL-40.95
CarToys-Flat-35.99	iCore-BI-2b-20.32	Sm Bus-Z1-BAL-40.95
Chicos (2012)-Flat-30.32	Inf-EZ-BS-AL-27.95	Sm Bus-Z2-BAL-49.95
Chicos-EZPI-27.87	Inf-EZPI-BS-AL-32.95	SteinMart-Flat-25.45
ChmChar-Z1-BAL-w/3%Dsct-39.72	ITT-BI-2d-23.78	Steris-BI-2d-26.16
ConsumerSource-23.56	Jen-Tex-BI-2d-27.17	TaraCares-EZPI-BAL-42.45
CT-2011-Z1-P-BAL-31.95	John Deere-Flat-28.00	TX Rdhse-BI-2b-25.99
CT-2011-Z2-P-BAL-31.95	KrspKrme-EZPI-AL-32.95	Waffle Hse-EZPI-OnNet-35.95
CTech21-Z1-AL-35.95	Lennox-BI-2a-25.30	Zales-EZPI-Z1-BAL-26.48
EZ Corp-Flat-34.05	Limited-BI-2d-29.12	Zales-EZPI-Z2-BAL-34.67
EZPI-Z1-AL-40.95	LocalFinance-Flat Rate-39.95	Zoes Kitchen
EZ-Z1-AL- 40.95		

7.11.2 Remote Call Forward (RCA) or Remote Call Forward Additional Path (RCF):

Remote Call Forward-BAL-Addl Path-26.05
Remote Call Forward-BAL-26.05

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.12 Lightyear Network Solutions

The following former Lightyear products have been grandfathered and beginning with the first Birch invoice will be billed as the products listed below.

7.12.1 BirchNet Basic Plus:

BizValue
BIZValue Commercial
Opportunity Plan
Starter Plan

7.12.2 BirchNet Value Line:

Flat Rated Business Line

7.12.3 BirchLink T1 PRI:

LY BIZ Local PRI

7.12.4 BirchLink T1 Integrated (Complete):

DT-1 Equip Upgrade
Dynamic T-1 Loop A Monthly
Loop A Monthly Charge
New Dynamic T-1 4 lines

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.13 Buddy's Buyout Program (1)

The Buddy's Buyout Program allows new Birch Customers who meet certain criteria set by Birch Telecom to receive a one-time per-line credit up to a maximum of \$50.00 per line in Birmingham, Huntsville, Mobile, Montgomery and Tuscaloosa to off-set early term liabilities the Customer will incur upon converting its service to Birch Telecom. Customers signing up for service after April 23, 2004, will be required to sign a two (2) year term plan with Birch Telecom.

The calculation of the amount is based on the amount of the Customer's early term liability as charged on the competitor's contract or invoice. The Customer must present a copy the documentation to the Birch Telecom representative.

Birch Telecom reserves the right to terminate the program at any time. No credits will be issued from and after the program termination date.

(1) Effective August 21, 2004 this program will no longer be available to subscribers.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.14 Buddy's Buyout Program II (1)

The Buddy's Buyout Program II allows new and existing Birch Telecom Off-Net Business Customers, who meet certain criteria, to receive a one-time per-line credit.

The Customers will be required to sign a Birch Price Protection Plan 24-month term service agreement for local service. Customers are required to convert all of their off-net business lines, per location, to Birch in order to qualify for the Buddy's Buyout Program. If the Customer cancels service with Birch Telecom or reduces their lines below the line requirement prior to the end of their term, they will be required to repay the entire credit amount

All requirements applicable to Birch Price Protection term service agreement service shall apply in addition to the requirements listed for Buddy's Buyout Program.

A rebate form will be provided, by the sales representative, for Customer to submit in order to receive the credit. Credits will be given only by an authorized Birch representative, and only after the rebate form is completed and submitted along with a copy of the previous vendor's invoice wherein Customer has been charged for the early termination penalty.

Customers will only be given credit for the exact amount of the penalty on their invoice, up to the maximums for each market or service area as described in the table below.

	Credit Maximum per line
<u>Markets</u>	
ALOTH4	\$20.00
ALOTH6	\$20.00
ALOTHLO2	\$20.00
ALOTHLO4	\$20.00
ALOTHLO6	\$20.00
<u>Service Areas</u>	
Birmingham	\$50.00
Mobile	\$50.00
Huntsville	\$50.00
Montgomery	\$50.00
Tuscaloosa	\$50.00

* Markets are defined in Section 3.1

Birch Telecom reserves the right to terminate the program at any time. No rebate forms will be offered after the program termination date.

(1) Effective September 1, 2008 Buddy's Buyout Program II is no longer offered.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.15 Residential Birch Sprawler Plus (1)

7.15.1 General

Birch Sprawler Plus is an extended local calling plan which enlarges a residential Customer's local calling scope to LATA-wide unlimited calling. Through this service, Customers can make direct-dialed calls LATA-wide for a flat-rate additive.

7.15.2 Rates and Calling Scopes

The rate additives of this service are in addition to the local exchange access service rates as specified in 4.2.7. The calling scopes provided for subscribers of this service are defined in 3.2, and are in addition to the local calling areas.

Monthly Recurring Charge

<u>Rate Group</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>
Sprawler Plus	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50	\$9.50

Non recurring Charge

Add/Change/Delete \$10.00

(1) Effective September 1, 2008, this product can no longer be offered.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.16 Business Birch Sprawler Plus (4)

7.16.1 General

Birch Sprawler Plus and Birch Sprawler Plus with ELD (1) are extended local calling plan which enlarges a business Customer's local calling scope to LATA-wide unlimited calling. Through this service, Customers can make direct-dialed calls LATA-wide for a flat-rate additive.

7.16.2 Rates and Calling Scopes

The rate additives of this service are in addition to the local exchange access service rates as specified in 4.2.3. The calling scopes provided for subscribers of this service are defined in 3.2, and are in addition to the local calling areas.

<u>Monthly Recurring Charge</u>						
Rate Group	A	B	C	D	E	F
Sprawler Plus (2)	\$27.00	\$27.00	\$29.50	\$29.50	\$27.00	\$27.00
Sprawler Plus with ELD (3)	27.00	27.00	--	--	27.00	27.00
<u>Non-recurring Charge</u>						
Add/Change/Delete	\$10.00					

- (1) Customers converting from the incumbent local exchange carrier to Birch with an extended local dialing (ELD) plan will be converted to Sprawler Plus with ELD service.
 - (2) Birch is currently not providing this service to areas included in Rate Group G.
 - (3) Birch is currently not providing this service to areas included in Rate Groups C, D and G.
 - (4) Effective September 1, 2008, this product can no longer be offered.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.17 The Freedom Pack and Freedom Pack Plus Services (1)

7.17.1 Description

The Freedom Pack Service and The Freedom Pack Plus Service are add-on services for Birch Basic Business 24-month term plan Customers. The Customer will sign up to receive a block of outbound long distance minutes and a choice of up to seven (7) Birch Basic Features for a monthly recurring charge per line.

The Customer is required apply the Freedom Pack Service or Freedom Pack Plus Service to all eligible lines per location. The Customer is permitted to apply Freedom Pack Service at one of its location and apply Freedom Pack Plus Service at a additional location. These services are not available for resale lines.

If the Customer requires any additional features, they will be billed to the Customer at the listed rate listed under Birch Basic Feature List in Section 4.2.4.

The block of long distance minutes apply to only direct dialed domestic minutes and the minutes will be pooled at the service location level. Additional minutes of outbound domestic long distance minutes of use will be billed at no volume commitment level for 24-term plan Customers. All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated according to the applicable interexchange rates.

All requirements applicable to Birch Price Protection Plan service agreement service shall apply in addition to the requirements listed for The Freedom Pack Service and The Freedom Pack Plus Service.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.17 The Freedom Pack and Freedom Pack Plus Services (Cont'd.) (1)

7.17.2 Rates

A. The Freedom Pack

1. Choice of up to seven (7) features from Birch Basic Feature List, per line
200 Domestic Outbound Long Distance Minutes, per line
2. Monthly Recurring Charge

Rate Group A	\$4.00
Rate Group B	\$4.00
Rate Group C	\$4.00
Rate Group D	\$4.00
Rate Group E	\$4.00
Rate Group F	\$4.00
Rate Group G	\$4.00

B. The Freedom Pack Plus

1. Choice of up to seven (7) features from Birch Basic Feature List, per line
500 Domestic Outbound Long Distance Minutes, per line
2. Monthly Recurring Charge

Rate Group A	\$6.00
Rate Group B	\$6.00
Rate Group C	\$6.00
Rate Group D	\$6.00
Rate Group E	\$6.00
Rate Group F	\$6.00
Rate Group G	\$6.00

(1) Effective September 1, 2008 The Freedom Pack and Freedom Pack Plus Services can no longer be ordered.

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 7 - OBSOLETE SERVICES (CONT'D.)

7.18 Exchange Access Lines (Cont'd.)

7.18.1 Hunting Services

A. Rates (3)

The Hunting Service is a feature, which can be purchased in addition to a Customer's line.

	Series Completion Hunting, per access line		
	<u>Monthly (1)</u>	<u>12 month</u>	<u>24 month</u>
		<u>(1)</u>	<u>(1)</u>
Rate Group A	\$3.00	\$0.00	\$0.00
Rate Group B (2)	\$8.00	\$0.00	\$0.00
Rate Group B	\$3.00	\$0.00	\$0.00
Rate Group C	\$5.00	\$0.00	\$0.00
Rate Group D	\$8.00	\$0.00	\$0.00
Rate Group E	\$3.00	\$0.00	\$0.00
Rate Group F	\$3.00	\$0.00	\$0.00
Rate Group G	\$9.00	\$0.00	\$0.00

B. Charges

	<u>Non-recurring Charge</u>
Per Order, Installation or Change	\$10.00

- (1) Rates apply per line equipped with Series Completion Hunting.
 - (2) As of October 1, 2003, this charge will only be applied to existing Customers.
 - (3) Effective September 1, 2008, these charges will be grandfathered.
 - (4) For Area Calling Plan subscribers, the monthly recurring charge is equal to \$4.00.
-

Effective Date: April 3, 2018

LOCAL and INTEREXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 8 - PROMOTIONS / ICBS

8.1 Promotions/ICB (Individual Case Basis)

From time to time, the Company may engage in promotional offerings, ICB or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings, ICB or trials, the Company may offer special rate incentives and waive in full or in part Installation/Move Charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company.

The Company shall notify the Secretary of the Public Service Commission by letter specifying the service(s) offered, terms and conditions of the promotion, location and dates of each promotional period, which notice shall be provided in accordance with applicable Commission rules.