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Maryland Price Guide No. 1
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Effective: October 14, 2015

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

Price Guide Applicable to
Detariffed and/or Unregulated
Facilities-Based Local Exchange
Telecommunications Services

Furnished by

Cbeyond Communications, LLC
d/b/a Birch

Between Points Within the State of Maryland

The general terms and conditions applicable to the services listed in this Maryland Pricing Guide No. 1 are contained in MD Tariff No. 4 on file with the Maryland Public Service Commission.

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CHECK SHEET

The pages listed below are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original price guide and are currently in effect as of the date indicated below.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (D) Delete or Discontinue
- (I) Change Resulting in an Increase to a Customer's Bill
- (M) Moved from Another Price Guide Location
- (N) New
- (R) Change Resulting in a Reduction to a Customer's Bill
- (T) Change in Text or Regulation but no Change in Rate or Charge

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES

1.1 Local Exchange Services

Where technically and economically feasible, the Company offers local exchange telecommunications services to business Customers pursuant to contractual arrangements. The Customer's total monthly use of the Company's service is charged at the applicable rates, in addition to any monthly service charges.

1.1.1 Business Local Exchange Service

Business Local Exchange Service provides the Customer with basic business access lines allowing connectivity to the local service network, features and long distance calling.*

1.1.2 Business Trunk Line Service

Business Trunk Line Service provides trunk-featured business local services for connection to Key and PBX systems. Service will include Direct Outward Dial (DOD).

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.1 Local Exchange Services (Cont'd.)

1.1.3 Basic Business Line Service

Except as otherwise set forth in this tariff, the Company will provide Services for non-residential customers over its own facilities (or the facilities, in whole or in part, of other telecommunications companies), including Digital Trunk Service and ISDN PRI Service, and certain optional features and ancillary Services.

The Company's Local Exchange Services provide a customer with a telephonic connection to, and a unique telephone number address on, the public switched telecommunications network. Each Exchange Access Service enables users to:

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other Services offered by the Company as set forth in this tariff;
- C. access certain intrastate, interstate and international calling Services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for Service-related assistance;
- E. access (at no additional charge) emergency Services by dialing 0⁰⁰ or 9-1-1;⁰⁰ and
- F. access Services provided by other common carriers that purchase the Company's Switched Access Services as provided under the Company's Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

Each Exchange Access Service is available on a "full" service basis, whereby Service is delivered to a demarcation/connection block at the customer's premises.

* Long distance services are not regulated by the Commission.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.1 Local Exchange Services (Cont'd.)

1.1.4 Trunk Line Call Hunting Service

Trunk Line Call Hunting Service is a Local Business Line Service that may be sold with hunting features to front-end an existing Key or PBX System.

1.1.5 Direct Inward Dial DID Service

DID enables a Caller to complete a Call to a specific extension without being transferred by an attendant. The Company offers DID service to its Customers in minimum blocks of ten (10) telephone numbers.

The Company reserves the right to review vacant DID Stations or Stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that inefficient number utilization is occurring, the Company reserves the right to reassign the unused DID Stations.

The Customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end-office.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.2 Additional Local Exchange Service Offerings

1.2.1 Directory Assistance Service

Directory Assistance Service provides the Customer with the ability to use a directory assistance operator to provide listing information. The Company will provide access to Directory Assistance Service through arrangements with other telecommunications companies. A maximum of two (2) telephone numbers per Customer may be requested per Call.

1.2.2 Directory Assistance Call Completion (DACC) Service

DACC service provides the Customer with the ability to use the directory assistance operator to connect the Customer with the party whose listing information the directory assistance operator has provided to the Customer. The DACC charge is in addition to the per Call charges for Directory Assistance set forth above.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.2 Additional Local Exchange Service Offerings (Cont'd.)

1.2.3 Operator Services

Operator Services involve live or automated operator assistance with the placement of Customers telephone Calls and related information. The Company will provide access to Operator Services through arrangements with other telecommunications companies.

1.2.4 Directory Listings

Additional information or additional or alternate Company Station numbers, other than the Customer's main billing number associated with a Customer's service, also will be provided to the Customer for a monthly recurring charge per listing.

1.2.5 Caller ID Number

Displays the telephone number of an incoming Call on a CPE device attached to the Customer's telephone line.

1.2.6 Caller ID with Name and Number

Displays the name and telephone number of an incoming Call on a CPE device attached to the Customer's telephone line.

1.2.7 Call Forwarding

A. Call Forwarding -Universal

This service allows the Customer to forward Calls to any telephone number or station in the Customer Group that their station is allowed to call, including voicemail and the attendant. Call Forwarding-Universal takes precedence over Call Forward-No Answer, and calls are forwarded immediately.

B Call Forwarding -No Answer

Calls are automatically forwarded to a number or station in the Customer Group after a specified number of rings.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.2 Additional Local Exchange Service Offerings (Cont'd.)

1.2.7 Call Forwarding (Cont'd.)

C. Call Forwarding -Busy

Calls are automatically forwarded to a number or station in the Customer Group when the user's line is busy.

1.2.8 Call Waiting

When a line is in use, Call Waiting will generate an audible tone that will allow the user to know that another Call is coming in. The user may answer the new Call, and alternate between Calls, by pressing the hook flash switch on the telephone.

1.2.9 Cancel Call Waiting

Allows the user, on a per-Call basis, to cancel the Call Waiting function by dialing 70 before making a Call.

1.2.10 Call Transfer

Allows a user to transfer a Call to another station within the Customer Group or to an outside telephone number.

1.2.11 Three-Way Calling

Permits a user to place an existing Call on hold, dial another station in the Customer Group or outside telephone number, and bridge the new Call to the existing connection.

1.2.12 Last Number Redial

Allows a user to transfer a Call to another station within the Customer Group or to an outside telephone number.

1.2.13 Speed Calling

Enables a Customer to place calls to other telephone numbers by dialing a pre-programmed one or two-digit code rather than the complete telephone number. Speed Calling provides a 30-code capacity.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.2 Additional Local Exchange Service Offerings (Cont'd.)

1.2.14 Call Park

Allows a Call to be placed on hold by one station and retrieved by another station n the Customer Group.

1.2.15 Distinctive Ring

Assigns different ring tones for Calls from within the Customer Group and for those from outside.

1.2.16 Calling ID Delivery Block

Allows a station to block the display of their number and name on outgoing Calls on a per-Call basis for a fee.

1.2.17 Anonymous Call Rejection

Allows a called party to block calls from parties that have marked their calls private“.

1.2.18 Automatic Busy Redial

Permits the Customer to redial automatically the last number dialed. If the called line is busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle.

1.2.19 Automatic Call Return

Enables a Customer to automatically return the last incoming Call. To return the Call, the Customer dials a feature code and the number is dialed automatically. If the called line is busy, a 30-minute queuing process begins. The Customer is then given an indication that the network will attempt to set up the Call when the called line is idle.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.2 Additional Local Exchange Service Offerings (Cont'd.)

1.2.20 Call Blocking/Toll Restriction

A. Long Distance Blocking

This Call Blocking option prevents 1+ long distance calls by station by blocking the following dialing sequences on a per-line basis: 1 + (NPA) + NXX + XXXX and 1 + NXX + XXXX.

B. Directory Services Blocking

This Call Blocking option prevents Calls to local Directory Services and casual dialed long distance providers by blocking the following dialing sequences on a per-line basis: 1+555-1212, 1+NPA+555-1212, and 411.

C. Operator Services Blocking

This Call Blocking option prevents Calls to local Operator Services by blocking the following dialing sequences on a per-line basis: 0+ and 0-.

D. International Blocking

This Call Blocking option blocks access to international calling services on a per-line basis.

E. 3rd Party and Collect Call Blocking

This Call Blocking option blocks access to inbound 3rd Party and Collect calls on a per-line basis.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.3 N11 Services

N11 Services provides Customers with the ability to receive special services through Cbeyond by dialing a three-digit number.

1.3.1 Directory Services (411)

Directory Services allows a customer to obtain the listed telephone number for a given name and address by dialing 411. Rates for this service are specified in Section 4.2 of this tariff.

1.3.2 Repair Service (611)

Repair Services allows Customers to report troubles to the Company customer service by dialing 611. There is no charge for this service.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DESCRIPTION OF SERVICES (CONT'D.)

1.4 Remote Call Forwarding (RCF)

RCF allows all calls dialed to a telephone number equipped for RCF service to be automatically forwarded to another dialable telephone number. This service enables a customer to list a local directory number that is forwarded to a different city or exchange. Each RCF service allows for the forwarding of one call at a given time. The RCF customer is responsible for any applicable usage rates/charges between the RCF number and the terminating number.

Conditions:

1. RCF service is not offered when the answering location for a forwarded call is a coin/coinless, Semi-public telephone service.
 2. The Company cannot guarantee the grade of transmission on remotely forwarded calls. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing required to complete the forwarded portion of the call.
 3. RCF service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF facilities at the terminating (answering) location to adequately handle calls without impairing, disrupting or deteriorating any services offered by the Company. In the use of RCF service causes impairment, disruption or deterioration, the Company shall have the right to discontinue the RCF service.
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES

2.1 Local Exchange Service Offerings

2.1.1 Business Local Exchange Service:

Flat Rate Service:	
Monthly recurring charge, initial six lines:	\$595.00
Each additional line	\$ 40.00
Non-recurring charge, first six lines	\$500.00
Each additional line	\$ 0.00

2.1.2 Business Trunk Line Service:

Monthly recurring charge, initial six lines	\$595.00
Each additional line	\$ 40.00
Non-recurring charge, first six lines	\$500.00
Each additional line	\$ 0.00
Hunting Service per line	\$ 0.00
Hunting Maintenance, per event	\$ 0.00

2.1.3 Basic Business Line Service:

Monthly recurring charge, initial six lines	\$595.00
Each additional line	\$ 40.00
Non-recurring charge, first six lines	\$500.00
Each additional line	\$ 0.00

2.1.3 DID Installation

Per first six (6) numbers:	included with package
Monthly recurring charge:	\$ 5.00
Per additional ten (10) numbers:	\$ 20.00
Monthly recurring charge:	\$ 5.00

2.1.4 DID Trunk Termination Installation

Non-recurring charge:	\$ 75.00
Monthly recurring charge:	\$ 10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES (CONT'D.)

2.2 Additional Local Exchange Service Offerings

2.2.1 Directory Assistance

A. Directory Assistance Service

First four (4) Calls: \$ 0.00
Per each additional Call: \$ 1.00

B. Directory Assistance Call Completion Service

Per Call Completion: \$ 0.85

2.2.2 Operator Services

Station-to-Station Collect, Per Call \$ 0.50
Per minute: \$ 0.25
Person-to-Person Collect, Per Call \$ 0.50
Per minute: \$ 0.25
Calling Card Service, Per Call \$ 0.50
Operator-Dialed Surcharge \$ 0.50
BLV, Per Call \$ 2.00
Emergency Interrupt, Per Call \$ 0.50
Requires BLV

2.2.3 Directory Listings

Per Additional Information Listing:
Recurring monthly charge: \$ 4.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES (CONT'D.)

2.2 Additional Local Exchange Service Offerings (Cont'd.)

2.2.4 Caller ID Number

Monthly recurring charge:	\$ 7.00
Non-recurring charge:	\$ 10.00

2.2.5 Caller ID with Name and Number

Monthly recurring charge:	\$ 10.00
Non-recurring charge:	\$ 10.00

2.2.6 Call Forwarding-No Answer

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$10.00

2.2.7 Call Forwarding-Busy

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

2.2.8 Call Forwarding-Universal

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

2.2.9 Call Waiting/Cancel Call Waiting

Monthly recurring charge:	\$ 3.50
Non-recurring charge:	\$ 10.00

2.2.10 Call Transfer

Monthly recurring charge:	\$ 3.75
Non-recurring charge:	\$ 10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES (CONT'D.)

2.2 Additional Local Exchange Service Offerings (Cont'd.)

2.2.11 Three-Way Calling

Monthly recurring charge:	\$ 3.75
Non-recurring charge:	\$ 10.00

2.2.12 Last Number Redial

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$10.00

2.2.13 Speed Calling

Monthly recurring charge (30 code):	\$ 4.00
Non-recurring charge:	\$ 10.00

2.2.14 Call Park: \$ 3.00

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

2.2.15 Distinctive Ring

Monthly recurring charge:	\$ 3.00
Non-recurring charge:	\$ 10.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES (CONT'D.)

2.2 Additional Local Exchange Service Offerings (Cont'd.)

2.2.16 Calling Number Delivery Block

Monthly recurring charge: no charge

2.2.17 Anonymous Call Rejection

Monthly recurring charge: \$ 3.00
Non-recurring charge: \$10.00

25.2.18 Automatic Busy Redial

Monthly recurring charge: \$ 3.00
Charge per use: \$ 0.75
Non-recurring charge: \$10.00

2.2.19 Automatic Call Return

Monthly recurring charge: \$ 3.00
Charge per use: \$ 0.75
Non-recurring charge: \$10.00

2.2.20 Call Blocking/Toll Restriction

A. 1+ Long Distance Blocking

Monthly recurring charge: \$ 1.00

B. Directory Service Blocking

Monthly recurring charge: \$ 1.00

C. Operator Service Blocking

Monthly recurring charge: \$ 1.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES (CONT'D.)

2.2 Additional Local Exchange Service Offerings (Cont'd.)

2.2.20 Call Blocking/Toll Restriction (Cont'd.)

D. International Call Blocking

Monthly recurring charge: \$ 1.00

E. 3rd Party/Collect Call Blocking

Monthly recurring charge: \$ 1.00

2.3 Remote Call Forwarding

Per Line:

Monthly recurring charge: \$ 50.00

Non-recurring charge (if after installation): \$ 50.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 – RATES AND CHARGES (CONT'D.)

2.4 Miscellaneous Charges

2.4.1 Service Order Charges

Charge	Price
Feature Add or Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Vanity Number Search	\$25.00 per Order
Expedite Service Charge (T1 Circuits)	\$595.00 per Order

2.4.2 Data Circuit Install Charge

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

2.4.3 Reconnection

Per line: \$100.00

2.4.4 Maintenance Charges

Description	Non-Recurring Charges
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

2.4.5 Non-routine Installation: \$500.00

2.4.6 Missed Appointment Charge

Per occurrence: \$250.00
