
LOCAL SERVICES TARIFF

*This tariff, Michigan Tariff No. 5R issued by Cbeyond Communications, LLC d/b/a Birch d/b/a Birch
replaces in its entirety
Michigan Tariff No. 1R issued by Cbeyond Communications, LLC d/b/a Birch*

Cbeyond Communications, LLC
d/b/a Birch

Regulations and Schedule of Intrastate Charges
Applying to Local End-User Telecommunications Service
Within the State of Michigan

LOCAL SERVICES TARIFF

Pursuant to amendments to the Michigan Telecommunications Act effective November 22, 2005, all services and bundles offered herein, except for residential primary basic local exchange service, have been price-deregulated. The Company's residential primary basic local exchange service, the Cbeyond Basic Service Plan, is found in Section 3.7.2. This plan is the only price-regulated offering now provided under this tariff.

Issued Under Authority of M.P.S.C. Order Dated: October 14, 2014 in Case No. U-14165

Issued: October 9, 2014

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LOCAL SERVICES TARIFF

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LOCAL SERVICES TARIFF

CHECK SHEET

The pages of this tariff, as listed below, are effective as of the date shown. Revised sheets contain all changes from the original tariff that are in effect as of the date indicated.

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LOCAL SERVICES TARIFF

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LOCAL SERVICES TARIFF

EXPLANATION OF SYMBOLS, REFERENCE
MARKS, AND ABBREVIATIONS OF TECHNICAL
TERMS USED IN THIS TARIFF

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

- C To signify changed regulation.
- D To signify discontinued rate or regulation.
- I To signify increased rate.
- N To signify new rate or regulation.
- R To signify reduced rate.

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LOCAL SERVICES TARIFF

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user telecommunications services by Cbeyond Communications, LLC d/b/a Birch, hereinafter referred to as the Company, to customers within the State of Michigan.

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LOCAL SERVICES TARIFF

SECTION 1 - DEFINITIONS

Authorized User - A person, firm, corporation or other entity who is authorized by the Customer to be connected to the service of the Customer under the terms and regulations of this tariff.

Business Service - A switched network service that provides for dial station communications that is described as a business or commercial rate.

Business Customer - A Business Customer is a Customer who subscribes to the Company's Service(s) and whose primary use of the Service is of a business, professional, institutional, or otherwise occupational nature.

Company - Used throughout this tariff to refer to Cbeyond Communications, LLC d/b/a Birch, unless otherwise clearly indicated by the context.

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

Holidays - Holidays observed by the Company as specified in this tariff.

LATA - Means the local access and transport area as defined in *United States v American Telephone and Telegraph Co.*, 569 F. Supp. 990 (D.D.C. 1983).

Off-Net - Customers or locations where the Company provides local service using SBC switching facilities via UNE-P or resale.

On-Net - Customers or locations within the Company's collocation footprint where the Company provides local service using its own switching facilities or switching facilities leased from a third-party other than SBC.

Residential Customer - A Residential Customer is a person to whom telecommunications services are furnished predominantly for personal or domestic purposes at the person's dwelling.

Switched Access - A method for reaching the Company through the local switched network whereby the End User uses standard business or residential local lines.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with the provision of an access line and usage within a local calling area for the transmission of high quality, 2-way interactive switched voice or data communications between points within the State of Michigan.

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

2.1.2 Shortage of Equipment or Facilities

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

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.3 Terms and Conditions

- A. Business Service is provided on the basis of a minimum period of at least one month, 24-hours per day.
- B. Business 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 tariff. Business Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice. Any termination shall not relieve the Business Customer of its obligation to pay any charges incurred under the service order and this tariff 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.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.3 Terms and Conditions, (Cont'd.)

- D. Service may be terminated upon written notice to the Customer if:
 - 1. the Customer is using the service in violation of this tariff; or
 - 2. the Customer is using the service in violation of the law.
- E. This tariff shall be interpreted and governed by the laws of the State of Michigan regardless of its choice of laws provision.
- F. No other telecommunications provider may interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- G. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.4 Liability of the Company

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

- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government or any state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties when it does not involve the company's employees.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.4 Liability of the Company, (Cont'd.)

- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.4 Liability of the Company, (Cont'd.)

- E. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- F. The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- G. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- H. No third party provider or their directors, officers or employees that are directly or indirectly associated with the Company's performance of our services shall be liable to the Customer for any special, indirect, incidental, consequential, reliance, exemplary, punitive or other damages arising out of a service failure.

2.1.5 Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.6 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at reasonable times, but shall not thereby alter the technical parameters of the service provided the Customer.
- D. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.
- E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.6 Provision of Equipment and Facilities, (Cont'd.)

F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

2.1.7 Non-Routine Installation

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

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.1.8 Special Construction

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

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

2.1.9 Ownership of Facilities

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

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require business applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Michigan Public Service Commission regulations, policies, orders, and decisions.
- 2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4 A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- A. the payment of all applicable charges pursuant to this tariff;
- B. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer, (Cont'd.)

2.3.1 General, (Cont'd.)

- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1C.. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer, (Cont'd.)

2.3.1 General, (Cont'd.)

- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G. not creating any liens or other encumbrances on the Company's equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer, (Cont'd.)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customers shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- A. any loss, destruction or damage to the property of the Company or any third party, or 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 or invitees; or
- B. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels - Business Customers

2.4.1 General

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

2.4.2 Station Equipment

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

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels - Business Customers, (Cont'd.)

2.4.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Business Customer's expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall comply with all applicable federal and state legal and regulatory requirements; and all User-provided wiring shall be installed and maintained in compliance with all such legal and regulatory requirements.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined below:

"End User means any customer of an interstate or foreign telecommunications service that is not a carrier except that a carrier other than a telephone company shall be deemed to be an "end user" when such carrier uses a telecommunications service for administrative purposes and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an "end user" if all resale transmissions offered by such reseller originate on the premises of such reseller."

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels - Business Customers, (Cont'd.)

2.4.4 Inspections

- A. Upon suitable notification to the Business Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Business Customer is complying with the requirements set forth in Section 2.4.2B. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Business Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Business Customer must take this corrective action and notify the Company of the action taken. If the Business Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements

2.5.1 Nondiscriminatory Service

The Company will not discriminate against nor penalize a customer for exercising a right granted under this section or under applicable law. The Company will provide all services described under this tariff in compliance with the following:

- A. The Company will not make a statement or representation, including an omission of material information, regarding the rates, terms, or conditions of providing a basic local exchange service that is false, misleading, or deceptive.
- B. The Company will not charge a customer for a subscribed service for which the customer did not make an initial affirmative order. Failure to refuse an offered or proposed service is not an affirmative order for the service.
- C. If a customer cancels a service, the Company will not charge the customer for service provided after the effective date that the service was canceled.
- D. The Company will not state to a residential customer that basic local exchange service will be shut off unless the customer pays an amount that is due in whole or in part for an unregulated service.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.2 Payment for Service

A. Facilities and Service Charges

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

B. Taxes

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of the Company's services.

2.5.3 Billing and Collection of Charges

- A. The Company shall render a bill during each billing period to every Customer. The billing period shall be monthly and recurring monthly invoices may be issued one month in advance.
- B. Non-recurring charges are due and payable from the customer within 30 days after the invoice date, unless otherwise agreed to in advance.
- C. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.3 Billing and Collection of Charges, (Cont'd.)

- D. The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise mutually agreed under contract. When a service is discontinued prior to the expiration of the minimum period, non-usage related charges for the entire minimum period are applicable, whether the service is used or not.
- E. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- F. If service is disconnected by the Company in accordance with Section 2.5.6 and later restored, restoration of service will be subject to all applicable restoration and installation charges.
- G. The date of rendition of the Company's bill for basic local exchange service shall be the date of physical mailing of the bill by the Company. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the provider regularly used for the receipt of payment of customer bills are not open to the general public, then the final payment date shall be extended through the next business day. The date of payment of remittance by mail is 2 days before receipt of the remittance.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

*

2.5.3 Billing and Collection of Charges, (Cont'd.)

- H. At a minimum, each Residential Customer bill rendered by the Company shall clearly state all of the following information:
1. The beginning and ending dates of the billing period.
 2. The due date.
 3. Any previous balance.
 4. The telephone number for which the bill is rendered.
 5. The total amount due for basic local exchange service and regulated toll service.
 6. An itemized statement of all taxes due.
 7. The total amount due.
 8. The statement that rate schedules for basic local exchange service are available and will be mailed by the provider upon request at no cost to the customer.
 9. The address and telephone number of the provider, designating where the customer may initiate an inquiry or informal complaint regarding the bill as rendered or the service provided.
- I. Unless otherwise specified by the Customer, if partial payment of a bill is made, then the Company shall first credit the partial payment to basic local exchange service and regulated toll service.
- J. Not later than 15 days after the completion of an order for new service or a change in existing service that results in a billing change, the Company shall send to the Residential Customer a written itemized statement of the services ordered, including all associated charges.
- K. A Residential Customer shall have the right, within 1 billing period of receiving a bill for new services or changed services, to cancel, reduce, or modify a service or a portion of a service without further service charge.

* *Some material previously found on this page now found on 1st Revised Page 22 in this Section 2*

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.) *

2.5.3 Billing and Collection of Charges, (Cont'd.)

L. 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 the date due. On all unpaid business and residential bills with a balance greater than \$11.00, a 1.5% charge will be applied. 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. (C)

M. Paper Invoice Fee (N)

All customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$1.95 per invoice, \$9.95 for large invoices. This charge represents the costs for printing, postage, mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service. (N)

2.5.4 Advance Payments

The Company may require the prepayment of 1 billing period's charges for basic local exchange service as a condition of service. If a Residential Customer's basic local exchange service is subject to usage-sensitive pricing, then the prepayment permitted by this rule shall not be more than the average of charges for similar services purchased in the Residential Customer's exchange during the most recent calendar year for which data are available. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

* *Some material now found on this page previously found on on Original Page 21 in this Section 2*

LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.5 Deposits

- A. To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges, except as stated in D. below. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. For residential customers, the deposit will not exceed \$150.00 per access line.
- B. A deposit may be required in addition to an advance payment.
- C. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.
- D. No deposit will be charged for lifeline customer that voluntarily elects to receive toll blocking service.
- E. The Company will not require a cash deposit or other guarantee as a condition of obtaining basic local exchange service, unless the prospective customer refuses to produce identification that can be readily and inexpensively verified or if the prospective customer has a history of payment default within the past 60 months for telecommunication services.
- F. The Company is not obligated to provide service to a household under any name if an outstanding bill exists at the address and the person responsible for that bill still resides at the address.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.6 Discontinuance of Service

Part I Business Customers

- A. Upon nonpayment of any amounts owing to the Company, the Company may, by providing the requisite prior written notice to the Business Customer, discontinue or suspend service without incurring any liability.
- B. Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Business Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- C. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Business Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Business Customer, may discontinue or suspend service without incurring any liability.
- D. Upon the Business Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- E. Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service to Business Customers without incurring any liability.
- F. In the event of fraudulent use of the Company's network by Business Customers, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.6 Discontinuance of Service, (Cont'd.)

Part I Business Customers, (Cont'd.)

- G. Upon the Company's discontinuance of service to the Customer under Section 2.5.6A. or 2.5.6B., the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

Part II B Residential Customers

- A. The Company may shut off basic local exchange service to a Residential Customer for one or more of the following reasons:
1. Nonpayment of a delinquent account for basic local exchange service;
 2. Nonpayment of a delinquent account with a delinquent balance of \$150 or more for basic local exchange service and regulated toll service in the name of the customer;
 3. Maintaining a delinquent balance of \$125 or more for three consecutive months for basic local exchange service and regulated toll service;
 4. Unauthorized tampering or interference with facilities and equipment owned by a provider of basic local exchange service that are situated on or about the customer's premises.
 5. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, maintenance, or replacement;
 6. Misrepresentation of the customer's identity for the purpose of obtaining basic local exchange service.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.6 Discontinuance of Service, (Cont'd.)

Part II B Residential Customers, (Cont'd.)

A. (Cont'd.)

7. A violation of a tariff provision of the provider of basic local exchange service that is on file with or approved by the Michigan Public Service Commission that adversely affects the safety of the customer or other persons or the integrity of the provider's basic local exchange system;
8. Any other unauthorized use or interference with basic local exchange service, including improper use of a party line service by denying other customers on the line an equitable proportionate use of the service.

- B. Notwithstanding any other provision of this tariff, the Company will postpone the shutoff of basic local exchange service and regulated toll service to a Residential Customer for not more than 15 days if the customer produces a physician's certificate stating that the current mental or physical condition of the customer, a member of the customer's family, or another permanent resident of the premises where service is rendered who is suffering from an existing mental illness or medical condition will be endangered by a shutoff of service. The certificate shall identify the mental illness or medical condition of the customer, the member of the customer's family, or other permanent resident of the premises where service is rendered. If the Company is notified telephonically or in writing that a psychiatric or medical emergency exists, then the Company will permit 7 days for the Residential Customer to produce the certificate or notice. The postponement may be extended for 1 additional 15-day period by the renewal and the resubmission of the certificate or notice.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.6 Discontinuance of Service, (Cont'd.)

Part II B Residential Customers, (Cont'd.)

C. Notice of shutoff of basic local exchange service shall contain all of the following information:

1. The name and the billing address of the customer and, to the extent possible, the address of the service, if different;
2. A clear and concise statement of the reason for the proposed shutoff of service;
3. The date after which service will be subject to shutoff without further notice unless the customer takes appropriate action;
4. The right of the customer to file a formal complaint with the commission if the dispute cannot be otherwise resolved and a statement that the customer must pay to the provider of basic local exchange service that portion of the bill for basic local exchange service and regulated toll service that is not in dispute within 3 days of the date that the formal complaint is filed;
5. A statement that service will not be shut off pending the resolution of a formal complaint that is filed and prosecuted in conformity with all applicable statutes, rules, regulations, and orders of the commission; and
6. The telephone number and address of the Company where the customer may make inquiry or enter into a settlement agreement.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.6 Discontinuance of Service, (Cont'd.)

Part II B Residential Customers, (Cont'd.)

- D. The Company will not shutoff service unless written notice is sent, by first-class mail, to the customer or personally served not less than 5 days before the date of the proposed shutoff. If a shutoff of service is sought for nonpayment of a delinquent account, then a notice of shutoff will not be sent before the time the account becomes delinquent. Service of notice by mail is complete upon mailing, unless proven otherwise by the customer. The Company will maintain an accurate record of the date of mailing. The Company is responsible for the accurate and timely notice of shutoff.
- E. A notice of shutoff of service shall not be issued if a customer has a pending formal complaint before the commission concerning the bill upon which the notice is based.
- F. Subject to the requirements of these rules, the company may shut off basic local exchange service to a customer on the date specified in the notice of shutoff or within a reasonable time thereafter, but only at times that the Company has personnel available to reconnect service.
- G. Basic local exchange service shall not be shut off on a day, or a day immediately preceding a day, when the Company's personnel are not available to reconnect service.
- H. Basic local exchange service shall not be shut off while a complaint related to the reason for the shutoff is pending.

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SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.6 Discontinuance of Service, (Cont'd.)

Part II B Residential Customers, (Cont'd.)

- I. After basic local exchange service has been shut off to a Residential Customer, the Company will restore service promptly, but not later than 1 working day after the customer's request, when the cause for the shutoff of service has been cured or credit arrangements satisfactory to the Company have been made.
- J. Any payments required for service restoration may be made by the customer in any reasonable manner. Payment by personal check may be refused by the provider if the customer has tendered payment in this manner and the check has been dishonored during the last 3 years, excluding bank error.
- K. Before restoring service, the Company at its option may require 1 or more of the following: (a) Payment of the total amount due on all of the customer's delinquent and shutoff accounts for basic local exchange service and regulated toll service owed to the provider; (b) An arrangement or settlement agreement requiring the payment of all amounts owed to the provider for basic local exchange service and regulated toll service; (c) Payment of an amount provided by tariff for basic local exchange service restoration; and/or (d) A security deposit or payment guarantee not to exceed \$150 per access line.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Payment Arrangements, (Cont'd.)

2.5.7 Cancellation of Application for Service

- A. When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced.
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, maintenance, taxes, and any other costs associated with the special construction or arrangements.
- D. The special charges described in 2.5.7.A. through 2.5.7.C. will be calculated and applied on a case-by-case basis.

2.5.8 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.6 Allowances for Interruptions in Service

Interruptions in service that are not caused by the Customer, or during which the Company does not provide a satisfactory replacement service, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins from the time the Customer's service is reported or is found to be out of service. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. Upon the Customer's request, a credit allowance for a continuous interruption of service for a period of more than twelve (12) hours will be made in an amount that reflects a pro rata part of the month's charge for local exchange service for the period of day(s) during which service was inoperative. Under such circumstances, there will be a minimum twenty-four (24) hour adjustment. This adjustment will be accomplished by the issuance of a credit on the Customer's subsequent bill, or by a check in instances where a final bill already has been issued.
- C. In the event the User is affected by such interruption for a period of less than twelve (12) hours, no adjustment will be made. No adjustments will be earned by accumulating non-continuous periods of interruption.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.6 Allowances for Interruptions in Service, (Cont'd.)

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- A. interruptions due to the cause of, negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, or joint user;
- B. interruptions of service during any period in which the Company is not given full and free access by the Customer to its facilities and equipment for the purpose of investigating and correcting interruptions;
- C. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- D. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- E. interruptions of service during a time period in which the Company provides a satisfactory replacement service;
- F. interruption that was not reported to the Company within thirty (30) days of the date that service was affected;
- G. interruptions due to circumstances or causes beyond the control of the Company;
or
- H. interruptions due to the failure of power, equipment, systems or services not provided by the Company

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.7 Restoration of Service

2.7.1 Business Service Restoration

When a Business Customer's Basic Local Exchange Service has been shutoff in accordance with this Tariff, Service will be restored only upon the basis of the Business Customer completing a new application for Service and qualifying for Service as if it were a new Business Customer.

2.7.2 Residential Service Restoration

When a Residential Customer's Basic Local Exchange Service has been shutoff in accordance with this Tariff, the Company will restore Service promptly, but not later than one (1) working day after the Residential Customer's request, after the cause for the shutoff of service has been cured or credit arrangements satisfactory to the Company have been made. Before restoring service, the Company reserves the right to require one or more of the following:

- A. Payment of the total amount due on all of the Customer's delinquent and shutoff accounts for basic local exchange service and regulated toll service owed to the Company;
- B. An arrangement or settlement agreement requiring the payment of all amounts owed to the Company for basic local exchange service and regulated toll service;
- C. Payment of the restoration charge and any applicable installation charges pursuant to Section 4.3.4 of this tariff;
- D. Payment of an advance payment and/or security deposit pursuant to Section 2.5.4 and 2.5.5 of this tariff.

Any payments required for service restoration may be made by the Customer in any reasonable manner, except that payment by personal check may be refused by the Company if the Customer has tendered payment by a check that had been dishonored during the previous 3 years, excluding bank error.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Use of Customer's Service by Others

2.8.1 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

2.9 Cancellation of Service

If a Business Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Business Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.3.

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

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Business Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Business Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff incurred prior to disconnection, cancellation or termination; minus
- D. a reasonable allowance for costs avoided by the Company as a direct result of the Business Customer's cancellation.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- A. to any subsidiary, parent company or affiliate of the Company; or
- B. pursuant to any sale or transfer of substantially all the assets of the Company;
or
- C. pursuant to any financing, merger or reorganization of the Company.

2.11 Notices and Communications

2.11.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.

2.11.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

2.11.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

2.11.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.12 Formal and Informal Procedures

For Residential Customers, informal complaints will be handled by the Company's customer service department, which will use good faith efforts to informally resolve the dispute. If the Company and the Residential Customer are unable to informally resolve the dispute, the customer may file a formal complaint with the Michigan Public Service Commission.

2.12.1 Alternative Dispute Resolution

The following provisions apply if the formal complaint is for \$1,000 or less or if the customer elects to pursue an alternative means of dispute resolution.

- A. The customer shall file a formal written complaint with the Michigan Public Service Commission.
- B. If the customer and the Company cannot agree on an alternative means of dispute resolution within 20 days, they shall participate in a mediation proceeding conducted by administrative law judge or other person designated by the Commission.
- C. If mediation is utilized, the mediator will provide a recommended settlement to the parties within 45 days after the written complaint was filed.
- D. Within 7 days after the date of the recommended settlement, each party shall file with the commission a written acceptance or rejection of the recommended settlement. A party's failure to file a timely acceptance or rejection shall be deemed to be a rejection of the recommended settlement.
- E. If the parties accept the recommended settlement, then the recommendation will be adopted by the Commission as a final order.
- F. If a party rejects the recommended settlement, then the complaint shall proceed to a contested case hearing before the Commission.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.12 Formal and Informal Procedures, (Cont'd.)

2.12.1 Alternative Dispute Resolution, (Cont'd.)

- G. If the complaint involves a monetary dispute, the party who rejects the recommended settlement shall pay the opposing party's actual costs of proceeding to a contested case hearing, including attorney fees, unless the final order of the commission is more favorable to the rejecting party than the recommended settlement under this section. A final order is considered more favorable if it differs by 10% or more from the recommended settlement in favor of the rejecting party. If both parties reject the recommended settlement, then each party shall be responsible for its own costs and attorney fees.

2.12.2 Payment of Amount Not In Dispute

- A. If a customer files a formal complaint with the Commission, then the Company may require the Customer to pay an amount equal to the part of the bill that is not in dispute.
- B. The amount that is not in dispute shall be mutually determined by the Company and the Customer.
- C. If the Company and the Customer are unable to mutually determine the amount that is not in dispute, then the Company may require the Customer to pay up to 50% of the amount that is in dispute.
- D. If the Customer fails to pay to the Company either the amount that is not in dispute or 50% of the amount that is in dispute, then the Company may shut off service consistent with this tariff.
- E. If the dispute is ultimately resolved in favor of the Customer, in whole or in part, then any excess moneys paid by the Customer shall be refunded promptly, with simple interest paid at the rate paid on United States Savings Bonds, series EE.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.13 Residential Customer Access to Information

2.13.1 Publication of Procedures

- A. The Company will have a pamphlet available for its customers that, in layman's terms, lists and summarizes the rights and responsibilities of its customers and the Company
- B. The pamphlet will be displayed prominently and shall be available at all of the Company's office locations that are open to the general public. The pamphlet shall be available upon customer request at no charge.
- C. The pamphlet shall include all of the following information:
 - 1. Methods for customers to understand and verify the accuracy of billings.
 - 2. Payment standards and procedures.
 - 3. Procedures for shutoff and reconnection of basic local exchange service.
 - 4. Inquiry, service, and complaint procedures.
 - 5. Commission procedures related to customer complaints.
- D. The information contained in the pamphlet shall be made available by the Company in audio format to customers who have visual impairments at no cost to the customers. The information may be provided through recorded announcements or the physical provision of a recording.

2.13.2 Public Access to Rules And Rates

The Company will keep on file, and provide public access to, a copy of the Michigan Public Service Commission's rules and a schedule of all rates and service charges at all of its offices that are open to the general public. Upon the request of a customer and at no cost to the customer, the Company will provide a customer with 1 copy of the rules and the rate schedules applicable to the customer's usage.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.13 Customer Access to Information, (Cont'd.)

2.13.3 Telephone Directories and Information

The Company will publish, or will arrange by agreement with the incumbent local exchange carrier or other directory provider to publish, on a page preceding the alphabetical listings in its telephone directories, in a prominent manner, and without charge, all of the following information:

- A. The telephone number and address of the Company where the customer may inquire about telephone service.
- B. The telephone number and address of the Michigan Public Service Commission where a customer may file a formal complaint regarding a service regulated by the Commission.

2.14 Return Check Charge

The Company reserves the right to assess a charge of \$25.00 whenever a check or draft is presented for payment of service is not accepted by the institution upon which it is written.

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LOCAL SERVICES TARIFF

SECTION 2 - REGULATIONS, (CONT'D.)

2.15 Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. The Pay Telephone Surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call	\$0.39
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LOCAL SERVICES TARIFF

SECTION 3 - SERVICE OFFERINGS

3.1 Timing of Calls

- 3.1.1 The Customer's monthly usage charges for service are based upon the total number of minutes the Customer uses and the service options to which the Customer subscribes. Chargeable time begins at the time the called party answers (*i.e.* when two-way communications is possible), and ends when either party hangs up.
- 3.1.2 No charges apply if a Call is not completed.
- 3.1.3 For billing purposes, all Calls are rounded up to the nearest minute and billed in increments of one minute. The minimum call duration is one (1) minute for a connected call.
- 3.1.4 Where applicable, charges will be rounded up to the nearest penny.
- 3.1.5 Usage begins when the called party picks up the receiver (*i.e.* when two-way communication is possible). A Call is terminated when the calling or called party hangs up. The Company utilizes software answer supervision, which permits up to sixty (60) seconds of ringing before the Call becomes billed usage. Where answer supervision is not available, any Call for which the duration exceeds sixty (60) seconds shall be presumed to have been answered and becomes billed usage.
- 3.1.6 The Company will not knowingly charge for Incomplete Calls. Upon the Customer's request and proper verification, the Company shall promptly adjust or credit the Customer's account for charges or payments for any unanswered call inadvertently billed due to the unavailability of Feature Group D or due to another company's failure to provide answer supervision. Upon the Customer's request and proper verification, the Company also shall promptly adjust or credit the Customer's account for charges or payments for Calls placed to a wrong number.

3.2 Start of Billing

For billing purposes, the start of service is the day following acceptance by the Customer of the Company's service or equipment, or another date mutually agreed-upon by the Customer and the Company. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation, or another date mutually agreed upon by the Customer and the Company.

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LOCAL SERVICES TARIFF

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

3.3 Calculation of Distance

3.3.1 Where applicable, usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

3.3.2 Where applicable, the airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers that are produced by Bell Communications Research in their NPA-NXX V&H Coordinates Tape and Bell's NECA Tariff No. 4.

A. The airline distance between any two (2) rate centers is determined as follows:

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

1. Compute the difference between the "V" coordinates of the two (2) rate centers; and the difference between the two (2) "H" coordinates ($X1 - X2 = V$; $Y1 - Y2 = H$).
2. Square each difference obtained in step 3.3.2.B.1 above (V^2 ; H^2).
3. Add the square of the "V" difference and the square of the "H" difference obtained in step 3.3.2.B.2 above ($V^2 + H^2 = S$).
4. Divide the sum of the squares by 10 ($S/10 = M$).
5. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

3.4 Minimum Call Completion Rate

The Customer may expect a Call completion rate of at least ninety percent (90%) of dialed, local interoffice calls attempted during peak use periods or the busy hour.

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LOCAL SERVICES TARIFF

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

3.5 Local Exchange Service Offerings

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.

3.5.1 Business Local Exchange Service

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

3.5.2 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").

3.5.3 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.

3.5.4 Direct Inward Dial ("DID") Service

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 SERVICES TARIFF

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

3.6 Additional Local Exchange Service Offerings

3.6.1 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.

3.6.2 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.

3.6.3 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.

3.6.4 Directory Listings

The Company shall provide for a single Directory Listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area of the Station number that is designated as the Customer's main billing number. Additional information or additional or alternate Company Station numbers, other than the Customer's main billing number associated with a Customer's service, cross reference, foreign, non-listed and non-published listing services also will be provided to the Customer for a monthly recurring charge per listing. (N)

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LOCAL SERVICES TARIFF

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

3.6 Additional Local Exchange Service Offerings, (Cont'd.)

3.6.5 Caller ID Number

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

3.6.6 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.

3.6.7 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 pre-arranged number or station in the Customer Group after a specified number of rings.

C. Call Forwarding – Busy

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

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LOCAL SERVICES TARIFF

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

3.6 Additional Local Exchange Service Offerings, (Cont'd.)

3.6.8 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.

3.6.9 Cancel Call Waiting

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

3.6.10 Call Transfer

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

3.6.11 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.

3.6.12 Last Number Redial

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

3.6.13 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 SERVICES TARIFF

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

3.6 Additional Local Exchange Service Offerings, (Cont'd.)

3.6.14 Call Park

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

3.6.15 Distinctive Ring

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

3.6.16 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.

3.6.17 Anonymous Call Rejection

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

3.6.18 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.

3.6.19 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 SERVICES TARIFF

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

3.6 Additional Local Exchange Service Offerings, (Cont'd.)

3.6.20 Call Blocking/Toll Restriction

A. 900/976 Blocking

900/976 blocking permits a new or existing Customer, on a per-line basis, to block on all Calls made from its Calling Station to a 900 or 976-type telephone number. This Call Blocking option prevents Calls to 900/976 information service providers by blocking the following dialing sequences: 1+900 and 1+976.

B. 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.

C. 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.

D. 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-.

E. International Blocking

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

F. 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 SERVICES TARIFF

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

3.7 Miscellaneous Service Charges

3.7.1 Service Order and Change Charges

(C)

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 tariff.

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(C)

3.7.2 [Reserved for Future Use]

(D)

|
(D)

3.7.3 Bad Check Charge

If payment for Service is made by a check, draft, or similar instrument (collectively "Check") that is returned to the Company unpaid by a bank or another financial institution for any reason, the Company will bill the Customer a returned check charge. In addition, the Customer may be required to replace the returned Check with a payment in cash or equivalent to cash, such as cashier's check, certified check or money order.

3.7.4 Reconnection

Reconnection charges occur where service to an existing Customer has been discontinued for proper cause, and the Customer desires to resume service with the Company. Where a Customer desires reconnection, the Customer will be charged a fee to cover the cost to the Company of restoring service to the Customer.

Where service to a Customer is disconnected due to reasons of non-payment and payment has not been received or satisfactory payment arrangements have not been made for a period of ten (10) calendar days, the Company may consider the service terminated. Any "reconnection" under such circumstances shall be considered as a new installation subject to all applicable non-recurring installation charge(s) tariffed herein.

3.7.5 [Reserved for Future Use]

(D)

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(D)

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LOCAL SERVICES TARIFF

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

3.7 Miscellaneous Service Charges, (Cont'd.) *

3.7.6 Maintenance Charges (C)

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. (C)

3.7.7 Non-routine Installation

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

3.7.8 Missed Appointment Charge

When the Company and the Customer have agreed to an installation date and time, and the Customer is not available at the premises to allow for installation of service at the appointed time, a Missed Appointment Charge will apply. Customers may not cancel or change installation dates or times on less than 48 hours notice to the Company unless otherwise agreed to by the Company.

* *Some material previously found on this page now found on Original Page 11 in this Section 3.*

LOCAL SERVICES TARIFF

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

3.7 Miscellaneous Service Charges, (Cont'd.) *

3.7.9 Intrastate Recovery Charge

The Intrastate Recovery Charge is applied to each line and:

- 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,
- 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, and
- funds a contribution towards higher costs of interconnection with other carriers, due to the ongoing shift of network cost recovery from carrier-billed access services.

3.7.10 Access Recovery Fee

The Access Recovery Fee funds a contribution towards partially offsetting the company's higher costs to provide services, support its infrastructure, and recover costs associated with federally mandated charges. This charge is applied to each local or long-distance line.

(N)
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(N)

* *Some material now found on this page previously found on Original Page 10 in this Section 3.*

LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES

4.1 Local Exchange Service Offerings

4.1.1 Business Local Exchange Service

Flat Rate Service:

Monthly recurring charge, per line: \$ 45.00

Non-recurring charge, per line: \$ 100.00

4.1.2 Business Trunk Line Service

Monthly recurring charge, per line: \$ 60.00

Non-recurring charge, per line: \$100.00

Hunting Service, per line: \$ 15.00

Hunting Maintenance, per event: \$ 20.00

4.1.3 DID Installation

Per first ten (10) numbers: \$915.00

Monthly recurring charge: \$ 5.00

Per additional ten (10) numbers: \$ 20.00

Monthly recurring charge: \$ 5.00

4.1.4 DID Trunk Termination Installation

Non-recurring charge: \$ 75.00

Monthly recurring charge: \$ 10.00

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.2 Additional Local Exchange Services

4.2.1 Directory Assistance Service

First three (3) Calls:	\$ 0.00
Per each additional Call:	\$ 0.85

4.2.2 Directory Assistance Call Completion Service

4.2.3 Operator Services

Station-to-Station Collect, Per Call	\$ 0.50
Initial one (1) minute:	\$ 0.23
Each additional minute:	\$ 0.21
Person-to-Person Collect, Per Call	\$ 0.50
Initial one (1) minute:	\$ 0.23
Each additional minute:	\$ 0.21
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

4.2.4 Directory Listings

1st Listing:	<i>no charge</i>
--------------	------------------

Additional, Foreign and Cross Reference Listings:		(T)
Per listing, per month:	\$6.00 (I)	(T)

Non-Listed Service, per listing, per month:	\$3.50	(N)
Non-Published Service, per listing, per month:	\$5.50	(N)

4.2.5 Directories

There is no charge for one (1) White Pages Directory per Customer per year.

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.2	Additional Local Exchange Services, (Cont'd.)		
4.2.6	Caller ID with Number		
	Monthly recurring charge:		\$7.00
	Non-recurring charge:		\$10.00
4.2.7	Caller ID with Name and Number		
	Monthly recurring charge:		\$10.00
	Non-recurring charge:		\$10.00
4.2.8	Call Forwarding – No Answer		
	Monthly recurring charge:		\$3.00
	Non-recurring charge:		\$10.00
4.2.9	Call Forwarding – Busy		
	Monthly recurring charge:		\$3.00
	Non-recurring charge:		\$10.00
4.2.10	Call Forwarding – Universal		
	Monthly recurring charge:		\$3.00
	Non-recurring charge:		\$10.00
4.2.11	Call Waiting/Cancel Call Waiting		
	Monthly recurring charge:		\$3.50
	Non-recurring charge:		\$10.00
4.2.12	Call Transfer		
	Monthly recurring charge:		\$3.75
	Non-recurring charge:		\$10.00

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.2 Additional Local Exchange Services, (Cont'd.)

4.2.13 Three-Way Calling

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

4.2.14 Last Number Redial

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

4.2.15 Speed Calling

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

4.2.16 Call Park

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

4.2.17 Distinctive Ring

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

4.2.18 Calling Number Delivery Block

Monthly recurring charge:	<i>no charge</i>
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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.2 Additional Local Exchange Services, (Cont'd.)

4.2.19 Anonymous Call Rejection

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

4.2.20 Automatic Busy Redial

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

4.2.21 Automatic Call Return

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

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.2 Additional Local Exchange Services, (Cont'd.)

4.2.22 Call Blocking/Toll Restriction

A.	900/976 Blocking		
	Monthly recurring charge:		No charge
B.	1+ Long Distance Blocking		
	Monthly recurring charge:		\$1.00
C.	Directory Service Blocking		
	Monthly recurring charge:		\$1.00
D.	Operator Service Blocking		
	Monthly recurring charge:		\$1.00
E.	International Call Blocking		
	Monthly recurring charge:		\$1.00
F.	3 rd Party/Collect Call Blocking		
	Monthly recurring charge:		\$1.00

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.2 Additional Local Exchange Services, (Cont'd.)

4.2.23 911 Emergency Services

Customers may be assessed a recurring monthly line item fee to compensate the County 911 Public Safety Board for the provision of 911 services. This fee may vary, depending on the vicinity in which the Customer is located. Where applicable, the Company will remit this fee to the appropriate 911 authority.

4.2.24 PIC Change Charge

Per change: \$5.00 (*after initial free selection*)

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.3	Miscellaneous Service Charges		*
4.3.1	Service Order Charges		(C)
	Charge	Price	(D)
	Feature Add or Change	\$10.00 per Order	
	Basic Service Change	\$10.00 per Order	
	Establishing or Re-arranging Hunting	\$10.00 per Order	(N)
	Directory Listing Change	\$10.00 per Order (R)	
	Invoice Change	\$60.00 per Order	(N)
	Transfer of Service	\$60.00 per Order	(N)
	Telephone Number Change	\$25.00 per Order (R)	
	Line Signaling Change	\$25.00 per Order	(N)
	Vanity Number Search	\$25.00 per Order	
	Establishing Dual Service	\$60.00 per Order	
	Expedite Service Charge (T1 Circuits)	\$595.00 per Order	(N)
4.3.2	Data Circuit Install Charge		(N)
	12-Month Term Agreement = \$600		
	24-Month Term Agreement = \$300		
	36-Month Term Agreement = \$0		(N)
4.3.3	Bad Check Charge		
	Per returned check:	\$25.00	
4.3.4	Reconnection		
	Per line:	ICB	
4.3.5	[Reserved for Future Use]		(D)
			(D)

* *Some material now found on this page previously found on Original Page 2 in this Section 4.
Some material previously found on this page now found on Original Page 9 in this Section 4.*

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LOCAL SERVICES TARIFF

SECTION 4 – RATES AND CHARGES, (CONT'D.)

4.3	Miscellaneous Service Charges		*
4.3.6	Maintenance Charges		(C)
	Description	Non-Recurring Charges	(N)
	Premise Work Charge	\$139.00	(N)
	Initial Hour (time & materials)	\$165.00 (I)	(C)
	Trouble Determination (per request)	\$110.00	(N)
	Each Additional 30 minute increment	\$60.00	
	Each Additional Jack & Wiring (existing customer)	\$65.00	(N)
4.3.7	Non-routine Installation		(M)
	Per installation:	ICB	
4.3.8	Missed Appointment Charge		
	Per occurrence:	\$100.00	
4.3.9	Intrastate Recovery Charge	\$6.00	(M)
4.3.10	Access Recovery Fee		(N)
	Charge (per local or long distance line)	\$ 0.50	(N)

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LOCAL SERVICES TARIFF

SECTION 5 – MISCELLANEOUS SERVICES

5.1 Lifeline Program

The lifeline program provides assistance for eligible Residential customers. For eligible Residential customers under the age of 65, the assistance available is the greater of \$8.25 per customer per month or 20% of the basic local exchange rate. For eligible customers over the age of 65, the assistance available is the greater of \$8.25 per customer per month or 25% of the basic local exchange rate.

5.1.1 Eligible Customers

Customers are eligible if the Customer's annual income does not exceed 150% of the federal poverty income standards as determined by the United States office of management and budget and as approved by the state treasurer.

5.1.2 Toll Blocking Service

Toll blocking service, by Customer choice, will be offered free of charge to lifeline Customer. Where a Customer voluntarily elects to receive toll blocking service, no deposit may be charged in accordance with Section 2.5.4 of this tariff.

5.1.3 "Link Up"

"Link up" is still offered to eligible Customers which waive the lesser of one-half (1/2) or \$30 of initial connections fees. The portion of connection fees which the lifeline customer must pay may be paid over a one-year period of time without interest charges.

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LOCAL SERVICES TARIFF

SECTION 5 – MISCELLANEOUS SERVICES, (CONT'D.)

5.2 Emergency Services

Allows Customers to reach appropriate emergency services including police, fire and medical services. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling. If 911 Service is not available in an area, the Company shall make arrangements for the Customer to reach the appropriate emergency services through dialing "0".

5.2.1 E911 Service Surcharge

All Customers will be assessed a per line surcharge to support local E911 Service Programs. This surcharge will appear as a separate line item on the Customer's bill. The amount of the surcharge will reflect the assessment paid by the Company to the applicable County, and may vary from time to time.

5.3 Dual Party Relay Service

Dual Party Relay Service is a statewide service that enables hearing-impaired or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.

5.3.1 Dual Party Relay Service Surcharge

All Customers will be assessed a per line surcharge to support the provision of Dual Party Relay Service. The amount of the surcharge will reflect the charges assessed to the Company by its underlying provider of Dual Party Relay Service, SBC-Ameritech, and may vary from time to time.

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LOCAL SERVICES TARIFF

SECTION 5 – MISCELLANEOUS SERVICES, (CONT'D.)

5.4 Telephone Directory and Directory Assistance

5.4.1 Telephone Directory

For Customers that subscribed to the Company's Basic Local Exchange Service, the Company will provide each Customer annually at no charge one copy of a printed directory listing all telephone Service subscribers, except for unlisted and unpublished numbers, within the Customer's local exchange area. The Company may, at its option, either publish its own directory or provide a copy of one published by the dominant exchange service provider.

5.4.2 Directory Assistance

Customers will be charged a per query charge for assistance in obtaining telephone numbers.

Per query \$1.35

5.4.3 Directory Assistance Call Completion is a service available to customers who call the Directory Assistance Operator. After the operator provides the requested number, the operator will request whether the customer wishes the operator to complete the call to the requested number. If the operator completes the call for the customer, the following charge applies:

Per request \$0.00

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LOCAL SERVICES TARIFF

SECTION 5 – MISCELLANEOUS SERVICES, (CONT'D.)

5.5 Call Blocking Service

Call Blocking Service is a Service which provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided or DUC-provided intercept announcement. Call Blocking is provided at no charge.

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LOCAL SERVICES TARIFF

SECTION 5 – MISCELLANEOUS SERVICES, (CONT'D.)

5.6 Rates by Individual Contract Basis (ICB)

In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for the Company's services may be established at negotiated rates on an individual contract basis (ICB), taking into account the nature of the facilities and services, the costs of construction and operation, the volume of traffic, the length of service commitment by the Customer, and use of facilities by other customers. Such arrangements shall be considered Special Pricing Arrangements, the terms of which will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligation and regulation set forth in this tariff shall be incorporated into, and become a part of, said contract, and shall be binding on the Company and the Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

In addition to any rate or charge established by the Carrier, the Customer will also be responsible for any recurring or non-recurring charges imposed by local exchange telephone companies incurred by or on behalf of the Customer in establishing and maintaining service. Such charges may be billed by the Carrier or directly by the local exchange company, at the Carrier's option.

Upon completion of any contractual arrangements entered into under this section, the Company will file additional tariff sheets as an amendment to this tariff summarizing the services, rates, terms, conditions, and duration of the contract, and will make the contract itself available to the Commission upon the Commission's request. The Company reserves the right to protection from public disclosure of proprietary information contained in such contracts as allowed under law.

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LOCAL SERVICES TARIFF

SECTION 5 – MISCELLANEOUS SERVICES, (CONT'D.)

5.7 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promoted service. Promotions will be filed as separate tariff sheets under this section 4.11.

All promotions will be limited in duration, and will identify a definite, reasonable time period during which the promotion will be in effect. A promotion may also be limited as to the locations where the offerings are made. A promotion may also, if so designated, provide for its conclusion upon the occurrence of a promotion-related event that is reasonably certain to occur, although the timing may not be certain.

All promotions shall be made available to other carriers for resale, and shall be priced, in conjunction with the entire service offering as a whole, above the Company's total service long run incremental cost.

Promotions will be implemented with at least one day's notice prior to the effective date of each promotion.

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS

6.1 Legal Descriptions and Maps

The Company hereby mirrors the Map and Legal Description tariffs of the exchanges, by Incumbent Local Exchange Carrier, listed below to identify its service territory. Any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed maps and legal descriptions on an individual exchange basis will be filed with the MPSC for approval.

Exchange

Incumbent Local Exchange Carrier

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.2 Local Calling Areas B Traditional Ameritech Michigan Exchanges

Calls originating from the listed Exchange or Zone and terminating in the Exchanges and Zones in the local calling area will be treated and charged as local calls.

Pursuant to the Commission's Order in Case No. U-15280, dated April 24, 2007, the Company will maintain the status quo with respect to the local calling areas listed below and will continue to treat these calls as local calls after December 31, 2007.

Exchange or Zone Area	Access Local Calling	
Ann Arbor	B	Ann Arbor, Chelsea, Dexter, Manchester, Milan, Plymouth, Saline, South Lyon, Whitmore Lake, Ypsilanti
Auburn	C	Auburn, Bay City, Midland
Auburn	B	Auburn Heights, Birmingham, Pontiac, Rochester, Troy, Heights Utica
Belleville	C	Belleville, New Boston, Romulus, Wayne, Willis, Ypsilanti
Birmingham	B	Birmingham, Auburn Heights, Mayfair, Pontiac, Royal Oak, Southfield, Troy, West Bloomfield
Boyne City	C	Boyne City, Boyne Falls, Charlevoix, East Jordan, Petoskey, Walloon Lake
Brevort	C	Brevort
Brighton	C	Brighton, Hartland, Howell, Pinckney
Carleton	C	Carleton, Flat Rock, Monroe, New Boston
Center Line	B	Center Line, Detroit Areas 2 and 3, Roseville, Royal Oak, Warren
Chelsea	C	Chelsea, Ann Arbor, Dexter, Manchester
Clarkston	C	Clarkston, Commerce, Drayton Plains, Lake Orion, Ortonville, Oxford, Pontiac
Clio-Mt. Morris	C	Clio-Mt. Morris, Flint
Commerce	B	Commerce, Clarkston, Drayton Plains, Mayfair, Milford-White Lake, Pontiac, Walled Lake, West Bloomfield

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.2 Local Calling Areas B Traditional Ameritech Michigan Exchanges, (Cont'd.)

Exchange or Zone Area	Access Local Calling	
Detroit	A	
Area 1		Detroit - All Areas
Area 2		Detroit - All Areas, Center Line, Roseville
Area 3		Detroit - All Areas, Center Line, Roseville, Royal Oak
Area 4		Detroit - All Areas, Royal Oak, Southfield
Area 5		Detroit - All Areas, Farmington, Livonia, Southfield
Area 6		Detroit - All Areas, Livonia, Romulus, Wayne, Wyandotte
Dexter	C	Dexter, Ann Arbor, Chelsea, Pinckney
Drayton Plains	B	Drayton Plains, Clarkston, Commerce, Lake Orion, Oxford, Pontiac
Farmington	B	Farmington, Detroit Area 5, Livonia, Mayfair, Northville, Southfield, Walled Lake, West Bloomfield
Fenton	C	Fenton, Flint, Holly
Flat Rock	C	Flat Rock, Carleton, New Boston, Rockwood, Romulus, Trenton, Wyandotte
Flint	B	Flint, Clio-Mt. Morris, Davison, Fenton, Flushing, Goodrich, Grand Blanc, Lennon, Linden, Otisville, Rankin, Swartz Creek
Flushing	C	Flushing, Flint
Grand Blanc	C	Grand Blanc, Flint
Hartland	C	Hartland, Brighton, Howell
Holly	C	Holly, Fenton
Lake Orion	C	Lake Orion, Clarkston, Drayton Plains, Oxford, Pontiac, Rochester
Livonia	B	Livonia, Detroit Areas 5 and 6, Farmington, Northville, Plymouth, Wayne
Milan	C	Milan, Ann Arbor, Ypsilanti

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.2 Local Calling Areas B Traditional Ameritech Michigan Exchanges, (Cont'd.)

Exchange or Zone Area	Access Local Calling	
Mt. Clemens	B	Mt. Clemens, New Baltimore, New Haven, Roseville, Utica, Warren, Washington
New Baltimore	C	New Baltimore, Algonac, Mt. Clemens, New Haven
New Boston	C	New Boston, Belleville, Carleton, Flat Rock, Romulus, Willis, Wyandotte
Northville	B	Northville, Farmington, Livonia, Plymouth, South Lyon, Walled Lake
Oxford	C	Oxford, Clarkston, Drayton Plains, Lake Orion, Pontiac
Pinckney	C	Pinckney, Brighton, Dexter, Howell
Plymouth	B	Plymouth, Ann Arbor, Livonia, Northville, South Lyon, Wayne, Ypsilanti
Pontiac	B	Pontiac, Auburn Heights, Birmingham, Clarkston, Commerce, Drayton Plains, Lake Orion, Mayfair, Milford-White Lake, Ortonville, Oxford, Rochester, Walled Lake, West Bloomfield
Rochester	B	Rochester, Auburn Heights, Lake Orion, Pontiac, Troy, Utica, Washington
Romulus	B	Romulus, Belleville, Detroit Area 6, Flat Rock, New Boston, Wayne, Wyandotte
Roseville	B	Roseville, Center Line, Detroit Areas 2 and 3, Mt. Clemens, Warren
Royal Oak	A	Royal Oak, Birmingham, Center Line, Detroit Areas 3 and 4, Southfield, Troy, Warren
Southfield	A	Southfield, Birmingham, Detroit Areas 4 and 5, Farmington, Royal Oak, West Bloomfield
Trenton	B	Trenton, Flat Rock, Rockwood, Wyandotte
Troy	B	Troy, Auburn Heights, Birmingham, Rochester, Royal Oak, Warren
Utica	B	Utica, Auburn Heights, Mt. Clemens, Rochester, Warren, Washington
Warren	B	Warren, Center Line, Mt. Clemens, Roseville, Royal Oak, Troy, Utica
Wayne	B	Wayne, Belleville, Detroit Area 6, Livonia, Plymouth, Romulus, Ypsilanti
West Bloomfield	B	West Bloomfield, Birmingham, Commerce, Farmington, Pontiac, Southfield, Walled Lake
Wyandotte	B	Wyandotte, Detroit Area 6, Flat Rock, New Boston, Rockwood, Romulus, Trenton
Ypsilanti	B	Ypsilanti, Ann Arbor, Belleville, Milan, Plymouth, Wayne, Willis

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships

The following list of exchanges and zones shows, by County, the incorporated cities, villages and townships which are wholly or partly within the assigned area of each exchange or zone. (Villages are indicated by "Vill" and Townships are indicated by "Twp." In Section 5.3.3, cities and villages are combined as "City/Vill."

6.3.1 Traditional Ameritech Michigan Exchanges

ANN ARBOR EXCHANGE
Washtenaw County
City Ann Arbor
Vill Barton Hills
Twp Ann Arbor
Twp Freedom
Twp Lima
Twp Lodi
Twp Northfield
Twp Pittsfield
Twp Salem
Twp Scio
Twp Superior
Twp Webster

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

AUBURN HEIGHTS ZONE
Oakland County
City Auburn Hills
City Rochester Hills
Twp Bloomfield

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

BELLEVILLE EXCHANGE
Wayne County
City Belleville
Twp Sumpter
Twp Van Buren

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

BIRMINGHAM ZONE
Oakland County
City Birmingham
City Bloomfield Hills
City Southfield
City Troy
Vill Beverly Hills
Vill Bingham Farms
Twp Bloomfield
Twp Southfield

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

BRIGHTON EXCHANGE
Livingston County
City Brighton
Twp Brighton
Twp Genoa
Twp Green Oak
Twp Hamburg
Twp Hartland
Twp Oceola

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

CARLETON EXCHANGE
Monroe County
Vill Carleton
Twp Ash
Twp Exeter
Wayne County
Twp Huron
Twp Sumpter

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

CENTER LINE ZONE
Macomb County
City Center Line
City Warren

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

CHELSEA EXCHANGE
Jackson County
Twp Grass Lake
Twp Waterloo
Washtenaw County
Vill Chelsea
Twp Dexter
Twp Freedom
Twp Lima
Twp Lyndon
Twp Sharon
Twp Sylvan

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

CLARKSTON ZONE
Oakland County
Vill Clarkston
Twp Brandon
Twp Groveland
Twp Independence
Twp Orion
Twp Springfield
Twp White Lake

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

CLIO-MT. MORRIS EXCH.
Genesee County
City Clio
City Mt. Morris
Twp Genesee
Twp Mt. Morris
Twp Richfield
Twp Thetford
Twp Vienna

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

COMMERCE ZONE
Oakland County
Twp Commerce
Twp Waterford
Twp West Bloomfield
Twp White Lake

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

DEXTER EXCHANGE
Livingston County
Twp Hamburg
Twp Putnam
Washtenaw County
Vill Dexter
Twp Dexter
Twp Lima
Twp Scio
Twp Webster

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

DETROIT ZONE
Macomb County
City St. Clair Shores
Wayne County
City Allen Park
City Dearborn
City Dearborn Heights
City Detroit
City Ecorse
City Grosse Pointe
City Grosse Pointe Farms
City Grosse Pointe Park
City Grosse Pointe Woods
City Hamtramck
City Harper Woods
City Highland Park
City Inkster
City Lincoln Park
City Livonia
City Melvindale
City River Rouge
City Romulus
City Taylor
City Westland
Vill Grosse Pointe Shores
Twp Grosse Pointe
Twp Redford

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

DRAYTON PLAINS ZONE
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City Lake Angelus
Twp Independence
Twp Waterford
Twp White Lake

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

FARMINGTON ZONE
Oakland County
City Farmington
City Farmington Hills
City Novi
Wayne County
City Livonia

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

FENTON EXCHANGE
Genesee County
City Fenton
Twp Fenton
Twp Grand Blanc
Twp Mundy
Livingston County
Twp Deerfield
Twp Hartland
Twp Oceola
Twp Tyrone
Oakland County
Twp Holly
Twp Rose

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

FLAT ROCK EXCHANGE
Monroe County
Twp Ash
Twp Berlin
Wayne County
City Flat Rock
City Woodhaven
Twp Brownstown
Twp Huron
Twp Conway

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

FLINT EXCHANGE
Genesee County
City Burton
City Flint
City Swartz Creek
Twp Davison
Twp Flint
Twp Genesee
Twp Grand Blanc
Twp Mt. Morris
Twp Mundy

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

FLUSHING EXCHANGE
Genesee County
City Flushing
Twp Clayton
Twp Flushing
Twp Mt. Morris
Shiawassee County
Twp Hazelton

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

GRAND BLANC EXCHANGE
Genesee County
City Grand Blanc
Twp Atlas
Twp Grand Blanc
Twp Mundy
Oakland County
Twp Holly

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

HARTLAND EXCHANGE
Livingston County
Twp Brighton
Twp Hartland
Twp Tyrone

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

HOLLY EXCHANGE
Oakland County
Vill Holly
Twp Groveland
Twp Holly
Twp Rose
Twp Springfield

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

LAKE ORION ZONE
Oakland County
Vill Lake Orion
Twp Addison
Twp Oakland
Twp Orion
Twp Oxford

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

LIVONIA ZONE
Wayne County
City Garden City
City Livonia
City Westland

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6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

MILAN EXCHANGE
Lenawee County
Twp Macon
Monroe County
City Milan
Twp London
Twp Milan
Washtenaw County
Twp Augusta
Twp Saline
Twp York

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

MT. CLEMENS EXCHANGE
Macomb County
City Mt. Clemens
City Sterling Heights
Twp Chesterfield
Twp Clinton
Twp Harrison
Twp Macomb

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

NEW	BALTIMORE
EXCHANGE	
Macomb County	
City New Baltimore	
Twp Chesterfield	
Twp Lenox	
St. Clair County	
Twp Casco	
Twp Clay	
Twp Ira	

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

NEW BOSTON EXCHANGE
Wayne County
Twp Huron
Twp Sumpter

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

NORTHVILLE EXCHANGE
Oakland County
City Farmington Hills
City Novi
City Wixom
Twp Lyon
Washtenaw County
Twp Salem
Wayne County
City Northville
Twp Northville

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

OXFORD ZONE
Lapeer County
Twp Dryden
Twp Hadley
Twp Metamora
Oakland County
Vill Leonard
Vill Oxford
Twp Brandon
Twp Independence
Twp Oxford

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

PINCKNEY EXCHANGE
Livingston County
Vill Pinckney
Twp Hamburg
Twp Iosco
Twp Marion
Twp Putnam
Twp Unadilla
Washtenaw County
Twp Dexter
Twp Lyndon
Allegan County
City Plainwell
Twp Gunplain
Twp Otsego
Kalamazoo County

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

PLYMOUTH EXCHANGE
Washtenaw County
Twp Salem
Twp Superior
Wayne County
City Plymouth
City Westland
Twp Canton
Twp Northville
Twp Plymouth

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

PONTIAC ZONE
Oakland County
City Auburn Hills
City Keego Harbor
City Lake Angelus
City Orchard Lake
City Pontiac
City Rochester Hills
City Sylvan Lake
Twp Bloomfield
Twp Independence
Twp Oakland
Twp Orion
Twp Waterford
Twp West Bloomfield

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

ROCHESTER ZONE
Macomb County
Twp Shelby
Twp Washington
Oakland County
City Rochester
City Rochester Hills
Twp Oakland

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

ROMULUS ZONE
Wayne County
City Romulus
City Taylor
Twp Brownstown
Twp Huron
Twp Van Buren

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

ROSEVILLE ZONE
Macomb County
City Eastpointe
City Fraser
City Roseville
City St. Clair Shores
City Warren
Twp Harrison
Twp Lake

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

ROYAL OAK ZONE
Oakland County
City Berkley
City Clawson
City Ferndale
City Hazel Park
City Huntington Woods
City Madison Heights
City Oak Park
City Pleasant Ridge
City Royal Oak
City Troy
Twp Royal Oak

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

SOUTHFIELD ZONE
Oakland County
City Lathrup Village
City Southfield
Vill Bingham Farms

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

TRENTON ZONE
Wayne County
City Gibraltar
City Trenton
City Woodhaven
Twp Brownstown
Twp Grosse Ile
Twp Moran

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

TROY ZONE
Oakland County
City Troy

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

UTICA EXCHANGE
Macomb County
City Sterling Heights
City Utica
Twp Macomb
Twp Shelby

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

WARREN ZONE
Macomb County
City Sterling Heights
City Warren

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

WAYNE ZONE
Wayne County
City Inkster
City Romulus
City Wayne
City Westland
Twp Canton
Twp Van Buren

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

WEST BLOOMFIELD ZONE
Oakland County
City Farmington Hills
City Orchard Lake
Vill Franklin
Twp Bloomfield
Twp West Bloomfield

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LOCAL SERVICES TARIFF

SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

WYANDOTTE ZONE
Wayne County
City Riverview
City Southgate
City Taylor
City Trenton
City Wyandotte
Twp Brownstown
Twp Grosse Ile

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SECTION 6 - SERVICE AREAS, (CONT'D.)

6.3 List of Cities, Villages, and Townships, (Cont'd.)

6.3.1 Traditional Ameritech Michigan Exchanges, (Cont'd.)

YPSILANTI EXCHANGE
Washtenaw County
City Ypsilanti
Twp Augusta
Twp Pittsfield
Twp Superior
Twp York
Twp Ypsilanti
Wayne County
Twp Canton
Twp Van Buren

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