

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

*This Illinois Local Exchange Price Guide, issued by Fusion Communications, LLC,
replaces in its entirety
I.C.C. Tariff No. 1 issued by Cbeyond Communications, LLC*

Fusion Communications, LLC

210 Interstate North Parkway, Suite 300
Atlanta, Georgia 30339

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

This price guide contains the description, regulations and rates for the furnishing of competitive resold and facilities-based local exchange telecommunications services provided by Fusion Communications, LLC in the State of Illinois. The principal offices of Fusion Communications, LLC are at 210 Interstate North Parkway, Suite 300, Atlanta, Georgia 30339. Copies of this price guide may be inspected during normal business hours at the Company's principal place of business and online at www.fusionconnect.com.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

The [ages listed below, which are inclusive of this price guide, are effective as of the date shown on the respective page(s).

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
Title	Original	*	26	Original	*	51	Original	*
1	Original	*	27	Original	*	52	Original	*
2	Original	*	28	Original	*	53	Original	*
3	Original	*	29	Original	*	54	Original	*
4	Original	*	30	Original	*	55	Original	*
5	Original	*	31	Original	*	56	Original	*
6	Original	*	32	Original	*	57	Original	*
7	Original	*	33	Original	*	58	Original	*
8	Original	*	34	Original	*	59	Original	*
9	Original	*	35	Original	*			
10	Original	*	36	Original	*			
11	Original	*	37	Original	*			
12	Original	*	38	Original	*			
13	Original	*	39	Original	*			
14	Original	*	40	Original	*			
15	Original	*	41	Original	*			
16	Original	*	42	Original	*			
17	Original	*	43	Original	*			
18	Original	*	44	Original	*			
19	Original	*	45	Original	*			
20	Original	*	46	Original	*			
21	Original	*	47	Original	*			
22	Original	*	48	Original	*			
23	Original	*	49	Original	*			
24	Original	*	50	Original	*			
25	Original	*						

* - indicates those pages included with this filing

* = New revision or new page

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

Check Sheet 1

Table of Contents 2

Symbols 3

Price Guide Format 4

Application of Price Guide 5

Section 1 - Definitions and Abbreviations 6

Section 2 - Rules and Regulations 9

Section 3 - Description of Service 23

Section 4 - Rates and Charges 41

Section 5 - Local Calling Areas 51

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SYMBOLS

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

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

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

PRICE GUIDE FORMAT

A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the price guide. When a new page is added between existing pages with whole numbers, a decimal is added. For example, a new page added between pages 34 and 35 would be page 34.1.

B. Page Revision Numbering - Revision numbers also appear in the upper right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, 4th Revised Page 34 cancels the 3rd Revised Page 34. Consult the check page for the page currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a)
2.1.1.A.1.(a).I
2.1.1.A.1.(a).I.(i)
2.1.1.A.1.(a).I.(i).(1)

D. Check Page - The Check Sheet lists the pages contained in the price guide cross referenced to the current version number. When new pages are added, the Check Page is changed to reflect the revision. The price guide user should refer to the latest Check Sheet to find out if a particular page is the most current page..

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

APPLICATION OF PRICE GUIDE

This price guide sets forth the service offerings, rates and terms and conditions of service applicable to the furnishing of End-User local exchange telecommunications services by Fusion Communications, LLC (“Fusion” or “Company”) to business Customers within the State of Illinois.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS**1.1 Definitions**

Busy Hour - The two consecutive half hours during which the greatest volume of traffic is handled.

Call - A completed connection between the Calling and Called parties.

Calling Station - The telephone number from which a Call originates.

Called Station - The telephone number called.

Carrier - An entity other than the Company that provides telecommunications services.

Commission - The Illinois Commerce Commission.

Company – Fusion Communications, LLC, unless specifically stated otherwise.

Customer – End User. A person, association, firm, corporation, partnership, governmental agency or other entity, including affiliates or divisions of the Customer, in whose name the telephone number of the Calling Station is registered with the underlying local exchange carrier. The Customer is responsible for payment of charges to the Company and compliance with all terms and conditions of this price guide.

Day - The period of time from 8:00 a.m. to (but not including) 5:00 p.m., Monday through Friday, as measured by local time at the location from which the Call is originated.

Disconnect - To render inoperable or to disable circuitry thus preventing outgoing and incoming toll communications service.

Evening - The period of time from 5:00 p.m. to (but not including) 11:00 p.m., Sunday through Friday and any time during a Holiday, as measured by local time at the location from which the Call is originated.

Incomplete - Any Call where voice transmission between the Calling and Called station is not established.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (Cont'd)**1.1 Definitions (Cont'd)**

Holiday - For the purposes of this price guide recognized holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Message - A completed telephone call by a Customer or User.

Night - The hours of 11:00 p.m. to 8:00 a.m., Sunday through Saturday, as measured by local time at the location from which the Call is originated.

Normal Business Hours - The hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

Premises - The space occupied by an individual Customer in a building, in adjoining buildings occupied entirely by that Customer, or on contiguous property occupied by the Customer separated only by a public thoroughfare, a railroad right of way, or a natural barrier.

Rate - Money, charge, fee or other recurring assessment billed to Customers for services or equipment.

State - Illinois.

Terminal Equipment - Telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically, or inductively to the telecommunication system.

User - Customer or any authorized person or entity that utilizes the Company's services.

Weekend - The hours of 8:00 a.m. to 11:00 p.m. on Saturday, and 8:00 a.m. to 5:00 p.m. on Sunday, as measured by local time at the location from which the Call is originated.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (Cont'd)

1.1 Abbreviations

BLV - Busy Line Verification

CPE – Customer Premises Equipment

DID – Direct Inward Dialing

DOD – Direct Outward Dialing

LEC – Local Exchange Carrier

PBX – Private Branch Exchange

PIC – Primary or Preferred Interexchange Carrier

PICC – Presubscribed Interexchange Carrier Charge

POP – Point of Presence

V&H – Vertical and Horizontal Coordinates

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of the Company**

2.1.1 The Company provides facilities-based local exchange telecommunications service to business Customers for the direct transmission of voice, data and other types of telecommunications.

2.1.2 As set forth in Section 5.1, the Company's local service territory mirrors certain of the local exchanges of the incumbent carrier, Ameritech Illinois ("Ameritech").

2.1.3 The Company installs, operates and maintains the communications services provided herein in accordance with the terms and conditions set forth in this price guide. When authorized by the Customer, the Company may act as the Customer's agent for ordering access connection facilities provided by other companies or entities to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangements.

2.1.4 The Company's services are provided on a monthly basis, unless otherwise stated in this price guide. Services are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Limitations on Service

2.2.1 Service is offered subject to the availability of facilities and provisions of this price guide.

2.2.2 Service is furnished to the User for any lawful purpose. Service shall not be used for any unlawful purpose, nor used in such a manner as to interfere unreasonably with the use of service by any other Users.

2.2.3 The use of the Company's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, false or invalid numbers, or false calling or credit cards is prohibited.

2.2.4 The Company's services may be denied for noncompliance with any of the Commission's regulations, or for other violations of the terms and conditions set forth in this price guide.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.2 Limitations on Service (Cont'd)**

- 2.2.5 The use of the Company's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another is prohibited.
- 2.2.6 Service temporarily may be refused or limited because of system capacity limitations.
- 2.2.7 Service is subject to transmission limitations caused by natural (including atmospheric, geographic or topographic) or artificial conditions adversely affecting transmission.
- 2.2.8 Service to any or all Customers may be temporarily interrupted or curtailed due to equipment modifications, upgrades, relocations, repairs and similar activities necessary for proper or improved operations.
- 2.2.9 The Company reserves the right to discontinue furnishing service where the Customer is using the service in violation of the law or the provisions of this price guide.

2.3 Limitations of Liability

- 2.3.1 Because the Company has no control of communications content transmitted over its system, and because of the possibility of errors incident to the provision and use of its service, service furnished by the Company is subject to the terms, conditions and limitations herein specified.
 - 2.3.2 The Company is not liable to Users for interruptions in service except as set forth in Section 2.5 of this price guide.
 - 2.3.3 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited, unless otherwise ordered by the Commission, to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
 - 2.3.4 The Company shall not be liable for and the User shall indemnify and hold the Company harmless against any claims for loss or damages involving:
 - A. Any act or omission of: (i) the User; or (ii) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company;
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.3 Limitations of Liability (Cont'd)****2.3.4 (Cont'd)**

- A. Interruptions or delays in transmission, or errors or defects in transmission, or failure to transmit when caused by or as a result of acts of God, fire, war, riots, government authorities or causes beyond the Company's control;
 - B. Any unlawful or unauthorized use of the Company's facilities and services;
 - C. Libel, slander, infringement of copyright, or unauthorized use of any trademark, trade name or service mark arising out of the material, date information, or other content transmitted over the Company's facilities;
 - D. Infringement of patents arising from combining apparatus and systems of the User with facilities provided by the Company;
 - E. Claims arising out of any act or omission of the User in connection with service provided by the Company.
 - F. Breach in the privacy or security of communications transmitted over the Company's facilities;
 - G. Changes in any of the facilities, operations or procedures of the Company that: (1) render any equipment, facilities or services provided or utilized by the User obsolete; (2) require modification or alteration of such equipment, facilities or services; or (3) otherwise affect use or performance of such equipment, facilities or services except where reasonable notice is required by the Company and is not provided to the Customer.
 - H. Defacement of or damage to the Customer's Premises or personal property resulting from the furnishing of services or equipment on such Premises or the installation or removal thereof.
 - I. Any wrongful act of a Company employee where such act is not authorized by the Company and is not within the scope of the employee's responsibilities for the Company;
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.3 Limitations of Liability (Cont'd)****2.3.4 (Cont'd)**

J. Any noncompleted Calls due to network busy conditions; and

K. Any Calls not actually attempted to be completed during any period that service is unavailable.

2.3.5 The User shall reimburse the Company for all costs, expenses and attorney's fees incurred by the Company in its defense against claims set forth in Section 2.3.4.

2.3.6 The Company assumes no responsibility for the availability or performance of any facilities under the control of other entities that are used to provide service to the User, even if the Company has acted as the User's agent in arranging for such facilities or services.

2.3.7 Any claim against the Company shall be deemed waived unless presented to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

2.3.8 The Company makes no express representations or warranties regarding the service and disclaims any implied warranties, including, but not limited to, warranties of title or implied warranties of merchantability or fitness for a particular purpose. The Company does not authorize anyone to make a warranty of any kind on its behalf and the User should not rely on any such statement.

2.3.9 Any liability of the Company for loss or damages arising out of mistakes, omissions, interruptions, delays, errors or defects in the service, the transmission of the service, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service shall in no event exceed an amount equivalent to the proportionate fixed monthly charge to the Customer for service, during the period of time in which such mistakes, omissions, interruptions, delays, errors or defects in the service, its transmission or failure or defect in facilities furnished by the Company occurred, unless the Commission orders otherwise.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.4 Responsibilities of the Customer**

- 2.4.1 The Customer is responsible for placing any necessary orders, complying with price guide regulations and assuring that Users comply with price guide regulations. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements of any governmental entity relating to services provided by the Company to the Customer or made available by the Customer to another User. The Customer also is responsible for the payment of charges for all Calls originated at the Customer's numbers which are not collect, third party, calling card, or credit card calls.
 - 2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
 - 2.4.3 If required for the provisioning of the Company's services, the Customer must provide the Company, free of charge, with any necessary equipment space, supporting structure, conduit and electrical power.
 - 2.4.4 Upon reasonable notice, the equipment provided by the Company shall be made available to Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.
 - 2.4.5 The Customer is responsible for arranging access to its Premises at times mutually agreeable to the Company and the Customer when required for Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
 - 2.4.6 The Customer must pay the Company for replacement or repair of damage to the Company's equipment or facilities caused by the negligence or willful act of the customer or user; improper use of service; or any use of equipment or service provided by others.
 - 2.4.7 The Customer must indemnify the Company for the theft of any Company equipment or facilities installed at the Customer's Premises.
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.4 Responsibilities of the Customer (Cont'd)**

2.4.8 The Customer agrees to release, indemnify and hold harmless the Company against any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any service interruption or loss of or damage to any property, whether owned by the Customer or others. The Customer shall reimburse the Company for all costs, expenses and fees (including reasonable attorneys' fees) incurred by the Company in its defense against such actions.

2.5 Allowances for Interruptions in Service**2.5.1 General**

- A. A service is interrupted when it becomes unusable to the User, *e.g.*, the User is unable to transmit or receive communications due to the failure of a component furnished by the Company under this price guide.
- B. An interruption period begins when the User reports a service, facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C. If the User reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service facility or circuit considered by the Company to be impaired.

2.5.2 Application of Credits for Interrupted Services

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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.5 Allowances for Interruptions in Service (Cont'd)****2.5.2 Application of Credits for Interrupted Services (Cont'd)**

- A. 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.

2.5.3 Limitations on Allowances

- A. No credit allowance will be made for any interruption of service:
1. due to the negligence of, or willful noncompliance with the provisions of this price guide by, any person or entity other than the Company, including but not limited to the Customer or other entities or companies connected to the service of the Company;
 2. due to the failure of power, equipment, systems or services not provided by the Company;
 3. due to circumstances or causes beyond the control of the Company;
 4. during any period in which the Company is not given full and free access to the Customer's or Company's facilities and equipment for the purpose of investigating and correcting the interruption;
 5. during any period in which the User continues to use the service on an impaired basis;
 6. during any period in which the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
 7. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; or
 8. that was not reported to the Company within thirty (30) days of the date that service was affected.
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.6 Termination of Service**

- 2.6.1 A Customer may terminate service, with or without cause, by giving the Company notice in writing. The Company may terminate service for non-payment of any invoice that is thirty (30) days past due after giving the Customer five (5) business days prior written notice. The Company may terminate service without notice in the event of the Customer maintaining and/or operating its own equipment in a manner that may cause imminent harm to the Company's equipment. If the Customer has signed a Term Agreement, early termination charges may apply. See Section 2.12.
- 2.6.2 The Company may discontinue service to a Customer by mailing a written notice of discontinuance substantially in the form of Appendix A to 83 Ill. Admin. Code § 735. Service will not be discontinued until at least five (5) days after delivery of the termination notice, or eight (8) days after the postmark date on a mailed notice. Said notice will not be mailed to the Customer until three (3) business days after following the due date shown on the bill. This termination notice will remain effective for twenty (20) days after the date of discontinuance shown in the notice, after which time a new written notice of discontinuance must be sent to the Customer in accordance with the same procedures. In addition to the written notice, the Company will attempt to advise the Customer when service is scheduled for discontinuance.
- 2.6.3 Service shall not be discontinued for a past due bill after 12:00 noon on the day before or on any Saturday, Sunday, legal holiday recognized by the State of Illinois, or any day when the Company's business offices are not open. Service may be discontinued only between the hours of 8:00 a.m. and 2 p.m. unless the Company is prepared to restore service within three (3) hours of the receipt of payment, at the standard reconnection charge set forth in Section 4.6.2. The Company will have authorized personnel available until 5:00 p.m. on business days to reconnect service where conditions cited as grounds for discontinuance of service are corrected and the reconnection charge is paid.
- 2.6.4 Service shall not be discontinued and shall be restored if discontinued where a present Customer who is indebted to the Company enters into an acceptable payment arrangement pursuant to 83 Ill. Admin. Code § 735.80 and complies with the terms thereof.
- 2.6.5 Service shall not be discontinued and shall be restored if discontinued for any reason that is the subject of a dispute or complaint pursuant to 83 Ill. Admin. Code §§ 735.190 and/or 735.200, while such dispute or complaint is pending and the complainant has complied with the provisions of these Sections.
- 2.6.6 Service shall not be discontinued for an amount due the Company that has not been included in a discontinuance notice.
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.6 Termination of Service (Cont'd)**

2.6.7 The Company may terminate or refuse service, with notice, for any of the following reasons:

- A. Failure to make or increase a deposit, where applicable;
 - B. Failure of the Customer to pay a non-disputed past due bill owed to the Company;
 - C. Failure of the Customer to permit the Company to have necessary access to its equipment, facilities, service connections or other property, after the Company has made a written request to do so;
 - D. Failure of the Customer to make satisfactory arrangements to make payment in accordance with the terms of a deferred payment arrangement;
 - E. Where the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection;
 - F. Customer violation of or noncompliance with a Commission order, municipal ordinance or any other regulation governing the service under this price guide, or for violation of or noncompliance with any rules of the Company on file with the Commission for which the Company is authorized by price guide to discontinue service for violation or noncompliance on the part of the Customer or user;
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.6 Termination of Service (Cont'd)**

2.6.8 The Company may terminate service *without notice* to the Customer for any of the following occurrences:

- A. Customer's maintenance or use of its equipment in such a manner as to adversely affect the Company's equipment or service to others;
- B. Customer non-compliance with any provision of this price guide which results in threatening the safety of a person or the integrity of the service delivery system of the Company;
- C. The existence of a condition on the Customer's premises determined by the Company to be hazardous;
- D. Customer tampering with the Company's equipment or service;
- E. Customer's unauthorized or illegal use of the Company's service or equipment;
or
- F. For reasons of public safety or health.

2.6.9 The Customer is responsible for all charges incurred to the Calling Station regardless of which party terminates the service. The Customer shall reimburse the Company for all costs, expenses and fees (including reasonable attorneys' fees) incurred by the Company in collecting such charges.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.7 Payment of Charges**

- 2.7.1 The Customer is responsible for payment of all charges for service furnished to the User.
- 2.7.2 Recurring monthly charges may be invoiced one month in advance. Invoicing cycles are approximately thirty (30) days in length, and payment is due upon receipt. Payment will be considered timely if paid within twenty-one (21) days of the postmark on the bill if mailed, or the date of delivery as shown on the bill if delivered by other means. After twenty-one (21) days, payment will be considered late.
- 2.7.3 In accordance with Illinois Administrative Code Section 735.160(d), a one-time assessment not to exceed 5.0% may be made on delinquent commercial or industrial bills; however, no such penalty shall apply to residential bills. The 5.0% assessment on delinquent commercial and industrial bills may not be applied to any balance to which the penalty was applied in a previous billing. 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 charge.
- 2.7.4 The Company must bill for service within one (1) year of the date that service was rendered, except in instances where the Company has reason to believe that the Customer used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection.
- 2.7.5 Customers must notify the Company either verbally or in writing of any disputed charges within thirty (30) days of the billing date, otherwise all charges on the invoice will be deemed accepted. All charges remain due and payable at the due date, although a Customer is not required to pay any disputed charges during the time period in which the Company conducts its investigation into the matter.
- 2.7.6 In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of the undisputed portion of the bill and proceed with the complaint procedures set forth in this price guide.
- 2.7.7 If a Customer pays a bill as submitted by the Company, and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, the Company will refund the overcharge with interest from the date of overpayment at the rate of interest to be paid on deposit, as set by the Commission.
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.7 Payment of Charges (Cont'd.)

2.7.8 Paper Invoice Fee

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.

2.8 Preferred Payment Dates

When a Customer establishes the regular inability to pay the bill on its due date because of extenuating circumstances, the Company may provide a Preferred Payment date for that Customer, not to exceed ten (10) days after the due date.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.9 Deposits**

The Company may at times require deposits from Customers. The deposit shall not be in excess of the estimated charges for four (4) months for Business service. The estimated charges shall be based on the average monthly billing of the past six (6) months to that Customer, or, if the Customer does not have six (6) months service with the Company, the Company may use the average monthly bill for that class and type of service to determine the correct amount for the deposit.

Interest shall be paid on all deposits held by the Company. The rate of interest will be the same as the rate existing for one year United States treasury bills at that point in time when the determination of the interest rate is made by the Commission. The interest rate will be rounded to the nearest one-half (1/2) of one percent (1%). In December of each year, the Commission shall announce the rate of interest which shall be paid on all deposits held during all or part of the subsequent year.

At the request of a Customer, the Company shall compute the accrued interest upon the deposit and pay such amount to the Customer. The Company need not make such payment more often than once in a twelve (12) month period, nor sooner than twelve (12) months after receipt of a deposit.

2.10 Advance Payments

The Company will not require advance payments from Customers.

2.11 Contracts

Contracts will be used for Individual Case Basis ("ICB") service offerings. The terms and conditions for each contract offering are subject to the agreement of both the Customer and the Company. Any specific contract will be made available to similarly situated Customers in substantially similar circumstances. Contracts are available to any similarly situated Customer that places an order within 30 days of their effective date. With respect to ICB offerings, the Company will provide a notice or make it available to the Commission upon its request.

2.12 Term Agreements

The Company offers Term Agreements wherein the Customer agrees to retain Company services for a mutually agreed upon length of time. If a Customer terminates service prior to the end of the term agreement, a termination charge will apply. This termination charge is equal to all non-recurring charges not paid, and all future monthly and other charges which would have been payable by the Customer during the remainder of the minimum term for which such services would have otherwise been provided to the Customer.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.13 Contested Charges/Customer Complaints**

All bills are presumed accurate and shall be binding on the Customer unless objection is received by the Company no more than thirty (30) days after such bills are rendered. In the event that a billing dispute between the Customer and the Company for service furnished to the Customer cannot be settled with mutual satisfaction, the Customer may take the following course of action:

2.13.1 First, the Customer may request, and the Company will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.)

2.13.2 Second, if there is still a disagreement about the disputed amount after investigation and review by the Company, the Customer may file an appropriate complaint with the Illinois Commerce Commission. The address of the Commission is:

Illinois Commerce Commission
Consumer Affairs Division
527 E. Capitol Avenue
Springfield, IL 62701
Telephone (217) 782-7295
Toll-Free (888) 524-0795

2.14 Taxes

State and local sales, use and similar taxes are billed as separate items and are not included in the quoted rates for service.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -DESCRIPTION OF SERVICE**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.

3.15.3 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.

3.15.4 Where applicable, charges will be rounded up to the nearest penny.

3.15.5 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.

3.15.6 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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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").

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.5 Local Exchange Service Offerings (Cont'd)****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

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

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

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

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (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.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Additional Local Exchange Services (Cont'd)****3.6.21 Local Number Portability**

Local Number Portability is a service that enables the End User to retain use of the existing local exchange carrier's number after choosing the Company as its local exchange carrier, provided that the Customer's location remains the same after the switch.

3.6.22 N11 Services

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

A. Directory Services (411)

Directory Services allow a Customer to obtain the listed telephone number for a given name and address by dialing 411. Rates for this service are specified in Section 4.2 of this price guide.

B. Repair Services (611)

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

C. Telecommunications Relay Services (711)

Illinois Telecommunications Relay Service ("TRS") enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone ("TT") or similar device to communicate freely with the hearing population not using TTs and vice versa. The Company will provide access to TRS through arrangements with other telecommunications carriers to enable Customers to access the TRS state provider to complete TRS Calls. Hearing callers who wish to reach people who are deaf, hard-of-hearing or speech impaired may dial 1-800-255-0135 and TT users may dial 1-800-255-0056. Illinois TRS users may dial 711 from inside Illinois to place Relay Calls. There is no charge for placing 711 Calls.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Additional Local Exchange Services (Cont'd)****3.6.22 N11 Services (Cont'd)****C. Telecommunications Relay Services (711) (Cont'd)**

Pursuant to 83 Ill. Admin. Code § 756.100, all LECs in Illinois are required to provide Customers with access to an intrastate relay service that will accept Calls that may be dialed directly by a Communications Assistant ("CA") at the request of the originating Caller. The Company will provide access to TRS through the ITAC.

The Company concurs in the Rates, Rules and Regulations governing: (1) intrastate Telecommunications Provisions for the Hearing-and Voice-Impaired as filed by the ITAC in its ILL.C.C. No. 3 tariff; and (2) intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Telecommunications Relay Service as filed by the ITAC in its ILL.C.C. No. 4 tariff.

The Company extends this concurrence to any and all changes which may be made subsequent to this date by the ITAC in its ILL.C.C. No. 3 and ILL.C.C. No. 4 tariffs.

The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

Each Customer will be assessed a Commission-prescribed monthly surcharge as set forth in Section 4 of this price guide.

Access to 711 is not available to the following classes of service:

1. Hotel/Motel/Hospital Service (toll call only)
2. 1+
3. 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
4. Inmate Service
5. 101XXXX
6. Cellular – Type 2A

In addition, operator assisted Calls to 711 will not be completed.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Additional Local Exchange Service Offerings (Cont'd)****3.6.22 N11 Services (Cont'd)****C. Telecommunications Relay Services (711) (Cont'd)**

The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claims of libel and slander.

The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.

In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this price guide. The Company shall not be responsible for Calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

3.6.23 911 and E911 Services

Emergency Services (Enhanced 911) allow Customers to reach appropriate emergency services, including: police, fire and hospital medical services. Enhanced 911 Service has the ability to selectively route an emergency Call to the primary 911 provider so that it reaches the correct emergency service located closest to the Caller. In addition, Enhanced 911 Service enables the Customer's address and telephone information to be displayed to the person handling the 911 Call. The Company will provide access to 911 and E911 services either directly or through arrangements with other telecommunications carriers.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Additional Local Exchange Services (Cont'd)****3.6.24 Illinois Telecommunications Access Program Service**

Under the Illinois Telecommunications Access Program ("ITAP"), all Illinois local exchange carriers must provide access to telecommunications devices capable of servicing the needs of subscribers with disabilities. Each Customer will be assessed a Commission-prescribed monthly surcharge for purposes of compensating the Illinois Telecommunications Access Corporation ("ITAC") for costs incurred as a result of the establishment, administration and execution of the ITAP. This surcharge is set forth in Section 4.2.26 of this price guide.

3.6.25 Universal Telephone Service Assistance Program**A. General**

Pursuant to 83 Ill. Admin. Code § 757.200(b), all LECs must participate in the Universal Telephone Service Assistance Program ("UTSAP") in Illinois. To qualify for low-income assistance, the applicant Customer must participate in one of the following assistance programs. The Illinois Department of Human Services will certify the applicant Customer's participation in assistance programs (a) and (b) below, for purposes of determining eligibility.

- (a) Medicaid
- (b) Food Stamps
- (c) Supplemental Security Income ("SSI")
- (d) Federal Housing Assistance
- (e) Low Income Home Energy Assistance ("LIHEAP")

The low-income programs are funded through voluntary contributions from Illinois Customers.

The Company's verification through the Department of Human Services or, in lieu of electronic verification, applicant's signature on the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.

The low-income assistance shall be available to only one access line per low-income household.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Additional Local Exchange Services (Cont'd)****3.6.25 Universal Telephone Service Assistance Program (Cont'd)****B. Supplemental Link-Up Assistance**

A one-time credit of \$35.00 will be applied towards the customary connection charge to each new eligible customer.

C. Reserved for Future Use**D. Voluntary Contributions**

Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the Customer's telephone bill. The voluntary contribution shall not reduce the Customer's total monthly bill amount due the Company for telephone services or other charges.

Residential Customers may elect to contribute the following:

- (a) \$0.50
- (b) \$1.00
- (c) \$2.00
- (d) \$5.00

Business Customers may elect to contribute the following:

- (a) \$1.00
 - (b) \$5.00
 - (c) \$10.00
 - (d) \$25.00
-

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Additional Local Exchange Services (Cont'd)****3.6.25 Universal Telephone Service Assistance Program (Cont'd)****D. Voluntary Contributions (Cont'd)**

Customers may elect to discontinue or change the amount of the contribution at any time upon providing at least 30 days notice to Company.

Failure by the Customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

3.6.26 Digital Divide Elimination Fund

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

- A. Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the Customer's monthly bill. This contribution shall not reduce the customer's total amount due for telecommunications services or other charges appearing on the bill.
 - B. This contribution will be a line item on the bill and identified as the Digital Divide Fund.
 - C. Customers may elect to contribute \$0.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 per month per line.
 - D. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least thirty (30) days' notice by telephone, mail, or e-mail to the Company.
 - E. Failure by the customer in any month to remit the entire billed amount may reduce the contribution accordingly.
-

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)**3.7 Miscellaneous Service Charges****3.7.1 Service Order and Change Charges**

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

3.7.2 [Reserved for Future Use]**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) listed in this price guide.

3.7.5 [Reserved for Future Use]

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.7 Miscellaneous Service Charges (Cont'd.)****3.7.6 Maintenance Charges**

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

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

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.

3.7.9 State Recovery Charge

The State 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.
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd.)**3.7 Miscellaneous Service Charges (Cont'd)****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.

3.8 Promotions

From time to time, the Company may offer services or waive or vary service rates for promotional, market research or other similar business purposes. Promotional service offerings will last for no longer than one (1) year in duration. Notice of all promotional service offerings, which shall contain a description of each promotional service offering, the applicable rates, term of the offering and any additionally relevant terms and conditions, will be provided to the Commission via written correspondence from the Company upon request. Varying rates for promotional offerings will not exceed those in this price guide for the same services.

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES

4.1	Local Exchange Service Offerings		
4.1.2	Business Local Exchange Service		
	<i>Flat Rate Service:</i>		
	Monthly recurring charge, per line:	\$	45.00
	Non-recurring charge, per line:	\$	100.00
4.1.3	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
4.1.4	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
4.1.5	DID Trunk Termination Installation		
	Non-recurring charge:	\$	75.00
	Monthly recurring charge:	\$	10.00

Effective: August 23, 2019

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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

Per Call Completion:	\$ 0.85
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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>
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Additional, Foreign and Cross Reference Listings:	
Per listing, per month:	\$6.00

Non-Listed Service, per listing, per month:	\$3.00
Non-Published Service, per listing, per month:	\$3.50

4.2.5 Directories

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

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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. 3rd Party/Collect Call Blocking
Monthly recurring charge: \$1.00
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES (Cont'd)**4.2 Additional Local Exchange Services (Cont'd)****4.2.23 Local Number Portability**

Where applicable, the Company will assess on End User Customers a monthly Local Number Portability ("LNP") fee or fees to recover the Company's costs of porting the Customer's number/s from its existing carrier to the Company.

Per month charges:	
Per line:	\$0.35
Per PBX trunk:	\$3.15

4.2.24 911 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.

4.2.25 PIC Change Charge

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

4.2.26 Illinois Telecom Relay Service and Equipment Charge

Pursuant to the Order dated April 17, 2019, of the Illinois Commerce Commission in Docket 19-0207, the Company shall impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoIP residential subscriber lines, a charge of 0.4 cents per VoIP business subscriber lines, a charge of 0.4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror the Company's application of 9-1-1 charges. The assessment on prepaid wireless transactions is established at 0.07% of prepaid retail transactions, to be implemented by the Illinois Department of Revenue. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2019 or at the beginning of the first cycle after July 1, 2019.

4.2.27 Illinois Universal Service Fund Surcharge (IUSF)

A Universal Service Fund surcharge, calculated as a percentage of the Company's total intrastate retail revenues for the period less any uncollectible revenues, is assessed once per billing period. The surcharge will appear as a separate line item on each customer's invoice.

USF Assessment rate, per month:	1.6952%
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Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES (Cont'd)

4.2 Additional Local Exchange Services (Cont'd)

4.2.28 Universal Telephone Service Assistance Program Surcharge

There is no mandatory surcharge for UTSAP funding. Rather, Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the Customer's telephone bill as specified in Section 3.6.24.D herein. Where applicable, the Company may elect to recover administrative costs associated with the UTSAP from such voluntary contributions.

Effective: August 23, 2019

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES (Cont'd)

4.3 Miscellaneous Service Charges

4.3.1 Service Order Charges

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

4.3.2 Data Circuit Install Charge

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

4.3.3 Bad Check Charge

Per returned check:	\$25.00
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4.3.4 Reconnection

Per line:	ICB
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4.3.5 [Reserved for Future Use]

4.3.6 Maintenance Charges

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

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - RATES AND CHARGES (Cont'd)

4.3	Miscellaneous Service Charges (Cont'd.)	
4.3.7	Non-routine Installation	
	Per installation:	ICB
4.3.8	Missed Appointment Charge	
	Per occurrence:	\$100.00
4.3.9	State Recovery Charge	\$6.00
4.3.10	Access Recovery Fee	
	Charge (per local or long distance line)	\$0.50

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS**5.1 Local Calling Areas**

The local area of each exchange or locality includes all the central offices and localities of the exchange. The local calling areas consist of contiguous exchanges within the Local Access and Transport Area (LATA), and certain additional exchanges and localities.

The Company provides local telecommunications services to Customers in the following metropolitan areas in Illinois:

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Arlington Heights	Arlington Heights, Barrington, Bensenville, Chicago Zone 1, Chicago Zone 3, Chicago Zone 11, Desplaines, Elk Grove, Half Day, Itasca, Northbrook, Palatine, Roselle, Wheeling
Bensenville	Arlington Heights, Bellwood, Bensenville, Chicago Zone 1, Chicago Zone 3, Chicago Zone 5, Chicago Zone 11, Desplaines, Elk Grove, Elmhurst, Franklin Park, Half Day, Hinsdale, Itasca, Lombard, Maywood, Northbrook, Palatine, Park Ridge, River Grove, Roselle, Skokie, Wheeling
Chicago Zone 1	Arlington Heights, Barrington, Bartlett, Bensenville, Berwyn, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 7, Chicago Zone 8, Cicero, Dundee, Elk Grove, Forest, Itasca, Oak Park, Palatine, Riverside, Roselle
Chicago Zone 2	Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Evanston, Forest, Franklin Park, Glencoe, Glenview, Oak Park, Park Ridge, River Grove, Skokie, Wilmette, Winnetka
Chicago Zone 3	Arlington Heights, Bellwood, Bensenville, Berwyn, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 11, Cicero, Desplaines, Elk Grove, Elm Hurst, Evanston, Forest, Franklin Park, Glenview, Half Day, Hinsdale, Itasca, Maywood, Northbrook, Oak Park, Palatine, Park Ridge, River Grove, Riverside, Roselle, Skokie, Wheeling, Wilmette

Effective: August 23, 2019

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Chicago Zone 4	Berwyn, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 7, Chicago Zone 8, Cicero, Evanston, Forest, Franklin Park, Oak Park, River Grove, Riverside, Skokie
Chicago Zone 5	Bellwood, BENSENVILLE, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 8, Chicago Zone 11, Cicero, Elm Hurst, Forest, Franklin Park, Hinsdale, Itasca, La Grange, Maywood, Oak Park, Park Ridge, River Grove, Riverside, Skokie, Summit, Western Spring, Willow Spring
Chicago Zone 6	Bellwood, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 7, Chicago Zone 8, Chicago Zone 10, Cicero, Forest, Franklin Park, La Grange, Maywood, Oak Park, River Grove, Riverside, Summit, Western Spring, Willow Spring
Desplaines	Arlington Heights, Bensenville, Chicago Zone 3, Chicago Zone 11, Desplaines, Elk Grove, Franklin Park, Glenview, Half Day, Itasca, Northbrook, Park Ridge, River Grove, Roselle, Skokie, Wheeling
Downers Grove	Bellwood, Brookfield, Downers Grove, Elm Hurst, Glen Ellyn, Hinsdale, La Grange, Lemont, LockPort, Lombard, Maywood, Naperville, Orland, Western Spring, Wheaton
Elk Grove	Arlington Heights, Bensenville, Chicago Zone 1, Chicago Zone 3, Chicago Zone 11, Desplaines, Elk Grove, Franklin Park, Half Day, Itasca, Northbrook, Palatine, Park Ridge, Roselle, Wheeling
Elm Hurst	Bellwood, Bensenville, Brookfield, Chicago Zone 3, Chicago Zone 5, Chicago Zone 11, Downers Grove, Elm Hurst, Forest, Franklin Park, Glen Ellyn, Hinsdale, Itasca, La Grange, Lombard, Maywood, Naperville, Oak Park, River Grove, Roselle, Western Spring, Wheaton

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Franklin Park	Bellwood, Bensenville, Berwyn, Brookfield, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 11, Cicero, Desplaines, Elk Grove, Elm Hurst, Forest, Franklin Park, Hinsdale, Itasca, La Grange, Maywood, Oak Park, Park Ridge, River Grove, Riverside, Skokie, Western Spring
Hinsdale	Bellwood, Bensenville, Brookfield, Chicago Zone 3, Chicago Zone 5, Chicago Zone 8, Downers Grove, Elm Hurst, Franklin Park, Glen Ellyn, Hinsdale, Itasca, La Grange, Lemont, Lombard, Maywood, River Grove, Summit, Western Spring, Willow Spring
Lombard	Bellwood, Bensenville, Downers Grove, Elm Hurst, Glen Ellyn Hinsdale, Itasca, Lombard, Maywood, Naperville, Roselle, Wheaton
Maywood	Bellwood, Bensenville, Berwyn, Brookfield, Chicago Zone 3, Chicago Zone 5, Chicago Zone 6, Chicago Zone 11, Cicero, Downers Grove, Elm Hurst, Forest, Franklin Park, Hinsdale, Itasca, La Grange, Lombard, Maywood, Oak Park, River Grove, Riverside, Skokie, Western Spring
Naperville	Aurora, Batavia, Downers Grove, Elm Hurst, Glen Ellyn, Lemont, Lockport, Lombard, Naperville, Oswego, Plainfield, West Chicago, Warrenville, Wheaton
Oak Park	Bellwood, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 8, Cicero, Elm Hurst, Forest, Franklin Park, La Grange, Maywood, Oak Park, River Grove, Riverside, Skokie, Summit, Western Spring, Willow Spring

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Park Ridge	Bensenville, Chicago Zone 2, Chicago Zone 3, Chicago Zone 5, Chicago Zone 11, Desplaines, Elk Grove, Franklin Park, Glenview, Itasca, Northbrook, Park Ridge, River Grove, Skokie
River Grove	Bellwood, Bensenville, Berwyn, Brookfield, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Chicago Zone 11, Cicero, Desplaines, Elm Hurst, Evanston, Forest, Franklin Park, Glen View, Hinsdale, Itasca, La Grange, Maywood, Oak Park, Park Ridge, River Grove, Riverside, Skokie, Western Spring, Wilmette
Roselle	Arlington Heights, Barrington, Bartlett, Bensenville, Chicago Zone 1, Chicago Zone 3, Chicago Zone 11, Desplaines, Dundee, Elk Grove, Elm Hurst, Glen Ellyn, Half Day, Itasca, Lombard, Palatine, Roselle, Wheeling
Skokie	Bellwood, Bensenville, Chicago Zone 2, Chicago Zone 3, Chicago Zone 4, Chicago Zone 5, Chicago Zone 11, Desplaines, Evanston, Forest, Franklin Park, Glencoe, Glenview, Itasca, Maywood, Northbrook, Oak Park, Park Ridge, River Grove, Skokie, Wilmette, Winnetka

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND B	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Arlington Heights	Algonquin, Bartlett, Bellwood, Cary, Chicago Zone 5, Deerfield, Dundee, Elgin, Elm Hurst, Franklin Park, Glen Ellyn, Glencoe, Glen View, Highland Park, Hinsdale, Lake Forest, Lake Zurich, Libertyville, Lombard, Maywood, Mundelein, Park Ridge, River Grove, Skokie, West Chicago, Wauconda, Wheaton, Wilmette, Winnetka
Bensenville	Barrington, Bartlett, Barwyn, Brookfield, Chicago Zone 2, Chicago Zone 4, Chicago Zone 6, Chicago Zone 8, Cicero, Deerfield, Downers Grove, Dundee, Elgin, Evanston, Forest, Glencoe, Glenview, Highland Park, La Grange, Lake Zurich, Naperville, Oak Park, Riverside, Summit, West Chicago, Warrenville, Western Spring, Wheaton, Willow Spring, Wilmette, Winnetka
Chicago Zone 1	Algonquin, Batavia, Bellwood, Blueisland, Brookfield, Cary, Chicago Zone 9, Chicago Zone, 10, Chicago Zone 11, Deerfield, Desplaines, Elgin, Elm Hurst, Evanston, Franklin Park, Geneva, Glen Ellyn, Glencoe, Glenview, Half Day, Highland Park, Hinsdale, La Grange, Lake Zurich, Lombard, Maywood, Northbrook, Oak Lawn, Palos Park, Park Ridge, Riverdale, River Grove, Skokie, St. Charles, Summit, West Chicago, Wauconda, Western Spring, Wheaton, Wheeling, Willow Spring, Wilmette, Winnetka
Chicago Zone 2	Bellwood, Bensenville, Berwyn, Brookfield, Chicago Zone 7, Chicago Zone 8, Chicago Zone 11, Cicero, Deerfield, Desplaines, Elk Grove, Elm Hurst, Half Day, Highland Park, Hinsdale, Itasca, La Grange, Maywood, Northbrook, Riverside, Summit, Western Spring, Wheeling, Willow Spring

Effective: August 23, 2019

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Chicago Zone 3	Barrington, Bartlett, Brookfield, Chicago Zone 7, Chicago Zone 8, Deerfield, Downersgrove, Dundee, Elgin, Glen Ellyn, Glencoe, Highland Park, La Grange, Lake Zurich, Lombard, Summit, West Chicago, Western Spring, Wheaton, Willow Spring, Winnetka
Chicago Zone 4	Bellwood, Bensenville, Blueisland, Brookfield, Chicago Zone 9, Chicago Zone 10, Chicago Zone 11, Desplaines, Elm Hurst, Glencoe, Glenview, Hinsdale, Itasca, La Grange, Maywood, Northbrook, Oak Lawn, Palos Park, Park Ridge, Summit, Western Spring, Willow Spring, Wilmette, Winnetka
Chicago Zone 5	Arlington Heights, Blueisland, Chicago Zone 7, Chicago Zone 9, Chicago Zone 10, Desplaines, Downers Grove, Elk Grove, Evanston, Glen Ellyn, Glencoe, Glenview, Half Day, Lombard, Northbrook, Oak Lawn, Palatine, Palos Park, Roselle, Wheaton, Wheeling, Wilmette, Winnetka
Chicago Zone 6	Bensenville, Blueisland, Chicago Zone 9, Chicago Zone 11, Desplaines, Downers Grove, Elm Hurst, Evanston, Glen Ellyn, Glencoe, Glenview, Harvey, Hinsdale, Itasca, Lemont, Lombard, Oak Lawn, Palos Park, Park Ridge, Riverdale, Skokie, Thornton, Wilmette, Winnetka
Desplaines	Barrington, Bartlett, Bellwood, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 2, Chicago Zone 4, Chicago Zone 5, Chicago Zone 6, Cicero, Deerfield, Elm Hurst, Evanston, Forest, Glen Ellyn, Glencoe, Highland Park, Hinsdale, La Grange, Lake Forest, Lake Zurich, Lombard, Maywood, Oak Park, Palatine, Riverside, Western Spring, Wilmette, Winnetka

Effective: August 23, 2019

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Downers Grove	Aurora, Batavia, Bensenville, Berwyn, Blueisland, Chicago Zone 3, Chicago Zone 5, Chicago Zone 6, Chicago Zone 8, Chicago Zone 11, Cicero, Forest, Franklin Park, Itasca, Joliet, Mokena, New Lenox, Oak For So, Oak Lawn, Oak Park, Palos Park, Plainfield, River Grove, Riverside, Roselle, Summit, Tinley Park, West Chicago, Warrenville, Willow Spring
Elk Grove	Barrington, Bartlett, Bellwood, Brookfield, Chicago Zone 2, Chicago Zone 5, Deerfield, Dundee, Elgin, Elm Hurst, Evanston, Forest, Glen Ellyn, Glencoe, Glenview, Highland Park, Hinsdale, La Grange, Lake Zurich, Lombard, Maywood, Oak Park, River Grove, Skokie, West Chicago, Western Spring, Wheaton, Wilmette, Winnetka
Elm Hurst	Arlington Heights, Barrington, Bartlett, Batavia, Berwyn, Chicago Zone 1, Chicago Zone 2, Chicago Zone 4, Chicago Zone 6, Chicago Zone 8, Cicero, Desplaines, Dundee, Elk Grove, Geneva, Glenview, Lemont, Northbrook, Oak Lawn, Palatine, Palos Park, Park Ridge, Riverside, Skokie, St. Charles, Summit, West Chicago, Warrenville, Willow Spring
Franklin Park	Arlington Heights, Barrington, Chicago Zone 1, Chicago Zone 7, Chicago Zone 8, Deerfield, Downers Grove, Evanston, Glen Ellyn, Glencoe, Glenview, Half Day, Highland Park, Lombard, Northbrook, Oak Lawn, Palatine, Palos Park, Roselle, Summit, Wheaton, Wheeling, Willow Spring, Wilmette, Winnetka
Hinsdale	Arlington Heights, Berwyn, Chicago Zone 1, Chicago Zone 2, Chicago Zone 4, Chicago Zone 6, Chicago Zone 7, Chicago Zone 10, Chicago Zone 11, Cicero, Desplaine, Elk Grove, Forest, Lock Port, Naperville, Oak Lawn, Oak Park, Orland, Palatine, Palos Park, Park Ridge, Riverside, Roselle, Skokie, West Chicago, Warrenville, Wheaton

Effective: August 23, 2019

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
Lombard	Arlington Heights, Barrington, Bartlett, Batavia, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 3, Chicago Zone 5, Chicago Zone 6, Chicago Zone 8, Chicago Zone 11, Cicero, Desplaine, Dundee, Elk Grove, Forest, Franklin Park, Geneva, La Grange, Lemont, Oak Lawn, Oak Park, Palatine, Palos Park, Park Ridge, River Grove, Riverside, Skokie, St Charles, Summit, West Chicago, Warrenville, Western Spring, Willow Spring
Maywood	Arlington Heights, Chicago Zone 1, Chicago Zone 2, Chicago Zone 4, Chicago Zone 7, Chicago Zone 8, Chicago Zone 10, Desplaines, Elk Grove, Evanston, Glen Ellyn, Glenview, Lemont, Naperville, Northbrook, Oak Lawn, Palatine, Palos Park, Park Ridge, Roselle, Summit, West Chicago, Warrenville, Wheaton, Willow Spring, Wilmette
Naperville	Bartlett, Bellwood, Bensenville, Brookfield, Geneva, Hinsdale, Itasca, Joliet, La Grange, Maywood, Minooka, Orland, Plattville, Roselle, St. Charles, Sugar Grove, Western Spring, Yorkville
Oak Park	Bensenville, Chicago Zone 7, Chicago Zone 10, Chicago Zone 11, Desplaines, Downersgrove, Elk Grove, Evanston, Glen Ellyn, Glencoe, Glenview, Hinsdale, Itasca, Lombard, Northbrook, Oaklawn, Palos Park, Park Ridge, Wilmette, Winnetka
Park Ridge	Arlington Heights, Barrington, Bellwood, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 4, Chicago Zone 6, Chicago Zone 8, Cicero, Deerfield, ElmHurst, Evanstown, Forest, Glen Ellyn, Glencoe, Half Day, Highland Park, Hinsdale, La Grange, Lombard, Maywood, Oak Park, Palatine, Riverside, Roselle, Summit, Western Spring, Wheeling, Willow Spring, Wilmette, Winnetka

Effective: August 23, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 - LOCAL CALLING AREAS (Cont'd.)

5.1 Local Calling Areas (Cont'd.)

HOME EXCHANGE OR LOCALITY BAND A	ADDITIONAL EXCHANGE AND LOCALITY AREAS INCLUDED IN THE LOCAL CALLING AREA
River Grove	Arlington Heights, Chicago Zone 1, Chicago Zone 7, Chicago Zone 8, Deerfield, Downers Grove, Elk Grove, Glen Ellyn, Glencoe, Half Day, Highland Park, Lombard, Northbrook, Oak Lawn, Palatine, Palos Park, Roselle, Summit, Wheaton, Wheeling, Willow Spring, Winnetka
Roselle	Algonquin, Batavia, Bellwood, Brookfield, Cary, Chicago Zone 5, Deerfield, Downers Grove, Elgin, Franklin Park, Geneva, Glenview, Highland Park, Hinsdale, La Grange, Lake Zurich, Maywood, Naperville, Northbrook, Park Ridge, River Grove, Skokie, St. Charles, West Chicago, Warrenville, Wauconda, Western Spring, Wheaton
Skokie	Arlington Heights, Berwyn, Brookfield, Chicago Zone 1, Chicago Zone 6, Chicago Zone 7, Chicago Zone 8, Cicero, Deerfield, Elk Grove, Elm Hurst, Glen Ellyn, Half Day, Highland Park, Hinsdale, La Grange, Lake Forest, Lombard, Palatine, Riverside, Roselle, Summit, Western Spring, Wheeling, Willow Spring
