

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

*This Florida Local Price Guide, issued by  
Fusion Cloud Services, LLC  
replaces in its entirety  
Florida Local Price List No. 4 issued by  
Birch Communications, LLC.*

FUSION CLOUD SERVICES, LLC  
210 Interstate North Parkway, Suite 200  
Atlanta, Georgia 30339

(T)

END USER COMMUNICATIONS SERVICES PRICE GUIDE

Regulations and Schedule of Intrastate Rates  
and Charges Applying to Competitive End User Communications  
Services For Business Customers (Including Basic Local Exchange  
and Miscellaneous Services) Within the State of Florida.

Effective January 10, 2022

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## CHECK SHEET

The Title Page and pages listed below of this price guide are effective as of the date shown. Revised pages contain all changes from the original price guide that are in effect as of the date indicated.

PAGE	REVISION		PAGE	REVISION	PAGE	REVISION
Title	2 <sup>nd</sup> Revised		30	Original	60	Original
1	3 <sup>rd</sup> Revised	*	31	Original	61	Original
2	3 <sup>rd</sup> Revised	*	32	Original	62	Original
2.1	Original		33	Original	63	Original
3	Original		34	Original	64	Original
4	Original		35	Original	65	Original
5	Original		36	Original	66	Original
6	Original		37	Original	67	Original
7	Original		38	Original	68	Original
8	Original		39	Original	69	Original
9	Original		40	Original	70	Original
10	Original		41	Original	71	Original
11	Original		42	1 <sup>st</sup> Revised	72	Original
12	Original		43	Original	73	Original
13	Original		44	Original	74	Original
14	Original		45	Original	75	Original
15	Original		46	Original	76	Original
16	Original		47	Original	77	Original
17	Original		48	Original	78	Original
18	Original		49	Original	79	Original
19	Original		50	Original	80	Original
20	Original		51	Original	81	Original
21	Original		52	Original	82	Original
22	Original		53	Original	83	Original
23	Original		54	Original	84	Original
24	Original		55	Original	85	Original
25	Original		56	Original	86	Original
26	Original		57	Original	87	Original
27	Original		58	Original	88	Original
28	Original		59	Original	89	Original
29	Original					

\* - indicates those pages included with this filing

---

Effective January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## CHECK SHEET (CONT'D.)

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
90	Original	129	Original	168	2 <sup>nd</sup> Revised *
91	Original	130	Original	169	Original
92	Original	131	Original	170	Original
93	Original	132	Original	171	Original
94	Original	133	Original	172	2 <sup>nd</sup> Revised *
95	Original	134	Original	173	2 <sup>nd</sup> Revised *
96	Original	135	Original	174	2 <sup>nd</sup> Revised *
97	Original	136	Original	174.1	Original *
98	Original	137	Original	175	Original
99	Original	138	Original	176	Original
100	Original	139	Original	177	2 <sup>nd</sup> Revised *
101	Original	140	Original	178	2 <sup>nd</sup> Revised *
102	Original	141	Original	179	2 <sup>nd</sup> Revised *
103	Original	142	Original	179.1	Original *
104	Original	143	Original	180	Original
105	Original	144	Original	181	Original
106	Original	145	Original	182	2 <sup>nd</sup> Revised *
107	Original	146	Original	183	2 <sup>nd</sup> Revised *
108	Original	147	Original	184	2 <sup>nd</sup> Revised *
109	Original	148	Original	185	2 <sup>nd</sup> Revised *
110	Original	149	Original	186	1 <sup>st</sup> Revised
111	Original	150	Original	187	Original
112	Original	151	Original	188	Original
113	Original	152	Original	188.1	Original
114	Original	153	Original	188.2	Original
115	Original	154	Original	188.3	Original
116	Original	155	Original	188.4	Original
117	Original	156	Original	188.5	Original
118	Original	157	Original	188.6	Original
119	Original	158	Original	188.7	Original
120	Original	159	Original	188.8	Original
121	Original	160	Original	188.9	Original
122	Original	161	Original	188.10	Original
123	Original	162	Original	188.11	Original
124	Original	163	Original	188.12	Original
125	Original	164	Original	188.13	Original
126	Original	165	Original	188.14	Original
127	Original	166	Original		
128	Original	167	Original		

\* - indicates those pages included with this filing

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## CHECK SHEET (CONT'D.)

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
188.15	Original	*					
188.16	Original	*					
188.17	Original	*					
188.18	Original	*					
188.19	Original	*					
188.20	Original	*					
188.21	Original	*					
188.22	Original	*					
188.23	Original	*					
188.24	Original	*					
188.25	Original	*					
188.26	Original	*					
189	Original						
190	Original						

\* - indicates those pages included with this filing

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## TABLE OF CONTENTS

CHECK SHEET.....X	1
TABLE OF CONTENTS.....	3
EXPLANATION OF SYMBOLS .....	4
PRICE GUIDE FORMAT .....	4
APPLICATION OF PRICE GUIDE.....	5
SECTION 1 - DEFINITIONS.....	6
SECTION 2 - REGULATIONS .....	9
SECTION 3 - DESCRIPTION OF SERVICE.....	45
SECTION 4 - RATES.....	78
SECTION 5 – SPECIAL ARRANGEMENTS.....	126
SECTION 6 – GRANDFATHERED SERVICES.....	132
SECTION 7 – MISCELLANEOUS SERVICES.....	189

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## EXPLANATION OF SYMBOLS

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

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- T - To signify a change in text but no change in rate or regulation.

## PRICE GUIDE FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Each page is numbered sequentially. However, a new page is occasionally added to the price guide. When a new page is added between those already in effect, a decimal is added. For example, a new page added between page 15 and page 16 would be page 15.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version. For example, the 4th Revised Page 15 cancels the 3rd Revised Page 15.
- C. Paragraph Numbering Sequence - Each level of paragraph numbering herein is subservient to its next higher level as shown:

- 2
- 2.1
- 2.1.1
- 2.1.1.1
- 2.1.1.A.1

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

APPLICATION OF PRICE GUIDE

This price guide sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange end-user communications services by Fusion Cloud Services, LLC, hereinafter referred to as the Company, to customers within the State of Florida.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 1 - DEFINITIONS

Certain terms used generally throughout this price guide are defined below.

**Access Line:** A circuit between the station protector on the Customer's telephone service or PBX to, and including, the serving central office main frame.

**Advance Payment:** Part or all of a payment required before the start of service.

**Authorized User:** A person, firm corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Business or Commercial Customer:** In general, Business Customers are those who have access lines that terminate at offices, mills, stores or a business location. Business rates apply if the service is used primarily or substantially for business purposes even if the access line does not terminate at a business location, or if the access line has a business directory listing.

**Call:** A completed connection established between a calling station and one or more called stations.

**Collect Billing:** A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**Commission:** Florida Public Service Commission.

**Company:** Fusion Cloud Services, LLC, issuer of this price guide.

**Customer or Subscriber:** The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the Company's regulations.

**Direct Inward Dial (or "DID"):** A service attribute that routes incoming calls directly to stations, bypassing a central answering point.

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 1 - DEFINITIONS (CONT'D.)

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

ILEC: Incumbent Local Exchange Company.

Joint User: A person, firm or corporation that is designated by the Customer as a user of services furnished to the Customer by Company and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Local Exchange Carrier or (LEC): Denotes any individual, partnership, association, joint-stock company, trust or corporation engaged in providing switched communication within an exchange.

Nonrecurring Charges or NRCs: One-time charges most often associated with installation, ordering, or account establishment.

Person-to-Person Call: A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

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

Off-Net: Service provided via third-party switching facilities.

On-Net: Service provided via Company-owned switching facilities.

Recurring Charges (MRCs): The monthly charges to the Customer for services, facilities and equipment, that continue for the agreed upon duration of the service.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTOPM 1 - DEFINITIONS (CONT'D.)

**Service Commencement Date:** The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service that does not conform to standards set forth in the Service Order or this price guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order:** The written request for Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this price guide, but the duration of the service is calculated from the Service Commencement Date.

**Shared:** A facility or equipment system or subsystem that can be used simultaneously by several Customers.

**Station-to-Station Call:** A service whereby an End User places a non-Person-to-Person call with the assistance of an operator.

**Two Way:** A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

**User or End User:** A Customer, Joint User, or any other person authorized by a Customer to use service provided under this price guide.

---

Effective April 1, 2019

---

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

---

**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 price guide in connection with one-way and/or two-way information transmission between points within the State of Florida.

Customers and users may use services and facilities provided under this price guide to obtain access to services offered by other service providers. The Company is responsible under this price guide only for the services and facilities described herein, 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 any other cause beyond the Company's control.
  - B. The furnishing of service under this price guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 General Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this price guide, a month is considered to have 30 days.
- B. Customers may be required to enter into written Service Orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this price guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- 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 thirty (30) days' written notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the Service Order and this price guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## 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, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur. 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 of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## 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.
  - E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in a hazardous environment. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, condition, location, or use of any installation so provided.
  - F. 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.
  - G. 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.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

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

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

- H. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
  - I. 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.
  - J. The liability of the Company for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, changing or removing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under this price guide (calculated on a proportionate basis where appropriate, at the sole discretion of the Company) to the period during which such error, mistake, omission, interruption or delay occurs.
  - K. In no event shall the Company be liable for any incidental, indirect, special, or consequential damages (including, without limitation, lost revenue or profits) of any kind whatsoever regardless of the cause or foreseeability thereof.
  - L. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories, in the submission or specification of listing information for purposes of Directory Assistance or other industry databases, or in accepting listings as presented by the Customer.
  - M. The Company is not liable for any act or omission of any other communications provider which furnishes a portion of the service.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

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

## 2.1.5 Notification of 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. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

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 price guide. Company liability for any delays in commencing service to any Customer is set forth in Section 2.1.4 herein.
- 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 any time and from time to time, 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.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

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

- E. The Customer shall be responsible for the payment of a Premises Visit Charge 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.
- 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 price guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this price guide 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.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

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

## 2.1.7 Universal Emergency Telephone Number Service (911, E911)

- A. This price guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility.
  - B. 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
  - C. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
  - D. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

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

## 2.1.7 Universal Emergency Telephone Number Service (911, E911) (Cont'd.)

- E. The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 service. Under the terms of this price guide, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this price guide; the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.8 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.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

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

## 2.1.9 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this price guide, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Charges for special construction will be developed on an individual case basis (ICB). 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; and/or
  - H. in advance of its normal construction.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

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

## 2.1.10 Ownership of Facilities

- A. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code.
- B. Title to all facilities utilized by the Company to provide service under the provisions of this price guide shall remain with the Company, its partners, agents, contractors or suppliers. Such facilities shall be returned to the Company, its partners, agents, contractors or suppliers by the Customer, whenever requested, within a reasonable period following the request in original condition, reasonable wear and tear expected.

## 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 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 Florida 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.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

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 price guide;
- 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 gross negligence or intentional 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;



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## 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 point where the cable enters the building or crosses the property line to the location of the equipment space described in 2.3.1.C. 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 prior to any construction or installation work;

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

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 2.3.1.D; 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, or allowing to be placed, 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, such agreement not to be reasonably withheld or denied. No allowance will be made for the period during which service is interrupted for such purposes.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## 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 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.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.4 Customer Equipment and Channels

## 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 telephonic signals, except as otherwise stated in this price guide. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not represent that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this price guide.

## 2.4.2 Station Equipment

- A. Terminal equipment on the User's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company point of connection.
  - B. The 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 by the Company at the Customer's expense.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels

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 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 price guides or tariffs of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this price guide may be connected to Customer-provided terminal equipment in accordance with the provisions of this price guide. All such terminal equipment shall be registered by the Federal Communications Commission, and all User-provided wiring shall be installed and maintained in compliance with applicable regulations.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels

2.4.4 Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth herein 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 Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take corrective action and notify the Company of the action taken. If the 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.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements

## 2.5.1 Payment for Service

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.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges, however designated, excluding taxes on Company's net income, imposed on or based upon the provision, sale or use of Network Services.

## 2.5.2 Billing and Collection of Charges

- A. Nonrecurring charges are due and payable from the Customer upon receipt of the invoice.
- B. The Company shall present invoices for Recurring Charges monthly to the Customer, generally in advance of the month in which service is provided, and Recurring Charges shall be due and payable upon receipt of the invoice. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.

All charges are considered past due if not paid by the "Due Before Date" shown on the invoice, which is 21 days after the invoice is generated.

- C. When service does not begin on the first day of the billing period, or end on the last day of the billing period, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements (Cont'd.)

## 2.5.2 Billing and Collection of Charges (Cont'd.)

- D. 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 price guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
  - E. A Late Payment Charge of \$15.00 of all new, unpaid regulated charges for Business or \$5.00 of all new, unpaid regulated charges for Residential services will apply to each customer's bill. The Late Payment Charge is only applied where regulated charges are outstanding as of the "Due Before Date" shown on the monthly invoice, one month after these charges are first applied.
  - F. The Customer will be assessed a charge of twenty-five dollars (\$25.00), or the actual fee incurred by Company from a bank or financial institution, whichever is greater, for each check, credit/debit card payment or auto draft payment submitted by the Customer to the Company which a financial institution refuses to honor.
  - G. If service is disconnected by the Company in accordance with Section 2.5.5 and later reinstalled, service will be subject to all applicable installation charges. If service is suspended by the Company and later restored, service will be subject to all applicable restoration charges.
-



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements (Cont'd.)

## 2.5.2 Billing and Collection of Charges (Cont'd.)

## H. E-Bill/E-Pay

E-Bill/E-Pay is for qualified AIN customers with a valid e-mail address. Customer registers online to stop receiving a paper bill and elects the E-Bill and/or E-Pay options.

Access offers E-AutoPay using a credit/debit\* card as an option for automatic payments. This option may be setup by the customer through the Access website or by completing the appropriate authorization form. The credit/debit card will be charged the balance on the account the 14<sup>th</sup> day prior to the “Due Before Date” shown on the monthly invoice. If the “Due Before Date” is a Saturday or Sunday, the charge will occur on the previous Friday. If the “Due Before Date” is a holiday, the charge will occur on the first previous business day.

There is no fee for using this service.

## I. Checking Account Auto Draft

Access offers Auto-Draft from checking or savings accounts as an option for automatic payments. This option may be setup by the customer thru the Access website or by completing the appropriate authorization form. Payments of the balance of the account are drafted from the account on the “Due Before Date” shown on the monthly invoice. If the “Due Before Date” is a Saturday or Sunday, the charge will occur on the previous Friday. If the “Due Before Date” is a holiday, the charge will occur on the first previous business day.

There is no fee for using this service.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.3 Advance Payments

An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required in advance of start of construction.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements (Cont'd.)

## 2.5.4 Deposits

- A. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may also be required to deposit a sum up to an amount equal to either the charge for two months' local service or the charge for the estimated toll messages during a like period, or both. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
  - B. Deposits will accrue interest annually at the rate of 7% per annum. Upon request of the Customer, accrued interest shall be annually credited to the Customer by deducting such interest from the amount of the next bill for service following the accrual date.
  - C. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements (Cont'd.)

## 2.5.5 Cancellation of Service for Cause

- A. The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:
1. Abandonment of the service
  2. Failure of a subscriber to make suitable deposit as required by this price guide.
  3. Impersonation of another with fraudulent intent.
  4. Listening in on party line conversations.
  5. Non-payment of any sum due for exchange, long distance or other services.
  6. Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing or delaying the telephone service of others.
  7. Use of service or facilities for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.
  8. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service.
  9. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, Long Distance Message Telephone Service by rearranging, tampering with or making connection with any facilities of the Company, or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
  10. Any other violation of the Company's regulations.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.5 Cancellation of Service for Cause (Cont'd.)

- B. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.
- C. The Company reserves the right to cancel any contract for service with and to discontinue service to any subscriber who uses any service listed in any part of this price guide, including but not limited to such call management features as the various call forwarding features, conferencing and bridging capabilities, for the purpose of allowing the subscriber or any other telephone user to avoid usage, message or toll charges, whether flat rated or usage based, that would otherwise be applicable.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements (Cont'd.)

## 2.5.6 Cancellation of Application for Service

Applications for service cannot be canceled without the Company's agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, charges will be imposed as described herein.

- A. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not 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 levied against the Company that would have been chargeable to the Customer had service commenced.
  - B. In addition to those charges specified in Section 4, 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, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
  - C. The special charges described herein will be calculated and applied on a case-by-case basis.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.5 Payment Arrangements (Cont'd.)

## 2.5.7 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.

## 2.6 Adjustments and Allowances for Interruptions

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.1.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal.

## 2.6.1 Limitation on Allowances

No credit allowance will be made for:

- A. Interruptions due to the negligence of, or noncompliance with the provisions of this price guide by the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
  - B. Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.6 Adjustments and Allowances for Interruptions (Cont'd.)

2.6.1 Limitation on Allowances (Cont'd.)

- C. Interruptions due to the failure or malfunction of non-Company equipment;
  - D. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
  - E. Interruptions of service during any period in which the Customer continues to use the service on an impaired basis;
  - F. 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; and
  - G. Interruption of service due to circumstances or causes beyond the control of the Company.
-



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.7 Cancellation of Service

If a Customer terminates services before the completion of the term commitment for any reason whatsoever other than a service interruption (as defined in Section 2.6 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.

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

- 2.7.1 all unpaid Non-Recurring charges reasonably expended by Company to establish service to Customer; plus
- 2.7.2 any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer; plus
- 2.7.3 all Recurring Charges specified in the applicable Service Order for the balance of the then- current term commitment discounted at a rate determined by the Commission;
- 2.7.4 minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

## 2.8 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:

- 2.8.1 to any subsidiary, parent company or affiliate of the Company; or
  - 2.8.2 pursuant to any sale or transfer of substantially all the assets of the Company; or
  - 2.8.3 pursuant to any financing, merger or reorganization of the Company.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.9 Notices and Communications

- 2.9.1 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.
  - 2.9.2 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.
  - 2.9.3 All notices or other communications required to be given pursuant to this price guide 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.
  - 2.9.4 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.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.10 Taxes, Surcharges and Fees

- 2.10.1 All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this price guide. To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, sales tax, occupation tax, license tax, permit fee, rights-of-way fee, franchise fee, or other regulatory fee or tax, such fees and taxes shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government. It shall be the responsibility of the Customer to pay any such taxes and fees that subsequently become applicable retroactively.
- 2.10.2 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.
-

Effective: June 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 2 – REGULATIONS (CONT'D.)

2.11 Customer Complaints and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

Fusion Cloud Services, LLC  
210 Interstate North Parkway, Suite 300  
Atlanta, Georgia 30339  
866-424-5100

(T)  
|  
(T)

If after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer may file an appropriate complaint with the Florida Public Service Commission

2.12 Tests, Pilots, and Contests

The Company may conduct special tests or pilot programs at its discretion to demonstrate the ease of use and quality of service. The Company may also waive a portion of or all processing fees or installation fees for winners of contests sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.13 Levels of Service Quality Objectives

The Company will endeavor at all times to provide its Customers with high quality, reliable telecommunications services. However, the Company's ability to meet the stated service quality objectives is ultimately subject to the availability of any ILEC network and outside plant facilities and equipment which it utilizes, and the timeliness of the ILEC's response to Company-initiated requests for service installation and repair.

## 2.13.1 Limitations

Service quality objectives for installation, maintenance and repair as described herein apply only to single-line residence and business services.

Emergency conditions under which service quality objectives described in this section may not be met include but are not limited to Acts of God, fires, floods, earthquakes, hurricanes, tornados, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; or compliance with any law, order, regulation or other action of any governing authority or agency which impairs or interferes with the Company's normal business operations.

Service quality objectives apply to services and equipment provided by the Company only. The Company may be unable to meet these objectives due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.

The Company's liability, where applicable, in the event that it is unable to meet the objectives described herein will be subject to the limitations of liability and credits and allowances for interruptions of service as provided in Section 2 of this price guide.

## 2.13.2 Installations

Where ILEC central office and outside plant facilities are readily available, the Company's objective for fulfillment of single-line residence and business Customer requests for primary service following receipt of application for same when all price guide requirements relating thereto have been complied with, except those instances where a later installation date is required by the Customer or where special equipment or services are involved, is five working days.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 2 – REGULATIONS (CONT'D.)

## 2.13 Levels of Service Quality Objectives (Cont'd.)

## 2.13.3 Maintenance and Repairs

The Company shall make reasonable attempts to restore service on the same day that an interruption is reported by the Customer where the trouble is the result of equipment or facilities provided by the Company. In those instances, the Company's objective for repair or restoration of service for single-line residence and business Customers following receipt of a Customer trouble report and obtaining sufficient information from the Customer to identify and diagnose the problem is as follows:

- A. Restoration of 95% of interrupted service lines within 24 hours of receipt of the trouble report.
- B. Clearing of 95% of service affecting troubles within 72 hours of receipt of trouble report.

## 2.13.4 Grade of Service

Subject to the adequacy of facilities and equipment provided to the Company by incumbent local exchange carriers, the Company's objective grade of service standards are as follows:

- A. During the average busy season busy hour, at least 90% of all calls offered to any trunk group shall not encounter an all-trunk busy condition.
  - B. During the average busy season busy hour, at least 90% of intra-office, inter-office, extended area and intraLATA direct distance dialed calls carried by the Company will encounter a ring back tone, line busy signal, or non-working number intercept facility (operator or recording) after completion of dialing.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE

## 3.1 General

AIN will provide Local Exchange Service in the State of Florida as specified herein. AIN will provide services over its own facilities or will utilize the facilities, in whole or in part, of other telecommunications companies.

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

- A. receive calls from other stations on the public switched telecommunications network;
- B. access other services offered by the Company as set forth in this price guide;
- C. access certain interstate and international calling services provided by the Company;
- D. access (at no additional charge) the Company's operators and business office for service related assistance;
- E. access (at no additional charge) emergency services by dialing 0- or 9-1-1;
- F. access (at no additional charge) the telecommunications relay service (TRS) system by dialing 7-1-1; and
- G. access services provided by other common carriers that purchase the Company's switched access services as provided under the Company's Federal and State price guides, or that maintain other types of traffic exchange arrangements with the Company.

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

The Company provides access to operator services, "911" services, and relay services for the hearing impaired, as required in Chapter 364.337(2), Fla. Statutes.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.2 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) BellSouth Telecommunications, Inc.

## 3.3 Rate Groups

Charges for local services provided by the Company in certain areas may be based, in part, on the Rate Group and/or Zone associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

Local calling areas, Rate Group, Zones, and Band assignments are equivalent to those specified in BellSouth Telecommunications, Inc., Florida General Subscriber Service Tariff ("GSST").

In the event that an Incumbent LEC or the Florida Public Service Commission reclassifies an exchange or End Office from one Rate Group or Zone to another, the reclassification will also apply to AIN Customers who purchase services under this price guide.

## BellSouth Rate Group Equivalents

Rate Group	Exchange Access Lines and PBX Trunks In Local Calling Area
	- Upper Limit
1	up to 2,000
2	2,001 to 7,000
3	7,001 to 22,000
4	22,001 to 55,000
5	55,001 to 120,000
6	120,001 to 195,000
7	195,001 to 280,000
8	280,001 to 375,000
9	375,001 to 450,000
10	450,001 to 550,000
11	550,001 to 700,000
12	700,001 +

---



Effective April 1, 2019

---

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

---

**SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)****3.4 Basic Local Service Offerings****3.4.1 Residential Local Exchange Service**

Residential Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Residential Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Residential Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

---

Effective April 1, 2019

---

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

---

**SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)****3.4 Basic Local Service Offerings (Cont'd.)****3.4.2 Business Local Exchange Service**

Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available, for an additional charge, for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.4 Basic Local Service Offerings (Cont'd.)

## 3.4.3 PBX Trunk Service

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group.

PBX Trunks are available as Inward, Outward or Two-Way combination trunks where services and facilities permit.

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges.

Recurring charges for PBX Trunk Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

---

Effective April 1, 2019

---

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

---

**SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)****3.4 Basic Local Service Offerings (Cont'd.)****3.4.4 Direct Inward Dialing (DID) Service**

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features

## 3.5.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

## 3.5.2 Feature Descriptions

- A. Call Forwarding Variable - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- B. Three Way Calling - Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- C. Call Waiting – Basic - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call and is automatically deactivated when the Customer disconnects from the call.
  - D. Speed Calling - Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.
  - E. Call Forwarding Busy Line, Basic - Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
  - F. Call Forwarding Don't Answer, Basic - Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
  - G. Call Forwarding Busy Line w/ Customer Control - Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- H. Call Forwarding Don't Answer w/ Customer Control - Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
  - I. Call Forwarding Multipath - This feature provides customers who subscribe to Call Forwarding Busy Line, Call Forwarding Don't Answer, Customer Control of Call Forwarding Busy Line, Customer Control of Call Forwarding Don't Answer, Call Forwarding Variable, or Remote Access to Call Forwarding Variable the capability to specify the number of calling paths that will be forwarded to another telephone number.
  - J. Call Forwarding Variable, Remote Access - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to 1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- K. Call Waiting – Deluxe - Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;  
Answer the waiting call and disconnecting from the first party;  
Direct the waiting caller to hold via a recording  
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have call Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

- L. Three Way Calling with Transfer - This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- M. Star 98 Access - Star 98 Access is an optional network feature which allows subscribers to dial \*98 to access a service. Generally, subscribers use this feature to access their local voice mail service from their home or business telephone line. Star 98 Access is only available to subscribers on lines which are equipped with a version of Call Forwarding Don't Answer. Star 98 Access may not be compatible with all auxiliary calling features.
- N. Call Forwarding Don't Answer w/ Ring Control - Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The forward-to number is fixed by the service order. However, the end-user has the ability to change the time interval before forwarding occurs at his/her discretion.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- O. Remote Call Forwarding - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities. Remote Call Forwarding service is not offered where the terminating station is a coin telephone. The Company will not provide identification of the originating telephone number to the RCF Customer. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

- P. Multiple Directory Number Distinctive Ringing - This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- Q. Call Return - allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.
- R. Repeat Dialing - Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- S. Call Selector - Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
  - T. Preferred Call Forwarding - Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.
  - U. Call Block - Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
  - V. Call Tracing - Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.5 Optional Calling Features (Cont'd.)

## 3.5.2 Feature Descriptions (Cont'd.)

- W. Caller ID – Basic - Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
  - X. Caller ID – Deluxe - Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
  - Y. Anonymous Call Rejection - Permits the end -user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.
  - Z. Hunting - the Company offers basic "serial hunting," which defaults to the next available trunk within a group, when the prior trunk is busy.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.5 Optional Calling Features (Cont'd.)

3.5.2 Feature Descriptions (Cont'd.)

- AA. User Transfer/Conferencing - A user of this feature may hold an in-progress call and complete a second call or may add on the previously held call for a three-way conference. The feature also allows an incoming call to be transferred to another access arrangement.
- BB. Call Pickup - This feature allows a subscriber to answer a call which has been directed to another serving arrangement within the same call pickup group by dialing a code.
- CC. Call Hold - A user of this feature can place an established call on hold by depressing the switch hook and dialing a code.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.6 Directory Assistance and Listing Services

## 3.6.1 Directory Assistance

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number.

A credit will be given for calls to Directory Assistance as follows:

- \* The Customer experiences poor transmission or is cut-off during the call;
- or
- \* The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

## A. Directory Assistance Charge Exemption

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

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

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.6 Directory Assistance and Listing Services (Cont'd.)

## 3.6.2 Directory Listings

## A. General

The following rules apply to basic listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company may use abbreviations in listings. The Company may reject a residential listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

One basic listing for each individual line service, auxiliary line or PBX system is provided at no additional charge to the Customer. A basic listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records.

A name may be repeated in the white pages only when only when a different address or telephone number is used.

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.6 Directory Assistance and Listing Services (Cont'd.)

## 3.6.2 Directory Listings (Cont'd.)

## B. Non-published Service

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.6 Directory Assistance and Listing Services (Cont'd.)

## 3.6.2 Directory Listings (Cont'd.)

## C. Non-listed Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.7 Local Operator Services

3.7.1 Local Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Service. Per call charges which reflect the level of operator assistance and billing arrangement requested by the Customer apply in addition to any other applicable local usage charges.

## 3.7.2 Operator Service Call Types

- A. Customer Dialed Calling/Credit Card Call - This charge applies in addition to local usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number and card number where the capability exists for the Customer to do so.
  - B. Operator Dialed Calling/Credit Card Call - This charge applies in addition to local usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.
  - C. Operator Station - These charges apply in addition to local usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed to the originating line, Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.
  - D. Person-to-Person - This charge applies in addition to local usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to the originating line, a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.7 Local Operator Services (Cont'd.)

## 3.7.3 Available Billing Arrangements

- A. Bill to Line - A billing arrangement whereby the originating caller may bill the charges for a call to the Company-provided local exchange line from which the call is placed. The terms and conditions of the Company apply to payment arrangements.
  - B. Calling Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved LEC-issued calling card. The terms and conditions of the local exchange carrier apply to payment arrangements.
  - C. Collect Billing - A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements.
  - D. Commercial Credit Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card company apply to payment arrangements.
  - E. Third Party Billing - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

## 3.7 Local Operator Services (Cont'd.)

## 3.7.4 Operator Dialed Surcharge

This charge applies to Operator Station and Person-to-Person calls for which the caller has the ability to dial the called number but chooses instead to have the Company operator perform the dialing. This charge is in addition to local usage charges and other applicable operator service charges.

## 3.7.5 Partially Automated Surcharge

This charge applies to Operator assisted Station to Station calls (including those billed to calling cards) where the customer dials the terminating number and elects to have the Operator handle the billing method. This charge is in addition to local usage charges and other applicable operator service charges.

## 3.7.6 Busy Line Verification and Line Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.8 All Access Business Line Package<sup>1</sup>

All Access Business service includes a Business Line, all of the features listed below, and 600 minutes of long distance usage to locations within the contiguous United States. Calls within the standard flat rate local calling area are unlimited.

Call Waiting	Call Forwarding
Three-Way Calling	Speed Calling
Hunting	Call Forwarding Don't Answer
Remote Access - Call Forwarding Variable	Call Tracing
Selective Class of Call Screening	Call Return
Repeat Dialing	Call Tracing
Call Block	Preferred Call Forwarding
Call Selector	Anonymous Call Rejection, per line
Caller ID	Enhanced Caller ID
Calling number delivery blocking, per line permanent	Star 98 Access
Distinctive Ringing Service	Message Waiting Indication
Call Forwarding Busy Line	Caller ID Deluxe

If terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on All Access service under month to month billing at applicable non-discounted rates.

The 600 long distance minutes are aggregated per All Access line per location (for example if a customer has three lines at a location, the customer will have 1,800 long distance minutes included as part of the fixed monthly fee at that location). Long distance usage beyond the allowance is billed at \$0.049 per minute. 8XX toll-free service is available for \$0.069 per minute. A recurring monthly fee of \$2.95 per toll free number will be applied. 8XX usage will be billed separately and minutes of use are not included in the 600 minute allowance. Minutes associated with Area Calling (where available) are part of the 600 minute call allowance. Should an und user choose to cancel the local service portion of this bundle, leaving the long distance active, long distance will be billed at the non-contract rate of \$.069 per minute along with all other applicable taxes, fees and surcharges.

<sup>1</sup>As of August 23, 2008 this service is no longer available to new Customers.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.8 All Access Business Line Package<sup>1</sup>. (Cont'd.)

All Access does not include calling cards, international calling, calls to AK, HI, PR, USVI, other US territories or Canada, directory assistance calling, or voice mail. These services are provided pursuant to other Company tariffs or tariff equivalents. All Access service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations.

All taxes and other regulatory fees are billed separately, including federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and other regulatory fees and surcharges.

AIN will not offer All Access service in conjunction with ILEC-branded DSL service.

<sup>1</sup>*As of August 23, 2008 this service is no longer available to new Customers.*

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.9 All Access Lite Business Line Package<sup>1</sup>

All Access Lite Business service includes a Business Line and all of the features listed below. Calls within the standard flat rate local calling area are unlimited. Unlimited IntraLATA long distance calling is also included in the monthly recurring charge. InterLATA long distance calling is billed at \$0.059 per minute.

Call Waiting	Call Forwarding
Three-Way Calling/Three-Way Calling with Transfer	Speed Calling
Hunting	Call Forwarding Don't Answer
Remote Access - Call Forwarding Variable	Call Return
Repeat Dialing	Call Tracing
Call Block	Preferred Call Forwarding
Call Selector	Anonymous Call Rejection, per line
Caller ID	Enhanced Caller ID
Calling number delivery blocking, per line permanent	Star 98 Access
Distinctive Ringing Service	Message Waiting Indication
Call Forwarding Busy Line	Caller ID Deluxe

If terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on All Access Lite service under month to month billing at applicable non-discounted rates.

8XX toll-free service is available for \$0.069 per minute. A recurring monthly fee of \$2.95 per toll free number will be applied. 8XX usage will be billed separately.

<sup>1</sup>As of August 23, 2008 this service is no longer available to new Customers.

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.9 All Access Lite Business Line Package<sup>1</sup>

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

All Access Lite does not include calling cards, international calling, calls to AK, HI, PR, USVI, other US territories, or Canada, directory assistance calling, or voice mail. These services are provided pursuant to other Company tariffs or tariff equivalents. All Access Lite service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations and is only available in select NPA-NXXs.

All taxes and other regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and other regulatory fees and surcharges.

AIN will not offer All Access Lite service in conjunction with ILEC-branded DSL service.

<sup>1</sup>*As of August 23, 2008 this service is no longer available to new Customers.*

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.10 Basic Access Business Service<sup>1</sup>

If terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on Basic Access service under month to month billing at applicable non-discounted rates.

AIN will not offer Basic Access service in conjunction with ILEC-branded DSL service in those areas where AIN offers DSL service. Where AIN does not offer DSL service, Basic Access in conjunction with ILEC-branded DSL will require a minimum of three Basic Access lines and DSL cannot be part of a hunt group.

<sup>1</sup>*As of August 23, 2008 this service is no longer available to new Customers.*

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.11 Simple Connections Package<sup>1</sup>

Simple Connections service includes a Residential Line and a choice of the features listed below. Other features and services are available as described and priced elsewhere in this tariff. Various non-regulated services are also available for additional charges.

Call Waiting	Hunting
Caller ID Deluxe	3 <sup>rd</sup> Party Blocking
Three-Way Calling	Anonymous Call Rejection
Repeat Dialing	Repeat Dialing Blocking
Call Forwarding Variable	Call Return Blocking
Call Forwarding No Answer	Caller ID Blocking
Call Forwarding Busy Line	Collect Call Blocking
Call Return	International Blocking
Speed Dialing	Call Selector
900/977 Blocking	Call Trace
Distinctive Ring	

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 2500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories, and Canada do not qualify under the free usage provisions of this plan. These services are provided pursuant to other Company tariffs or tariff equivalents. An inbound toll-free service option is available for a recurring fee of \$2.95 per toll-free number and all toll-free usage to locations within the contiguous United States is billed at \$0.069 per minute. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Simple Connections long distance plans. Should an und user choose to cancel the local service portion of this bundle, leaving the long distance active, long distance will be billed at the non- contract rate of \$.069 per minute along with all other applicable taxes, fees and surcharges.

Service is only available, where technically and economically feasible, to customers with existing RBOC service or a phone number originally served by the RBOC.

<sup>1</sup>As of August 23, 2008 this service is no longer available to new Customers.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.11 Simple Connections Package<sup>1</sup> (Cont'd.)

A one-year term plan is available, and customers selecting this option will receive a 5% discount on their monthly recurring line charge and voice mail charge. Term plan customers terminating service prior to completion of the term will be assessed an early termination penalty of \$30.00 times the number of months remaining on the contract (except in instances where the Company has assumed a previous carrier's contract – the Company may then charge the amount by the number of months and per location). If the term plan is terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on Simple Connections service under month to month billing at applicable non-discounted rates.

All taxes and other regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and other regulatory fees and surcharges.

<sup>1</sup>*As of August 23, 2008 this service is no longer available to new Customers.*

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.12 Simple Connections Lite Package<sup>1</sup>

Simple Connections service includes a Residential Line and a choice of the features listed below. Other features and services are available as described and priced elsewhere in this tariff. Various non-regulated services are also available for additional charges.

Call Waiting	3 <sup>rd</sup> Party Blocking
Caller ID Deluxe	Anonymous Call Rejection
Three-Way Calling	Repeat Dialing Blocking
Repeat Dialing	Call Return Blocking
Call Forwarding Variable	Caller ID Blocking
Call Forwarding No Answer	Collect Call Blocking
Call Forwarding Busy Line	International Blocking
Call Return	Call Selector
Speed Dialing	Call Trace
900/977 Blocking	

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 100 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US territories, and Canada do not qualify under the free usage provisions of this plan. These services are provided pursuant to other Company tariffs or tariff equivalents. An inbound toll-free service option is available for a recurring fee of \$2.95 per toll-free number and all toll-free usage to locations within the contiguous United States is billed at \$0.069 per minute. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Simple Connections Lite long distance plans.

Service is only available, where technically and economically feasible, to customers with existing RBOC service or a phone number originally served by the RBOC.

<sup>1</sup>As of August 23, 2008 this service is no longer available to new Customers.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.12 Simple Connections Lite Package<sup>1</sup> (Cont'd.)

A one-year term plan is available, and customers selecting this option will receive a 5% discount on their monthly recurring line charge and voice mail charge. Term plan customers terminating service prior to completion of the term will be assessed an early termination penalty of \$30.00 times the number of months remaining on the contract (except in instances where the Company has assumed a previous carrier's contract – the Company may then charge the amount by the number of months and per location). If the term plan is terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on Simple Connections Lite service under month to month billing at applicable non-discounted rates.

All taxes and other regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and other regulatory fees and surcharges.

<sup>1</sup>*As of August 23, 2008 this service is no longer available to new Customers.*

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.13 Off Premise Extension<sup>1</sup>

On and/or Off Premises Extensions and Dual Premise Addresses (DPAs) extend the capability to make or receive calls from a 2-Wire Voice Grade Port/Loop Combination beyond the End-Users Primary Service Address, but within the same Central Office.

## 3.14 Find Me Solutions

Find Me Solutions is a three feature package which is available (Free of Charge) in select CLLIs, on lines with another product purchased from Access. The Find Me Solutions Package includes the following:

- Find Me Follow Me - When the customers telephone number is dialed the system routes the call through a user-defined list of numbers. The numbers will be called sequentially, in a preferred order in accordance with the user's scheduled activities and locations.
- Simultaneous Ring - Allows the customer to have multiple destinations ring simultaneously when any calls are received on their phone number. The first destination to be answered is connected.
- Emergency Call Forwarding - All calls can be instantly forwarded via the web portal to alternative numbers in an emergency.

Note: Long Distance charges may be incurred. These will be at the rates determined by the other product/s assigned to the line/s being used for Find Me Solutions.

<sup>1</sup>As of August 23, 2008 this service is no longer available to new Customers.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 - RATES

## 4.1 Application of Rates and Charges

All services offered in this price guide are subject to Service Order, Nonrecurring, Monthly Recurring, and Usage Charges.

## 4.1.1 Call Timing for Usage Sensitive Services

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
  - B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
  - C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
  - D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
  - E. All times refer to local time.
-



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.1 Application of Rates and Charges (Cont'd.)

## 4.1.2 Distance Calculations

Where charges for a service are specified based upon distance, the following rules apply:

A. Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide, associated with each NPA-NXX combination .

B. The airline distance between any two rate centers is determined as follows:

Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced BellCore document.

Step 2: Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.

Step 3: Square each difference obtained in step (b) above.

Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in step C) above.

Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

Step 6: 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.

C. The formula for distance calculations is:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.1 Application of Rates and Charges (Cont'd.)

## 4.1.3 Rate Periods for Time of Day Sensitive Services

- A. For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this price guide:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* Up to but not including.

Peak - 8:00 AM to, but not including 8:00 PM M-F (excluding holidays)  
Off-Peak - All other times.

- B. Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.
- C. For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

New Year's Day	January 1
Memorial Day	As Federally Observed
Independence Day	July 4
Thanksgiving Day	As Federally Observed
Christmas Day	December 25

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.1 Application of Rates and Charges (Cont'd.)

## 4.1.4 Discounted Pricing Plans

The rates identified in this price guide are base rates. Except as otherwise noted, the discounts herein are applied to the base rates.

Current discount, all service plans 0%

## A. Limitations

Discounts will not be applied to any service priced on a contract or individual case basis. The following services and/or charges are not eligible for discounted pricing:

- End User Common Line charge
- End User Port Charge
- Directory Assistance
- Operator Services
- Usage Sensitive Features

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.2 Service Charges and Surcharges

## 4.2.1 Service Order Charges

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

	Residential	Business
Line Change Charge	\$15.00	\$15.00

## 4.2.2 Maintenance Visit Charges

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

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

	Residential	Business
Premise Work Charge	\$ 40.00	\$ 40.00
Initial Hour (time & materials)	\$110.00	\$110.00
Each Additional 15 minute increment	\$ 30.00	\$ 30.00
Initial Jack & Wiring (existing customer)	\$ 80.00	\$ 80.00
Each Additional Jack & Wiring (existing customer)	\$ 65.00	\$ 65.00

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.2 Service Charges and Surcharges (Cont'd.)

## 4.2.3 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	Residential	Business
Per occasion initial line	\$23.40	\$38.00
Per occasion additional line	\$23.40	\$11.00

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 4 – RATES (CONT'D.)

4.3 Basic Local Service Rates

4.3.1 Residential Local Exchange Service

A. [Reserved for Future Use]

B. Usage Sensitive Charges and Allowances

1. Flat Rate Service

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.3 Basic Local Service Rates (Cont'd.)

## 4.3.1 Residential Local Exchange Service (Cont'd.)

## C. Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.2 of this price guide. All such charges will appear on the next bill following installation of the service.

Nonrecurring charges for installation of Residential lines are:

First Line (incl. first jack w/wiring)	\$130.00
Each Additional Line (incl. jack w/wiring) <sup>1</sup>	\$ 55.00
Additional Jack w/wiring at time of install	\$ 55.00
Line Installation w/ no jack or wiring	\$ 60.00

<sup>1</sup> Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 4 – RATES (CONT'D.)

4.3 Basic Local Service Rates (Cont'd.)

4.3.2 Business Local Exchange Service Lines

A. [Reserved for Future Use]

B. Usage Sensitive Charges and Allowances

1. Flat Rate Service

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.3 Basic Local Service Rates (Cont'd.)

## 4.3.2 Business Local Exchange Service Lines (Cont'd.)

## C. Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.2 of this price guide. All such charges will appear on the next bill following installation of the service.

Nonrecurring charges for installation of Business lines are:

First Line (incl. first jack w/wiring)	\$130.00
Each Additional Line (incl. jack w/wiring) <sup>1</sup>	\$65.00
Additional Jack w/wiring at time of install	\$55.00
Line Installation w/ no jack or wiring	\$65.00

<sup>1</sup> Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.3 Basic Local Service Rates (Cont'd.)

## 4.3.3 PBX Trunk Service

## A. Trunk Charges

Except as otherwise noted herein, PBX Trunk Service is provided at the Business Local Exchange Service Lines rates and charges as specified in Section 4.3.2 of this price guide.

RATE GROUP	FLAT RATE TRUNK	FLAT RATE DID TRUNK
Rate Group 1	\$33.00	\$55.00
Rate Group 2	\$35.00	\$55.00
Rate Group 3	\$36.55	\$57.00
Rate Group 4	\$38.00	\$58.00
Rate Group 5	\$39.00	\$60.00
Rate Group 6	\$41.00	\$62.00
Rate Group 7	\$41.65	\$64.00
Rate Group 8	\$43.35	\$65.00
Rate Group 9	\$44.00	\$65.00
Rate Group 10	\$46.00	\$66.00
Rate Group 11	\$46.00	\$67.00
Rate Group 12	\$46.75	\$67.00

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.3 Basic Local Service Rates (Cont'd.)

## 4.3.3 PBX Trunk Service (Cont'd.)

## B. Direct Inward Dialing (DID) Service

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and nonrecurring charges for PBX Trunks as shown in this price guide. The Customer will be charged for the number of DID Number Blocks (20 numbers per block) regardless of the number of DID numbers utilized out of the available 20 numbers.

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide		
1st Block of 20 DID Numbers	\$915.00	\$ 4.00
Each Additional Block of 20 DID Numbers	\$15.00	\$ 4.00

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.3 Basic Local Service Rates (Cont'd.)

## 4.3.3 PBX Trunk Service (Cont'd.)

## B. Direct Inward Dialing (DID) Service, (continued)

	Installation Charge	Monthly Recurring
Dual Tone Multifrequency Pulsing Option, Per Trunk	n/a	\$ 7.50
Automatic Intercept Service (per number) <sup>1</sup>	\$16.00	n/a

<sup>1</sup> Provides automatic number referral for non-listed disconnected DID telephone numbers for twelve months or until the delivery of the new directory, whichever comes first. AIS is only provided where facilities permit.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.4 Optional Calling Features

## 4.4.1 Features Offered on a Usage Sensitive Basis

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

Optional Calling Features	Residential	Business
Three-Way Calling	\$2.00	\$2.00
Call Return	\$2.00	\$2.00
Repeat Dialing	\$2.00	\$2.00
Busy Connect (Per call, per use)	\$0.90	\$0.75
Calling Number Delivery Blocking, Per Call	No Charge	No Charge

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

SECTION 4 – RATES (CONT'D.)

4.4 Optional Calling Features (Cont'd.)

4.4.2 Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 4 – RATES (CONT'D.)

## 4.4 Optional Calling Features (Cont'd.)

## 4.4.2 Features Offered on Monthly Basis (Cont'd.)

Optional Calling Features (Group 1)	Residential	Business
Call Waiting	\$7.50	\$7.95
Call Forwarding Variable	\$7.00	\$7.95
Three Way Calling	\$7.50	\$7.95
Speed Calling ( 8-code)	\$7.00	\$6.95
Speed Calling ( 30-code)	\$5.95	\$6.95
Call Forwarding Busy Line	\$2.00	\$5.20
Call Forwarding Don't Answer	\$2.00	\$5.20
Call Forwarding Don't Answer-Ring Control	\$2.00	\$5.20
Customer Control of Call Forwarding Busy Line	\$4.00	\$8.00
Customer Control of Call Forwarding Don't Answer	\$4.00	\$8.00
Call Forwarding Busy Line Multipath or Customer Control of Call Forwarding Busy Line Multipath <sup>1</sup>	\$3.00	\$5.20
Call Forwarding Don't Answer Multipath or Customer Control of Call Forwarding Don't Answer Multipath <sup>1</sup>	\$4.00	\$5.20
Call Forwarding Variable Multipath or Remote Access-Call Forwarding Variable Multipath <sup>1</sup>	\$3.00	\$7.95
Call Block	\$7.00	\$7.00
Call Return	\$8.00	\$8.00
Call Selector	\$5.95	\$6.50
Call Tracing	\$7.00	\$6.50
Repeat Dialing	\$7.00	\$7.00
Preferred Call Forwarding	\$5.95	\$6.00
Three-Way Calling with Transfer <sup>2</sup>	\$6.95	\$7.95
Remote Access-Call Forwarding Variable	\$7.95	\$8.00
User Transfer/Conferencing	\$4.25	\$5.20
User Transfer/Conference w/Hold	\$5.00	\$5.20
User Transfer/Conference w/Call Pickup	\$4.75	\$5.20
User Transfer/Conference w/Hold and Pickup	\$5.50	\$5.20
Call Pickup	\$0.50	\$5.20

<sup>1</sup> Monthly rate per call forwarding path in excess of ten paths.<sup>2</sup> Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 4 – RATES (CONT'D.)

## 4.4 Optional Calling Features (Cont'd.)

## 4.4.2 Features Offered on Monthly Basis (Cont'd.)

Optional Calling Features (Group 2)	Residential	Business
Multiple Directory Number Distinctive Ringing - First DN	\$ 6.00	\$10.00
Multiple Directory Number Distinctive Ringing - Two DN's	\$ 7.00	\$12.00
Caller ID - Basic	\$ 8.99	\$11.00
Caller ID - Deluxe (with ACR)	\$10.00	\$12.50
Enhanced Caller ID (with ACR)	n/a	\$17.00
Enhanced Caller ID with Call Management	n/a	\$18.00
Call Waiting Deluxe With Call Forwarding Don't Answer	n/a	n/a
Call Waiting Deluxe With Conferencing	\$ 7.95	n/a
Remote Call Forwarding <sup>1</sup>	\$18.50	\$18.50
Star 98 Access	\$ 1.00	\$2.00
Privacy Director	\$ 7.95	n/a
Custom Code Restriction 1	n/a	\$5.50
Custom Code Restriction 2	n/a	\$5.50
Custom Code Restriction 3	n/a	\$5.50
Hunting <sup>2</sup> :		
Rate Group 1	\$ 5.95	\$7.50
Rate Group 2	\$ 5.95	\$7.50
Rate Group 3	\$ 5.95	\$7.50
Rate Group 4	\$ 5.95	\$7.50
Rate Group 5	\$ 5.95	\$7.50
Rate Group 6	\$ 5.95	\$7.50
Rate Group 7	\$ 5.95	\$7.50
Rate Group 8	\$ 5.95	\$7.50
Rate Group 9	\$ 5.95	\$ 5.95
Rate Group 10	\$ 5.95	\$ 5.95
Rate Group 11	\$ 5.95	\$ 5.95
Rate Group 12	\$ 5.95	\$ 5.95

<sup>1</sup> NRC for Remote Call Forwarding is \$12.50.<sup>2</sup> NRC for Hunting is \$10.00 for residential and \$19.00 for business.

\* unless the customer signs a three-year term agreement



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.5 Directory Assistance and Listing Services

## 4.5.1 Directory Assistance Service

Each Local Directory Assistance Call	
Within Local Calling Area	\$1.50
Outside Local Calling Area	\$1.99
Each Long Distance Directory Assistance Call	\$1.99

## 4.5.2 Directory Listings

## A. Additional Listings

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for herein. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

	Residential	Business
- Each Additional Listing	\$1.20	\$2.10

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.5 Directory Assistance and Listing Services (Cont'd.)

## 4.5.2 Directory Listings (cont'd.)

## B. Non-published Service

There is a monthly charge for each non-published service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

	Residential	Business
Non-published service charge, per month:	\$3.05	\$4.95

## C. Non-listed Service

There is a monthly charge for each non-listed service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period. A Secondary Service Order Charge applies per order subsequent to the initial establishment of local exchange service.

	Residential	Business
Non-listed service charge, per month:	\$1.50	\$2.45

## D. Foreign Listing

Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listings.

Foreign Listing service charge, per month:	\$2.10
--	--------

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.6 Local Operator Assisted Services

The per call charges below are in addition to any other applicable usage charges identified in this price guide.

Customer Dialed Calling/Credit Card	\$1.00
Operator Dialed Calling/Credit Card	\$1.75
Operator Station	
Billed Collect	\$2.00
Billed to Third Party	\$2.00
Billed to Line	\$2.00
Person-to-Person	\$3.50
Operator Dialed Surcharge	\$1.25
Busy Line Verification and Line Interrupt Service:	
Per Busy Line Verification, Per Call	\$4.50
Per Line Interruption, Per Call	\$13.50

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

## 4.7 IntraLATA Toll Service

Rates, terms, and conditions of the Company's intraLATA toll services are found in the Company's intrastate interexchange services price guide.

## 4.8 Telecommunications Relay Service

For calls received from the relay service, the Company will when billing relay calls discount relay service calls by 50 percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay call.

4.9 Off Premise Extension<sup>1</sup>

Zone	Rate
1	\$25.00
2	\$25.00
3	\$45.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

---

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.12 Simple Connections Package<sup>1</sup>

UNE ZONE	RATE GROUP	FLAT RATE	UNE ZONE	RATE GROUP	FLAT RATE
1	Rate Group 6	\$42.95	3	Rate Group 1	\$61.95
	Rate Group 9	\$42.95		Rate Group 2	\$61.95
	Rate Group 10	\$42.95		Rate Group 3	\$61.95
	Rate Group 11	\$42.95		Rate Group 4	\$61.95
	Rate Group 12	\$42.95		Rate Group 5	\$61.95
2	Rate Group 3	\$45.95		Rate Group 6	\$61.95
	Rate Group 4	\$45.95		Rate Group 7	\$61.95
	Rate Group 5	\$45.95		Rate Group 8	\$61.95
	Rate Group 6	\$45.95		Rate Group 9	\$61.95
	Rate Group 7	\$45.95		Rate Group 10	\$61.95
	Rate Group 8	\$45.95		Rate Group 11	\$61.95
	Rate Group 9	\$45.95		Rate Group 12	\$61.95
	Rate Group 10	\$45.95			
	Rate Group 11	\$45.95			
	Rate Group 12	\$45.95			

## 4.13 Simple Connections Lite Package

UNE ZONE	RATE GROUP	FLAT RATE	UNE ZONE	RATE GROUP	FLAT RATE
1	Rate Group 6	\$32.95	3	Rate Group 1	\$51.95
	Rate Group 9	\$32.95		Rate Group 2	\$51.95
	Rate Group 10	\$32.95		Rate Group 3	\$51.95
	Rate Group 11	\$32.95		Rate Group 4	\$51.95
	Rate Group 12	\$32.95		Rate Group 5	\$51.95
2	Rate Group 3	\$35.95		Rate Group 6	\$51.95
	Rate Group 4	\$35.95		Rate Group 7	\$51.95
	Rate Group 5	\$35.95		Rate Group 8	\$51.95
	Rate Group 6	\$35.95		Rate Group 9	\$51.95
	Rate Group 7	\$35.95		Rate Group 10	\$51.95
	Rate Group 8	\$35.95		Rate Group 11	\$51.95
	Rate Group 9	\$35.95		Rate Group 12	\$51.95
	Rate Group 10	\$35.95			
	Rate Group 11	\$35.95			
	Rate Group 12	\$35.95			

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup>

CLLI	Cost Zone	City	Rate
ARCHFLMA	3	ARCHER	49.95
BCRTFLBT	1	BOCA RATON	33.95
BCRTFLMA	1	BOCA RATON	33.95
BCRTFLSA	2	BOCA RATON	34.95
BGPIFLMA	3	KEYS	49.95
BKVLFLJF	3	BROOKSVL	49.95
BLDWFLMA	3	BALDWIN	49.95
BLGLFLMA	2	BELLEGLADE	34.95
BNNLFLMA	3	BUNNELL	49.95
BRSNFLMA	3	BRONSON	49.95
BYBHFLAK	3	PTST LUCIE	49.95
BYBHFLMA	2	BOYNTONBCH	34.95
CCBHFLAF	2	COCOABEACH	34.95
CCBHFLMA	2	COCOABEACH	34.95
CDKYFLMA	3	CEDAR KEYS	49.95
CFLDFLMA	3	CHIEFLAND	49.95
CHPLFLJA	3	CHIPLEY	49.95
CNTMFLLE	3	CANTONMENT	49.95
COCOFLMA	2	COCOA	34.95
COCOFLME	2	MERRITT IS	34.95
CSCYFLBA	3	CROSS CITY	49.95
DBRYFLDL	2	DELTONA	34.95
DBRYFLMA	2	DEBARY	34.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
DELDFLMA	2	DELAND	34.95
DLBHFLKP	2	DELRAY BCH	34.95
DLBHFLMA	2	DELRAY BCH	34.95
DLSPFLMA	3	DELEON SPG	49.95
DNLNFLWM	3	DUNNELLON	49.95
DRBHFLMA	2	DEERFLDBCH	34.95
DYBHFLDU	3	PALM COAST	49.95
DYBHFLMA	2	DAYTONABCH	34.95
DYBHFLOB	2	DAYTONABCH	34.95
DYBHFLOS	2	DAYTONABCH	34.95
DYBHFLPO	2	DAYTONABCH	34.95
EGLLFLBG	2	EAU GALLIE	34.95
EGLLFLIH	2	EAU GALLIE	34.95
EORNFLMA	3	EASTORANGE	49.95
FLBHFLMA	2	FLAGLERBCH	34.95
FRBHFLFP	2	FERNADNBCH	34.95
FTLDFL92	1	BOCA RATON	33.95
FTLDFLCR	1	FTLAUDERDL	33.95
FTLDFLCY	1	FTLAUDERDL	33.95
FTLDFLJA	2	FTLAUDERDL	34.95
FTLDFLMR	1	FTLAUDERDL	33.95
FTLDFLOA	1	FTLAUDERDL	33.95
FTLDFLOV	2	POMPANO BCH	34.95
FTLDFLPL	2	FTLAUDERDL	34.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
FTLDFLSG	1	FTLAUDERDL	33.95
FTLDFLSU	1	FTLAUDERDL	33.95
FTLDFLWA	2	NORTH DADE	34.95
FTLDFLWN	2	FTLAUDERDL	34.95
FTPRFLMA	3	FORTPIERCE	49.95
GCSPFLCN	3	GREENCVSPG	49.95
GCVLFLMA	3	GRACEVILLE	49.95
GENVFLMA	3	GENEVA	49.95
GLBRFLMC	2	GULFBREEZE	34.95
GSVLFLMA	2	GAINESVL	34.95
GSVLFLNW	2	GAINESVL	34.95
HAVNFLMA	3	HAVANA	49.95
HBSDFLMA	2	HOBE SOUND	34.95
HLNVFLMA	3	HOLLEYNVRR	49.95
HLWDFLHA	1	HOLLYWOOD	33.95
HLWDFLMA	1	HOLLYWOOD	33.95
HLWDFLPE	2	HOLLYWOOD	34.95
HLWDFLWH	2	HOLLYWOOD	34.95
HMSTFLHM	3	HOMESTEAD	49.95
HMSTFLNA	3	HOMESTEAD	49.95
HTISFLMA	2	JENSEN BCH	34.95
ISLMFLMA	2	KEYS	34.95
JAY FLMA	3	JAY	49.95
JCBHFLAB	2	JACKSONVL	34.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.



Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
JCBHFLMA	2	JACKSOLBCH	34.95
JCBHFLSP	1	JACKSONVL	33.95
JCVLFLAR	2	JACKSONVL	34.95
JCVLFLBW	2	JACKSONVL	34.95
JCVLFLCL	1	JACKSONVL	33.95
JCVLFLFC	1	JACKSONVL	33.95
JCVLFLIA	2	JACKSONVL	34.95
JCVLFLJB	2	ORANGEPARK	34.95
JCVLFLJT	1	JACKSONVL	33.95
JCVLFLKJ	1	JACKSONVL	33.95
JCVLFLLF	3	JACKSONVL	49.95
JCVLFLNO	2	JACKSONVL	34.95
JCVLFLOW	3	JACKSONVL	49.95
JCVLFLRV	2	JACKSONVL	34.95
JCVLFLSJ	2	JACKSONVL	34.95
JCVLFLSM	1	JACKSONVL	33.95
JCVLFLWC	2	JACKSONVL	34.95
JCVMFLED	2	JACKSONVL	34.95
JPTRFLMA	2	JUPITER	34.95
KYHGFLMA	3	KEYSTN HTS	49.95
KYLRFLLS	2	KEYS	34.95
KYLRFLMA	2	KEYS	34.95
KYWSFLMA	1	KEYS	33.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
LKCYFLMA	3	LAKE CITY	49.95
LKMRFLHE	2	LAKE MARY	34.95
LYHNFLOH	3	LYNN HAVEN	49.95
MDBGFLPM	3	MIDDLEBURG	49.95
MIAMFLAE	1	MIAMI	33.95
MIAMFLAL	2	MIAMI	34.95
MIAMFLBA	1	MIAMI	33.95
MIAMFLBC	1	MIAMI	33.95
MIAMFLBR	1	MIAMI	33.95
MIAMFLCA	2	MIAMI	34.95
MIAMFLDA	1	MIAMI	33.95
MIAMFLDB	1	MIAMI	33.95
MIAMFLFL	1	MIAMI	33.95
MIAMFLGR	1	MIAMI	33.95
MIAMFLHL	2	MIAMI	34.95
MIAMFLIC	1	MIAMI	33.95
MIAMFLKE	1	MIAMI	33.95
MIAMFLME	1	MIAMI	33.95
MIAMFLNM	1	MIAMI	33.95
MIAMFLNS	2	MIAMI	34.95
MIAMFLOL	2	MIAMI	34.95
MIAMFLPB	1	MIAMI	33.95
MIAMFLPL	1	MIAMI	33.95
MIAMFLRR	2	MIAMI	34.95
MIAMFLSH	2	MIAMI	34.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
MIAMFLSO	2	MIAMI	34.95
MIAMFLWD	1	MIAMI	33.95
MIAMFLWM	1	MIAMI	33.95
MIANFLYI	2	WPALMBEACH	34.95
MIAPFLYO	2	MIAMI	34.95
MIAQFL06	2	FTLAUDERDL	34.95
MIASFL68	1	WPALMBEACH	33.95
MICCFLLB	2	MICCO	34.95
MLBRFLMA	2	MELBOURNE	34.95
MLTNFLRA	3	MILTON	49.95
MNDRFLAV	2	JACKSONVL	34.95
MNDRFLLO	2	JACKSONVL	34.95
MNDRFLLW	3	ST JOHNS	49.95
MRTHFLVE	2	KEYS	34.95
MXVFLMA	3	MAXVILLE	49.95
NDADFLAC	1	NORTH DADE	33.95
NDADFLBR	2	NORTH DADE	34.95
NDADFLGG	2	NORTH DADE	34.95
NDADFLOL	1	NORTH DADE	33.95
NSBHFLMA	2	NWSMYRNBCH	34.95
NWBYFLMA	3	NEWBERRY	49.95
OJUSFLTL	1	FTLAUDERDL	33.95
OKHLFLMA	3	OAK HILL	49.95
OLTWFLLN	3	OLD TOWN	49.95
ORLDFLAC	2	COCOA	34.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
ORLDFLAP	2	ORLANDO	34.95
ORLDFLCL	2	ORLANDO	34.95
ORLDFLMA	1	ORLANDO	33.95
ORLDFLPC	2	ORLANDO	34.95
ORLDFLPH	2	ORLANDO	34.95
ORLDFLSA	2	ORLANDO	34.95
ORLEFLIQ	2	COCOA	34.95
ORPKFLMA	2	ORANGEPARK	34.95
ORPKFLRW	2	ORANGEPARK	34.95
OVIDFLCA	2	OVIDO	34.95
PACEFLPV	3	PACE	49.95
PAHKFLMA	2	PAHOKEE	34.95
PCBHFLNT	2	PNAMACYBCH	34.95
PLCSFLMA	3	PALM COAST	49.95
PLTKFLMA	3	PALATKA	49.95
PMBHFL99	2	WPALMBEACH	34.95
PMBHFLCS	2	CORAL SPG	34.95
PMBHFLDR	2	HOLLYWOOD	34.95
PMBHFLFE	2	POMPANO BCH	34.95
PMBHFLMA	2	POMPANO BCH	34.95
PMBHFLTA	1	POMPANO BCH	33.95
PNCYFLCA	3	PANAMACITY	49.95
PNCYFLMA	2	PANAMACITY	34.95
PNSCFLBL	2	PENSACOLA	34.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
PNSCFLFP	2	PENSACOLA	34.95
PNSCFLHC	2	PENSACOLA	34.95
PNSCFLPB	2	PENSACOLA	34.95
PNSCFLWA	2	PENSACOLA	34.95
PNVDFLMA	2	PNTVDRA BCH	34.95
PRRNFLMA	2	PERRINE	34.95
PRSNFLFD	3	PIERSON	49.95
PTSLFLMA	3	PTST LUCIE	49.95
PTSLFLSO	2	PTST LUCIE	34.95
SBSTFLMA	3	SEBASTIAN	49.95
SGKYFLMA	3	KEYS	49.95
SNFRFLMA	2	OVIDO	34.95
STAGFLBS	2	ST JOHNS	34.95
STAGFLMA	3	ST JOHNS	49.95
STAGFLSH	2	ST JOHNS	34.95
STAGFLWG	3	ST JOHNS	49.95
STRNFLMA	2	STUART	34.95
SYHSFLCC	3	SUNNYHILLS	49.95
TRENFLMA	3	TRENTON	49.95
TTVLFLMA	2	TITUSVILLE	34.95
VERNFLMA	3	VERNON	49.95
VRBHFLBE	2	VERO BEACH	34.95
VRBHFLMA	2	VERO BEACH	34.95
WELKFLMA	3	WELAKA	49.95
WPBHFLAN	1	WPALMBEACH	33.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.14 All Access Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
WPBHFLGA	2	WPALMBEACH	34.95
WPBHFLGR	2	WPALMBEACH	34.95
WPBHFLHH	2	WPALMBEACH	34.95
WPBHFLLE	2	WPALMBEACH	34.95
WPBHFLRB	2	WPALMBEACH	34.95
WPBHFLRP	3	WPALMBEACH	49.95
WWSPFLHI	3	WEEKICHSPG	49.95
WWSPFLSH	2	WEEKICHSPG	34.95
YNFNFLMA	3	YONGSTFNTN	49.95
YNTWFLMA	3	YANKEETOWN	49.95
YULEFLMA	3	YULEE	49.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

---

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup>

CLLI	Cost Zone	City	Rate
ARCHFLMA	3	ARCHER	42.95
BCRTFLBT	1	BOCA RATON	26.95
BCRTFLMA	1	BOCA RATON	26.95
BCRTFLSA	2	BOCA RATON	28.95
BGPIFLMA	3	KEYS	42.95
BKVLFLJF	3	BROOKSVL	42.95
BLDWFLMA	3	BALDWIN	42.95
BLGLFLMA	2	BELLEGLADE	28.95
BNNLFLMA	3	BUNNELL	42.95
BRSNFLMA	3	BRONSON	42.95
BYBHFLAK	3	PTST LUCIE	42.95
BYBHFLMA	2	BOYNTONBCH	28.95
CCBHFLAF	2	COCOABEACH	28.95
CCBHFLMA	2	COCOABEACH	28.95
CDKYFLMA	3	CEDAR KEYS	42.95
CFLDFLMA	3	CHIEFLAND	42.95
CHPLFLJA	3	CHIPLEY	42.95
CNTMFLLE	3	CANTONMENT	42.95
COCOFLMA	2	COCOA	28.95
COCOFLME	2	MERRITT IS	28.95
CSCYFLBA	3	CROSS CITY	42.95
DBRYFLDL	2	DELTONA	28.95
DBRYFLMA	2	DEBARY	28.95
DELDFLMA	2	DELAND	28.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
DLBHFLKP	2	DELRAY BCH	28.95
DLBHFLMA	2	DELRAY BCH	28.95
DLSPFLMA	3	DELEON SPG	42.95
DNLNFLWM	3	DUNNELLON	42.95
DRBHFLMA	2	DEERFLDBCH	28.95
DYBHFLDU	3	PALM COAST	42.95
DYBHFLMA	2	DAYTONABCH	28.95
DYBHFLOB	2	DAYTONABCH	28.95
DYBHFLOS	2	DAYTONABCH	28.95
DYBHFLPO	2	DAYTONABCH	28.95
EGLLFLBG	2	EAU GALLIE	28.95
EGLLFLIH	2	EAU GALLIE	28.95
EORNFLMA	3	EASTORANGE	42.95
FLBHFLMA	2	FLAGLERBCH	28.95
FRBHFLFP	2	FERNADNBCH	28.95
FTLDFL92	1	BOCA RATON	26.95
FTLDFLCR	1	FTLAUDERDL	26.95
FTLDFLCY	1	FTLAUDERDL	26.95
FTLDFLJA	2	FTLAUDERDL	28.95
FTLDFLMR	1	FTLAUDERDL	26.95
FTLDFLOA	1	FTLAUDERDL	26.95
FTLDFLOV	2	POMPANOBCH	28.95
FTLDFLPL	2	FTLAUDERDL	28.95
FTLDFLSG	1	FTLAUDERDL	26.95
FTLDFLSU	1	FTLAUDERDL	26.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.



Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
FTLDFLWA	2	NORTH DADE	28.95
FTLDFLWN	2	FTLAUDERDL	28.95
FTPRFLMA	3	FORTPIERCE	42.95
GCSPFLCN	3	GREENCVSPG	42.95
GCVLFLMA	3	GRACEVILLE	42.95
GENVFLMA	3	GENEVA	42.95
GLBRFLMC	2	GULFBREEZE	28.95
GSVLFLMA	2	GAINESVL	28.95
GSVLFLNW	2	GAINESVL	28.95
HAVNFLMA	3	HAVANA	42.95
HBSDFLMA	2	HOBE SOUND	28.95
HLNVFLMA	3	HOLLEYNVRR	42.95
HLWDFLHA	1	HOLLYWOOD	26.95
HLWDFLMA	1	HOLLYWOOD	26.95
HLWDFLPE	2	HOLLYWOOD	28.95
HLWDFLWH	2	HOLLYWOOD	28.95
HMSTFLHM	3	HOMESTEAD	42.95
HMSTFLNA	3	HOMESTEAD	42.95
HTISFLMA	2	JENSEN BCH	28.95
ISLMFLMA	2	KEYS	28.95
JAY FLMA	3	JAY	42.95
JCBHFLAB	2	JACKSONVL	28.95
JCBHFLMA	2	JACKSOLBCH	28.95
JCBHFLSP	1	JACKSONVL	26.95
JCVLFLAR	2	JACKSONVL	28.95
JCVLFLBW	2	JACKSONVL	28.95
JCVLFLCL	1	JACKSONVL	26.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
JCVLFLFC	1	JACKSONVL	26.95
JCVLFLIA	2	JACKSONVL	28.95
JCVLFLJB	2	ORANGEPARK	28.95
JCVLFLJT	1	JACKSONVL	26.95
JCVLFLKJ	1	JACKSONVL	26.95
JCVLFLLF	3	JACKSONVL	42.95
JCVLFLNO	2	JACKSONVL	28.95
JCVLFLOW	3	JACKSONVL	42.95
JCVFLRV	2	JACKSONVL	28.95
JCVFLSJ	2	JACKSONVL	28.95
JCVFLSM	1	JACKSONVL	26.95
JCVFLWC	2	JACKSONVL	28.95
JCVMFLED	2	JACKSONVL	28.95
JPTRFLMA	2	JUPITER	28.95
KYHGFLMA	3	KEYSTN HTS	42.95
KYLRFLLS	2	KEYS	28.95
KYLRFLMA	2	KEYS	28.95
KYWSFLMA	1	KEYS	26.95
LKCYFLMA	3	LAKE CITY	42.95
LKMRFLHE	2	LAKE MARY	28.95
LYHNFLOH	3	LYNN HAVEN	42.95
MDBGFLPM	3	MIDDLEBURG	42.95
MIAMFLAE	1	MIAMI	26.95
MIAMFLAL	2	MIAMI	28.95
MIAMFLBA	1	MIAMI	26.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
MIAMFLBC	1	MIAMI	26.95
MIAMFLBR	1	MIAMI	26.95
MIAMFLCA	2	MIAMI	28.95
MIAMFLDA	1	MIAMI	26.95
MIAMFLDB	1	MIAMI	26.95
MIAMFLFL	1	MIAMI	26.95
MIAMFLGR	1	MIAMI	26.95
MIAMFLHL	2	MIAMI	28.95
MIAMFLIC	1	MIAMI	26.95
MIAMFLKE	1	MIAMI	26.95
MIAMFLME	1	MIAMI	26.95
MIAMFLNM	1	MIAMI	26.95
MIAMFLNS	2	MIAMI	28.95
MIAMFLOL	2	MIAMI	28.95
MIAMFLPB	1	MIAMI	26.95
MIAMFLPL	1	MIAMI	26.95
MIAMFLRR	2	MIAMI	28.95
MIAMFLSH	2	MIAMI	28.95
MIAMFLSO	2	MIAMI	28.95
MIAMFLWD	1	MIAMI	26.95
MIAMFLWM	1	MIAMI	26.95
MIANFLYI	2	WPALMBEACH	28.95
MIAPFLYO	2	MIAMI	28.95
MIAQFL06	2	FTLAUDERDL	28.95
MIASFL68	1	WPALMBEACH	26.95
MICCFLBB	2	MICCO	28.95
MLBRFLMA	2	MELBOURNE	28.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
MLTNFLRA	3	MILTON	42.95
MNDRFLAV	2	JACKSONVL	28.95
MNDRFLLO	2	JACKSONVL	28.95
MNDRFLLW	3	ST JOHNS	42.95
MRTHFLVE	2	KEYS	28.95
MXVLFLMA	3	MAXVILLE	42.95
NDADFLAC	1	NORTH DADE	26.95
NDADFLBR	2	NORTH DADE	28.95
NDADFLGG	2	NORTH DADE	28.95
NDADFLOL	1	NORTH DADE	26.95
NSBHFLMA	2	NWSMYRNBCH	28.95
NWBYFLMA	3	NEWBERRY	42.95
OJUSFTL	1	FTLAUDERDL	26.95
OKHLFLMA	3	OAK HILL	42.95
OLTWFLLN	3	OLD TOWN	42.95
ORLDFLAC	2	COCOA	28.95
ORLDFLAP	2	ORLANDO	28.95
ORLDFLCL	2	ORLANDO	28.95
ORLDFLMA	1	ORLANDO	26.95
ORLDFLPC	2	ORLANDO	28.95
ORLDFLPH	2	ORLANDO	28.95
ORLDFLSA	2	ORLANDO	28.95
ORLEFLIQ	2	COCOA	28.95
ORPKFLMA	2	ORANGEPARK	28.95
ORPKFLRW	2	ORANGEPARK	28.95
OVIDFLCA	2	OVIDO	28.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
PACEFLPV	3	PACE	42.95
PAHKFLMA	2	PAHOKEE	28.95
PCBHFLNT	2	PNAMACYBCH	28.95
PLCSFLMA	3	PALM COAST	42.95
PLTKFLMA	3	PALATKA	42.95
PMBHFL99	2	WPALMBEACH	28.95
PMBHFLCS	2	CORAL SPG	28.95
PMBHFLDR	2	HOLLYWOOD	28.95
PMBHFLFE	2	POMPANOCH	28.95
PMBHFLMA	2	POMPANOCH	28.95
PMBHFLTA	1	POMPANOCH	26.95
PNCYFLCA	3	PANAMACITY	42.95
PNCYFLMA	2	PANAMACITY	28.95
PNSCFLBL	2	PENSACOLA	28.95
PNSCFLFP	2	PENSACOLA	28.95
PNSCFLHC	2	PENSACOLA	28.95
PNSCFLPB	2	PENSACOLA	28.95
PNSCFLWA	2	PENSACOLA	28.95
PNVDFLMA	2	PNTVDRABCH	28.95
PRRNFLMA	2	PERRINE	28.95
PRSNFLFD	3	PIERSON	42.95
PTSLFLMA	3	PTST LUCIE	42.95
PTSLFLSO	2	PTST LUCIE	28.95
SBSTFLMA	3	SEBASTIAN	42.95
SGKYFLMA	3	KEYS	42.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.15 All Access Lite Business Line Package<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
SNFRFLMA	2	OVEDO	28.95
STAGFLBS	2	ST JOHNS	28.95
STAGFLMA	3	ST JOHNS	42.95
STAGFLSH	2	ST JOHNS	28.95
STAGFLWG	3	ST JOHNS	42.95
STRNFLMA	2	STUART	28.95
SYHSFLCC	3	SUNNYHILLS	42.95
TRENFLMA	3	TRENTON	42.95
TTVLFLMA	2	TITUSVILLE	28.95
VERNFLMA	3	VERNON	42.95
VRBHFLBE	2	VERO BEACH	28.95
VRBHFLMA	2	VERO BEACH	28.95
WELKFLMA	3	WELAKA	42.95
WPBHFLAN	1	WPALMBEACH	26.95
WPBHFLGA	2	WPALMBEACH	28.95
WPBHFLGR	2	WPALMBEACH	28.95
WPBHFLHH	2	WPALMBEACH	28.95
WPBHFLLE	2	WPALMBEACH	28.95
WPBHFLRB	2	WPALMBEACH	28.95
WPBHFLRP	3	WPALMBEACH	42.95
WWSPFLHI	3	WEEKICHSPG	42.95
WWSPFLSH	2	WEEKICHSPG	28.95
YNFNFLMA	3	YONGSTFNTN	42.95
YNTWFLMA	3	YANKEETOWN	42.95
YULEFLMA	3	YULEE	42.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup>

CLLI	Cost Zone	City	Rate
ARCHFLMA	3	ARCHER	40.95
BCRTFLBT	1	BOCA RATON	25.00
BCRTFLMA	1	BOCA RATON	25.00
BCRTFLSA	2	BOCA RATON	24.95
BGPIFLMA	3	KEYS	40.95
BKVLFLJF	3	BROOKSVL	40.95
BLDWFLMA	3	BALDWIN	40.95
BLGLFLMA	2	BELLEGLADE	25.00
BNNLFLMA	3	BUNNELL	40.95
BRSNFLMA	3	BRONSON	40.95
BYBHFLAK	3	PTST LUCIE	40.95
BYBHFLMA	2	BOYNTONBCH	25.00
CCBHFLAF	2	COCOABEACH	25.00
CCBHFLMA	2	COCOABEACH	25.00
CDKYFLMA	3	CEDAR KEYS	40.95
CFLDFLMA	3	CHIEFLAND	40.95
CHPLFLJA	3	CHIPLEY	40.95
CNTMFLLE	3	CANTONMENT	40.95
COCOFLMA	2	COCOA	25.00
COCOFLME	2	MERRITT IS	25.00
CSCYFLBA	3	CROSS CITY	40.95
DBRYFLDL	2	DELTONA	25.00
DBRYFLMA	2	DEBARY	25.00
DELDFLMA	2	DELAND	25.00
DLBHFLKP	2	DELRAY BCH	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
DLBHFLMA	2	DELRAY BCH	25.00
DLSPFLMA	3	DELEON SPG	40.95
DNLNFLWM	3	DUNNELLON	40.95
DRBHFLMA	2	DEERFLDBCH	25.00
DYBHFLDU	3	PALM COAST	40.95
DYBHFLMA	2	DAYTONABCH	25.00
DYBHFLOB	2	DAYTONABCH	25.00
DYBHFLOS	2	DAYTONABCH	25.00
DYBHFLPO	2	DAYTONABCH	25.00
EGLLFLBG	2	EAU GALLIE	25.00
EGLLFLIH	2	EAU GALLIE	25.00
EORNFLMA	3	EASTORANGE	40.95
FLBHFLMA	2	FLAGLERBCH	25.00
FRBHFLFP	2	FERNADNBCH	25.00
FTLDFL92	1	BOCA RATON	25.00
FTLDFLCR	1	FTLAUDERDL	25.00
FTLDFLCY	1	FTLAUDERDL	25.00
FTLDFLJA	2	FTLAUDERDL	25.00
FTLDFLMR	1	FTLAUDERDL	25.00
FTLDFLOA	1	FTLAUDERDL	25.00
FTLDFLOV	2	POMPANO BCH	25.00
FTLDFLPL	2	FTLAUDERDL	25.00
FTLDFLSG	1	FTLAUDERDL	25.00
FTLDFLSU	1	FTLAUDERDL	25.00
FTLDFLWA	2	NORTH DADE	25.00
FTLDFLWN	2	FTLAUDERDL	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.



Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
FTPRFLMA	3	FORTPIERCE	40.95
GCSPFLCN	3	GREENCVSPG	40.95
GCVLFLMA	3	GRACEVILLE	40.95
GENVFLMA	3	GENEVA	40.95
GLBRFLMC	2	GULFBREEZE	25.00
GSVLFLMA	2	GAINESVL	25.00
GSVLFLNW	2	GAINESVL	25.00
HAVNFLMA	3	HAVANA	40.95
HBSDFLMA	2	HOBE SOUND	25.00
HLNVFLMA	3	HOLLEYNVRR	40.95
HLWDFLHA	1	HOLLYWOOD	25.00
HLWDFLMA	1	HOLLYWOOD	25.00
HLWDFLPE	2	HOLLYWOOD	25.00
HLWDFLWH	2	HOLLYWOOD	25.00
HMSTFLHM	3	HOMESTEAD	40.95
HMSTFLNA	3	HOMESTEAD	40.95
HTISFLMA	2	JENSEN BCH	25.00
ISLMFLMA	2	KEYS	25.00
JAY FLMA	3	JAY	40.95
JCBHFLAB	2	JACKSONVL	25.00
JCBHFLMA	2	JACKSOLBCH	25.00
JCBHFLSP	1	JACKSONVL	25.00
JCVLFLAR	2	JACKSONVL	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
JCVLFLBW	2	JACKSONVL	25.00
JCVLFLCL	1	JACKSONVL	25.00
JCVLFLFC	1	JACKSONVL	25.00
JCVLFLIA	2	JACKSONVL	25.00
JCVLFLJB	2	ORANGEPARK	25.00
JCVLFLJT	1	JACKSONVL	25.00
JCVLFLKJ	1	JACKSONVL	25.00
JCVLFLLF	3	JACKSONVL	40.95
JCVLFLNO	2	JACKSONVL	25.00
JCVLFLOW	3	JACKSONVL	40.95
JCVLFLRV	2	JACKSONVL	25.00
JCVLFLSJ	2	JACKSONVL	25.00
JCVLFLSM	1	JACKSONVL	25.00
JCVLFLWC	2	JACKSONVL	25.00
JCVMFLED	2	JACKSONVL	25.00
JPTRFLMA	2	JUPITER	25.00
KYHGFLMA	3	KEYSTN HTS	40.95
KYLRFLLS	2	KEYS	25.00
KYLRFLMA	2	KEYS	25.00
KYWSFLMA	1	KEYS	25.00
LKCYFLMA	3	LAKE CITY	40.95
LKMRFLHE	2	LAKE MARY	25.00
LYHNFLOH	3	LYNN HAVEN	40.95
MDBGFLPM	3	MIDDLEBURG	40.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
MIAMFLAE	1	MIAMI	25.00
MIAMFLAL	2	MIAMI	25.00
MIAMFLBA	1	MIAMI	25.00
MIAMFLBC	1	MIAMI	25.00
MIAMFLBR	1	MIAMI	25.00
MIAMFLCA	2	MIAMI	25.00
MIAMFLDA	1	MIAMI	25.00
MIAMFLDB	1	MIAMI	25.00
MIAMFLFL	1	MIAMI	25.00
MIAMFLGR	1	MIAMI	25.00
MIAMFLHL	2	MIAMI	25.00
MIAMFLIC	1	MIAMI	25.00
MIAMFLKE	1	MIAMI	25.00
MIAMFLME	1	MIAMI	25.00
MIAMFLNM	1	MIAMI	25.00
MIAMFLNS	2	MIAMI	25.00
MIAMFLOL	2	MIAMI	25.00
MIAMFLPB	1	MIAMI	25.00
MIAMFLPL	1	MIAMI	25.00
MIAMFLRR	2	MIAMI	25.00
MIAMFLSH	2	MIAMI	25.00
MIAMFLSO	2	MIAMI	25.00
MIAMFLWD	1	MIAMI	25.00
MIAMFLWM	1	MIAMI	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

---

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
MIANFLYI	2	WPALMBEACH	25.00
MIAPFLYO	2	MIAMI	25.00
MIAQFL06	2	FTLAUDERDL	25.00
MIASFL68	1	WPALMBEACH	25.00
MICCFLLBB	2	MICCO	25.00
MLBRFLMA	2	MELBOURNE	25.00
MLTNFLRA	3	MILTON	40.95
MNDRFLAV	2	JACKSONVL	25.00
MNDRFLLO	2	JACKSONVL	25.00
MNDRFLLW	3	ST JOHNS	40.95
MRTHFLVE	2	KEYS	25.00
MXVLFLMA	3	MAXVILLE	40.95
NDADFLAC	1	NORTH DADE	25.00
NDADFLBR	2	NORTH DADE	25.00
NDADFLGG	2	NORTH DADE	25.00
NDADFLLOL	1	NORTH DADE	25.00
NSBHFLMA	2	NWSMYRNBCH	25.00
NWBYFLMA	3	NEWBERRY	40.95
OJUSFLTL	1	FTLAUDERDL	25.00
OKHLFLMA	3	OAK HILL	40.95
OLTWFLLN	3	OLD TOWN	40.95
ORLDFLAC	2	COCOA	25.00
ORLDFLAP	2	ORLANDO	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
ORLDFLCL	2	ORLANDO	25.00
ORLDFLMA	1	ORLANDO	25.00
ORLDFLPC	2	ORLANDO	25.00
ORLDFLPH	2	ORLANDO	25.00
ORLDFLSA	2	ORLANDO	25.00
ORLEFLIQ	2	COCOA	25.00
ORPKFLMA	2	ORANGEPARK	25.00
ORPKFLRW	2	ORANGEPARK	25.00
OVIDFLCA	2	OVIDO	25.00
PACEFLPV	3	PACE	40.95
PAHKFLMA	2	PAHOKEE	25.00
PCBHFLNT	2	PNAMACYBCH	25.00
PLCSFLMA	3	PALM COAST	40.95
PLTKFLMA	3	PALATKA	40.95
PMBHFL99	2	WPALMBEACH	25.00
PMBHFLCS	2	CORAL SPG	25.00
PMBHFLDR	2	HOLLYWOOD	25.00
PMBHFLFE	2	POMPANOCH	25.00
PMBHFLMA	2	POMPANOCH	25.00
PMBHFLTA	1	POMPANOCH	25.00
PNCYFLCA	3	PANAMACITY	40.95
PNCYFLMA	2	PANAMACITY	25.00
PNSCFLBL	2	PENSACOLA	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
PNSCFLFP	2	PENSACOLA	25.00
PNSCFLHC	2	PENSACOLA	25.00
PNSCFLPB	2	PENSACOLA	25.00
PNSCFLWA	2	PENSACOLA	25.00
PNVDFLMA	2	PNTVDRA BCH	25.00
PRRNFLMA	2	PERRINE	25.00
PRSNFLFD	3	PIERSON	40.95
PTSLFLMA	3	PTST LUCIE	40.95
PTSLFLSO	2	PTST LUCIE	25.00
SBSTFLMA	3	SEBASTIAN	40.95
SGKYFLMA	3	KEYS	40.95
SNFRFLMA	2	OVIEDO	25.00
STAGFLBS	2	ST JOHNS	25.00
STAGFLMA	3	ST JOHNS	40.95
STAGFLSH	2	ST JOHNS	25.00
STAGFLWG	3	ST JOHNS	40.95
STRNFLMA	2	STUART	25.00
SYHSFLCC	3	SUNNYHILLS	40.95
TRENFLMA	3	TRENTON	40.95
TTVLFLMA	2	TITUSVILLE	25.00
VERNFLMA	3	VERNON	40.95
VRBHFLBE	2	VERO BEACH	25.00
VRBHFLMA	2	VERO BEACH	25.00

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 4 – RATES (CONT'D.)

4.16 Basic Access Business Service<sup>1</sup> (Cont'd.)

CLLI	Cost Zone	City	Rate
WELKFLMA	3	WELAKA	40.95
WPBHFLAN	1	WPALMBEACH	25.00
WPBHFLGA	2	WPALMBEACH	25.00
WPBHFLGR	2	WPALMBEACH	25.00
WPBHFLHH	2	WPALMBEACH	25.00
WPBHFLLE	2	WPALMBEACH	25.00
WPBHFLRB	2	WPALMBEACH	25.00
WPBHFLRP	3	WPALMBEACH	40.95
WWSPFLHI	3	WEEKICHSPG	40.95
WWSPFLSH	2	WEEKICHSPG	25.00
YNFNFLMA	3	YONGSTFNTN	40.95
YNTWFLMA	3	YANKEETOWN	40.95
YULEFLMA	3	YULEE	40.95

<sup>1</sup>As of August 23, 2008, this service is no longer available to new Customers.

---

Effective April 1, 2019

---

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

---

**SECTION 5 - SPECIAL ARRANGEMENTS****5.1 Individual Case Basis (ICB) Arrangements**

Special arrangements may be undertaken on a reasonable effort basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications service not otherwise specified under this price guide or any applicable contract, or for the provision of service on an expedited basis or in some other manner different from the normal price guide or contract conditions. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the Customer for the provisioning of such arrangements.

**5.2 Contract Pricing**

At the option of the Company, services may be offered on a contract basis to meet specialized pricing requirements of the Customer not contemplated by this price guide. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein and waiver of recurring, nonrecurring, or usage charges. The terms of the contract may be based partially or completely on the term and revenue commitment, mixture of services, or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer as specific in each individual contract.

**5.3 Promotional Programs**

The Company may, from time to time, offer services in this price guide at special promotional rates and/or terms. Promotional offerings will have an ending date. All rates and terms contained in this price guide shall continue to apply unless specifically addressed in the promotional agreements.

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 5 - SPECIAL ARRANGEMENTS (CONT'D.)

## 5.3 Promotional Programs (Cont'd.)

## 5.3.1 Access Sponsor Program

Access Integrated Networks Sponsor Program is a referral program that provides the referring customer a recurring credit in the amount of 5% of referred customer's monthly recurring charges based on the total of the following billable items: LD Usage and Monthly Recurring Charges<sup>1</sup>, less all taxes, fees, recurring credits & discounts.

To receive this credit, the referred customer must be new to Access Integrated Networks, that is, the customer has not been provided any services by the Company for more than 90 days and the referring customer must be in good standing<sup>2</sup>. The referred customer must also be in On-Net Area or *Planned* On-Net Area. If a Planned On-Net Area is removed from the Planned list, credits will cease.

Sponsor Program is separate from other Access discount programs and cannot be combined with any other program unless otherwise specified. Referring customer cannot refer additional business locations where the referring customer owns a majority (51% or more) of that business or refer the customer's own residence.

The maximum credit that the referring customer can obtain is a zero balance for products, features and LD usage. Access Sponsor Program Credits cannot be applied to taxes and fees; therefore, taxes and fees will still be applied. Referring account can never be set up with a "Referred by" ID of any account it referred.

---

<sup>1</sup>Monthly Recurring is defined as Basic Access, All Access, All Access Lite, DSL, Simple Connections, Simple Connections Lite, and all optional features. LD Usage is defined as usage that generates billable charges.

<sup>2</sup>"Good Standing" is defined as customer's account not being past due when monthly invoice is generated. If customer is not in good standing, they forfeit Access Sponsor Program Credit until their account is back in good standing. No retroactive payments will be applied.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 5 - SPECIAL ARRANGEMENTS (CONT'D.)

## 5.3 Promotional Programs (Cont'd.)

## 5.3.2 Access Residential Rewards Program

The Access Residential Rewards Program is offered to residential customers obtained through acquisition who are still on their original carrier's plan\*, have maintained and continue to maintain a current account, and have registered between April 1, 2007 through June 30, 2007. Customers will receive 25% off their residential package price every third invoice after their registration date; 50% off inside wiring maintenance plan to be applied monthly as long as inside wiring is active billable. Also, a random drawing will be held in December in which five customers will win one year of free local service, excluding taxes, billable LD usage, and fees.

\*Acquired customers who have chosen an Access product or service plan are excluded from this program. No partial period credits or rewards will be given to customers who switch to an Access product or service plan within the three-month reward cycle.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 5 - SPECIAL ARRANGEMENTS (CONT'D.)

## 5.3 Promotional Programs (Cont'd.)

## 5.3.3 Free Month On Access

The Free Month on Access promotion is available to new business On-Net (live or planned) customers with qualified business lines only who sign a one or two year term agreement. The order must be received between March 1, 2007 and December 31, 2007 and must include a completed promotion certificate in order to be eligible. The "Free Month" credit will automatically be applied to customer's 13<sup>th</sup> month's invoice. Customer's account must be "current" (no past due balance) when 13<sup>th</sup> month invoice is generated or customer forfeits the free month offer. "Free Month" applies to voice line charge and/or voice package rate only. Regulatory fees and taxes still apply.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 5 - SPECIAL ARRANGEMENTS (CONT'D.)

## 5.3 Promotional Programs (Cont'd.)

## 5.3.4 1st Month Free Business DSL Promo

The 1st Month Free Business DSL promotion applies only to Business DSL service and is offered to customers who order between March 1, 2007 and December 31, 2007.

To be eligible, customer must have Access voice service and must be served by an Access On Net (live or planned) Central Office. The customer must also sign a term agreement for DSL service. Customer must include completed Promotion Certificate with signed DSL contract.

A standard 30-day satisfaction guarantee applies. Customers will receive a free DSL modem after mail in rebate within specified time frame. "Free Month" credit is for DSL monthly recurring charge only, regulatory fees and taxes will still apply. "Free Month" credit will be automatically applied to customers first month's DSL invoice.

## 5.3.5 [Reserved for Future Use]

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 5 - SPECIAL ARRANGEMENTS (CONT'D.)

## 5.3 Promotional Programs (Cont'd.)

## 5.3.6 Basic Connections Package Promotion

The Basic Connections Package Promotion is available to all new and existing residential customers who order between September 18, 2007, and March 18, 2008. Basic Connections service includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Zone	Monthly Charge
1	\$25.00
2	\$25.95
3	\$40.95

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under and are provided and billed pursuant to other Company tariffs or tariff equivalents.

An inbound toll-free service option is available for a recurring fee of \$5.00 per toll-free number. All inbound toll-free usage to locations within the contiguous United States is billed at \$0.069 per minute.

A one-year term plan is available, and customers selecting this option will receive a 5% discount on their monthly recurring line charge and voice mail charge. Residential customers who already have an existing term agreement can have the term of that agreement transferred to the Basic Connections Package and receive the 5% discount. Term plan customers terminating service prior to completion of the initial or any successive term will be assessed an early termination penalty of \$30.00 times the number of months remaining on the contract (except in instances where the Company has assumed a previous carriers contract – the Company may then charge the amount by the number of months and per location).

All taxes and other regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and other regulatory fees and surcharges.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES

*"Grandfathered" is defined as a product or service that is no longer available for purchase by either new or existing customers. Once Access has grandfathered a product or service, only the existing customer that had that product before grandfathering may retain the product or service on the line(s) as they exist the date of grandfathering. A customer may continue to add, change or delete features of their Grandfathered products as allowed by the product rules, which may change from time to time. A physical move or change outside of the current product is not allowed with Grandfathered products.*

*"Supported" products are special members of the "Grandfathered" product set where additional flexibility is allowed:*

*Product Changes with the Supported family  
Line moves whilst retaining the current product*

*The full list of Supported products are:*

*All Access  
All Access Lite  
Basic Access  
Basic Connections  
Simple Connections  
Simple Connections Lite  
Off Premise Extension  
TotalT*

6.1 All Access Business Line Package - Old<sup>1</sup>

All Access Business service includes a Business Line, all of the features listed below, and a long distance usage allowance of 600 minutes. Calls within the standard flat rate local calling area are unlimited.

Call Waiting	Call Forwarding
Three-Way Calling	Speed Calling
Hunting	Call Forwarding Don't Answer
Remote Access - Call Forwarding Variable	Call Tracing
Selective Class of Call Screening	Call Return
Repeat Dialing	Call Tracing
Call Block	Preferred Call Forwarding
Call Selector	Anonymous Call Rejection, per line
Caller ID	Enhanced Caller ID
Calling number delivery blocking, per line permanent	Star 98 Access
Distinctive Ringing Service	Message Waiting Indication
Call Forwarding Busy Line	Caller ID Deluxe

<sup>1</sup> Service in effect prior to June 1, 2004.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.1 All Access Business Line Package – Old <sup>1</sup> (Cont'd.)

All Access service requires a three-year term commitment. Customers will be assessed a contract termination fee of \$50.00 multiplied by the number of months remaining in the term upon discontinuance of service prior to the end of the contract term.

If terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on All Access service under month to month billing at applicable non-discounted rates.

The 600 long distance minutes are aggregated per All Access line per location (for example if a customer has three lines at a location, the customer will have 1,800 long distance minutes included as part of the fixed monthly fee at that location). Long distance usage beyond the allowance is billed at \$0.049 per minute. 8XX toll-free service is available for \$.049 per minute. A recurring monthly fee of \$5.00 per toll free number will be applied. 8XX usage will be billed separately and minutes of use are not included in the 600 minute allowance. Minutes associated with Area Calling (where available) are part of the 600 minute call allowance.

All lines at the customer's location are required to be All Access unless the Customer requires a data line (fax or credit card verification). If an additional line is required a standard flat-rate business line can be ordered. The normal line and feature rates will apply and any long distance usage on the line is billed at \$.049 per minute. End users may or may not choose Company IntraLATA and InterLATA long distance service. If end users utilize other long distance options there will be no price change. Customers choosing intraLATA only will still qualify for 600 MOU.

All Access does not include calling cards, international calling, directory assistance calling, or voice mail. These services are provided pursuant to other Company tariffs or tariff equivalents. All Access service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations. All taxes and other regulatory fees are billed separately, including federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and the FCC Interstate Network Access Fee.

---

<sup>1</sup> Service in effect prior to June 1, 2004.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.1 All Access Business Line Package – Old <sup>1</sup> (Cont'd.)

RATE GROUP	FLAT RATE <sup>2</sup>
Rate Group 1	\$39.95
Rate Group 2	\$39.95
Rate Group 3	\$39.95
Rate Group 4	\$39.95
Rate Group 5	\$39.95
Rate Group 6	\$34.95
Rate Group 7	\$34.95
Rate Group 8	\$34.95
Rate Group 9	\$34.95
Rate Group 10	\$34.95
Rate Group 11	\$34.95
Rate Group 12	\$34.95

<sup>1</sup> Service in effect prior to June 1, 2004.<sup>2</sup> Effective August 4, 2004, rates apply for existing customers only.

---



Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.1 All Access Business Line Package – Old <sup>1</sup> (Cont'd.)*Effective November 7, 2006, the following rates apply to existing customers only.*

UNE ZONE	RATE GROUP	FLAT RATE	UNE ZONE	RATE GROUP	FLAT RATE
1	Rate Group 6	\$34.95	3	Rate Group 1	\$49.95
	Rate Group 9	\$34.95		Rate Group 2	\$49.95
	Rate Group 10	\$34.95		Rate Group 3	\$49.95
	Rate Group 11	\$34.95		Rate Group 4	\$49.95
	Rate Group 12	\$34.95		Rate Group 5	\$49.95
2	Rate Group 3	\$39.95		Rate Group 6	\$49.95
	Rate Group 4	\$39.95		Rate Group 7	\$49.95
	Rate Group 5	\$39.95		Rate Group 8	\$49.95
	Rate Group 6	\$34.95		Rate Group 9	\$49.95
	Rate Group 7	\$34.95		Rate Group 10	\$49.95
	Rate Group 8	\$34.95		Rate Group 11	\$49.95
	Rate Group 9	\$34.95		Rate Group 12	\$49.95
	Rate Group 10	\$34.95			
	Rate Group 11	\$34.95			
	Rate Group 12	\$34.95			

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.2 All Access Lite Business Line Package - Old<sup>1</sup>

All Access Lite Business service includes a Business Line and all of the features listed below. Calls within the standard flat rate local calling area are unlimited. Unlimited IntraLATA long distance calling is also included in the monthly recurring charge. InterLATA calling is billed at \$0.049 per minute.

Call Waiting	Call Forwarding
Three-Way Calling/Three-Way Calling with Transfer	Speed Calling
Hunting	Call Forwarding Don't Answer
Remote Access - Call Forwarding Variable	Call Return
Repeat Dialing	Call Tracing
Call Block	Preferred Call Forwarding
Call Selector	Anonymous Call Rejection, per line
Caller ID	Enhanced Caller ID
Calling number delivery blocking, per line permanent	Star 98 Access
Distinctive Ringing Service	Message Waiting Indication
Call Forwarding Busy Line	Caller ID Deluxe

All Access Lite service customers may choose one, two, or three-year term contracts. Customers will be assessed a contract termination fee equal to the plan's monthly recurring charge multiplied by the number of months remaining in the term upon discontinuance of service prior to the end of the contract term.

If terminated by the customer via written notice 30 days prior to the completion of the initial or current term, customer may remain on All Access Lite service under month to month billing at applicable non-discounted rates.

8XX toll-free service is available for \$.049 per minute. A recurring monthly fee of \$5.00 per toll free number will be applied 8XX usage will be billed separately.

All lines at the customer's location are required to be All Access Lite unless the Customer requires a data line (fax or credit card verification). If an additional line is required a standard flat-rate business line can be ordered. The normal line and feature rates will apply and any long distance usage on the line is billed at \$.049 per minute.

---

<sup>1</sup> Service in effect prior to June 1, 2004.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.2 All Access Lite Business Line Package – Old <sup>1</sup> (Cont'd)

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

All Access Lite does not include calling cards, international calling, directory assistance calling, or voice mail. These services are provided pursuant to other Company tariffs or tariff equivalents. All Access Lite service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations, and is only available in select NPA-NXXs.

All taxes and other regulatory fees are billed separately, including federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and the FCC Interstate Network Access Fee.

<sup>1</sup> Service in effect prior to June 1, 2004.

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.2 All Access Lite Business Line Package – Old <sup>1</sup> (Cont'd)

UNE ZONE	RATE GROUP	FLAT RATE <sup>2</sup>	UNE ZONE	RATE GROUP	FLAT RATE <sup>2</sup>
1	Rate Group 1	N/A	3	Rate Group 1	N/A
	Rate Group 2	N/A		Rate Group 2	N/A
	Rate Group 3	N/A		Rate Group 3	N/A
	Rate Group 4	N/A		Rate Group 4	N/A
	Rate Group 5	\$29.95		Rate Group 5	\$29.95
	Rate Group 6	\$25.95		Rate Group 6	\$25.00
	Rate Group 7	\$25.95		Rate Group 7	\$25.00
	Rate Group 8	\$25.95		Rate Group 8	\$25.00
	Rate Group 9	\$25.95		Rate Group 9	\$25.00
	Rate Group 10	\$25.95		Rate Group 10	\$25.00
	Rate Group 11	\$25.95		Rate Group 11	\$25.00
	Rate Group 12	\$25.95		Rate Group 12	\$25.00
2	Rate Group 1	N/A			
	Rate Group 2	N/A			
	Rate Group 3	N/A			
	Rate Group 4	N/A			
	Rate Group 5	\$29.95			
	Rate Group 6	\$25.95			
	Rate Group 7	\$25.95			
	Rate Group 8	\$25.95			
	Rate Group 9	\$25.95			
	Rate Group 10	\$25.95			
	Rate Group 11	\$25.95			
	Rate Group 12	\$25.95			

<sup>1</sup> Service in effect prior to June 1, 2004.<sup>2</sup> Effective August 4, 2004, rates apply for existing customers only.

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

6.2 All Access Lite Business Line Package – Old <sup>1</sup> (Cont'd)*Effective November 7, 2006, the following rates apply to existing customers only.*

UNE ZONE	RATE GROUP	FLAT RATE	UNE ZONE	RATE GROUP	FLAT RATE
1	Rate Group 6	\$25.95	3	Rate Group 1	\$42.95
	Rate Group 9	\$25.95		Rate Group 2	\$42.95
	Rate Group 10	\$25.95		Rate Group 3	\$42.95
	Rate Group 11	\$25.95		Rate Group 4	\$42.95
	Rate Group 12	\$25.95		Rate Group 5	\$42.95
2	Rate Group 3	\$29.95		Rate Group 6	\$42.95
	Rate Group 4	\$29.95		Rate Group 7	\$42.95
	Rate Group 5	\$26.95		Rate Group 8	\$42.95
	Rate Group 6	\$26.95		Rate Group 9	\$42.95
	Rate Group 7	\$26.95		Rate Group 10	\$42.95
	Rate Group 8	\$26.95		Rate Group 11	\$42.95
	Rate Group 9	\$26.95		Rate Group 12	\$42.95
	Rate Group 10	\$26.95			
	Rate Group 11	\$26.95			
	Rate Group 12	\$26.95			

---

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.3 Business Local Exchange Service Lines

*As of May 6, 2005, rates apply to existing customers only.*

## A. Monthly Recurring Charges

The following charges apply to Business Local Exchange Service lines per month. Rates and charges include touchtone service for each line. The rates and charges below apply to service provided on a month-to-month basis.

UNE ZONE	RATE GROUP	FLAT RATE	FLAT RATE W/AREA CALLING SERVICE <sup>1</sup>
1	Rate Group 6	\$31.00	\$36.00
	Rate Group 9	\$33.00	\$38.00
	Rate Group 10	\$34.00	\$39.00
	Rate Group 11	\$34.00	\$39.00
	Rate Group 12	\$34.50	\$39.50
2	Rate Group 3	\$29.00	\$34.00
	Rate Group 4	\$30.00	\$35.00
	Rate Group 5	\$30.50	\$35.50
	Rate Group 6	\$31.50	\$36.50
	Rate Group 7	\$32.00	\$37.00
	Rate Group 8	\$33.00	\$38.00
	Rate Group 9	\$33.50	\$38.50
	Rate Group 10	\$34.50	\$39.50
	Rate Group 11	\$34.50	\$39.50
	Rate Group 12	\$35.00	\$40.00
3	Rate Group 1	\$31.00	\$36.00
	Rate Group 2	\$30.00	\$35.00
	Rate Group 3	\$30.50	\$35.50
	Rate Group 4	\$31.50	\$36.50
	Rate Group 5	\$32.00	\$37.00
	Rate Group 6	\$33.00	\$38.00
	Rate Group 7	\$33.50	\$38.50
	Rate Group 8	\$34.50	\$39.50
	Rate Group 9	\$35.00	\$40.00
	Rate Group 10	\$36.00	\$41.00
	Rate Group 11	\$36.00	\$41.00
	Rate Group 12	\$36.50	\$41.50

<sup>1</sup> Area Calling Service provides for LATA-wide, flat-rate calling. Area Calling Service consists of a flat-rate business line plus the expanded area calling feature.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.4 Home Companion Line Package

*As of September 1, 2005, rates apply to existing customers only.*

Home Companion service includes a Residential Line and all of the features listed below. Calls within the standard flat rate local calling area are unlimited. Inclusive\* long distance calling to locations within the contiguous United States is also included in the monthly recurring charge. Home Companion residential service is only available to new or existing business customers who subscribe to local exchange services provided by the Company.

Call Waiting	Call Forwarding
Three-Way Calling/Three-Way Calling with Transfer	Speed Calling
Remote Access - Call Forwarding Variable	Call Forwarding Don't Answer
Repeat Dialing	Call Tracing
Call Block	Call Return
Call Selector	Preferred Call Forwarding
Caller ID	Anonymous Call Rejection, per line
Distinctive Ringing Service	Star 98 Access
Call Forwarding Busy Line	Message Waiting Indication
	Caller ID Deluxe

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

Home Companion does not include calling cards, international calling, directory assistance calling, or voice mail. These services are provided pursuant to other Company tariffs or tariff equivalents. Home Companion service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations. Should an end user choose to cancel the local service portion of this bundle, leaving the long distance active, long distance will be billed at the non-contract rate of \$.069 per minute along with all other applicable taxes, fees and surcharges.

All taxes and other regulatory fees are billed separately, including federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees, 911 fees, and the other regulatory fees and surcharges.

\*Inclusive long distance minutes for calls made to locations within the contiguous United States are free of charge up to 2,500 minutes within the billing cycle, per line. Beyond this usage level, the standard per minute rate of \$0.065 for domestic long distance applies.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.4 Home Companion Line Package (Cont'd)

RATE GROUP	FLAT RATE
Rate Group 1	\$51.95
Rate Group 2	\$51.95
Rate Group 3	\$46.95
Rate Group 4	\$46.95
Rate Group 5	\$41.95
Rate Group 6	\$41.95
Rate Group 7	\$38.95
Rate Group 8	\$38.95
Rate Group 9	\$38.95
Rate Group 10	\$38.95
Rate Group 11	\$38.95
Rate Group 12	\$38.95

---



Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.5 Residential Local Exchange Service

*As of January 12, 2006, rates apply to existing customers only.*

## A. Monthly Recurring Charges

The following charges apply to Residential Local Exchange Service lines per month. Rates and charges include touchtone service for each line. The rates and charges below apply to service provided on a month-to-month basis.

Zone	Rate Group	Flat Rate	Area Calling Plan <sup>1</sup> (LATA Plus) <sup>2</sup>	Zone	Rate Group	Flat Rate	Area Calling Plan <sup>1</sup> (LATA Plus) <sup>2</sup>
1	Group 1	\$25.00	\$37.00	3	Group 1	\$25.00	\$37.00
	Group 2	\$25.00	\$37.00		Group 2	\$25.00	\$37.00
	Group 3	\$25.00	\$37.00		Group 3	\$25.00	\$37.00
	Group 4	\$25.00	\$37.00		Group 4	\$25.00	\$37.00
	Group 5	\$25.00	\$37.00		Group 5	\$25.00	\$37.00
	Group 6	\$25.00	\$37.00		Group 6	\$25.00	\$37.00
	Group 7	\$25.00	\$37.00		Group 7	\$25.00	\$37.00
	Group 8	\$25.00	\$37.00		Group 8	\$25.00	\$37.00
	Group 9	\$25.00	\$37.00		Group 9	\$25.00	\$37.00
	Group 10	\$25.00	\$37.00		Group 10	\$25.00	\$37.00
	Group 11	\$25.00	\$37.00		Group 11	\$25.00	\$37.00
	Group 12	\$25.00	\$37.00		Group 12	\$25.00	\$37.00
2	Group 1	\$25.00	\$37.00				
	Group 2	\$25.00	\$37.00				
	Group 3	\$25.00	\$37.00				
	Group 4	\$25.00	\$37.00				
	Group 5	\$25.00	\$37.00				
	Group 6	\$25.00	\$37.00				
	Group 7	\$25.00	\$37.00				
	Group 8	\$25.00	\$37.00				
	Group 9	\$25.00	\$37.00				
	Group 10	\$25.00	\$37.00				
	Group 11	\$25.00	\$37.00				
	Group 12	\$25.000	\$37.00				

<sup>1</sup> Area Calling Plan is offered subject to availability as determined by the Company.

<sup>2</sup> LATA Plus service allows for LATA-wide, flat rate local calling

---

Effective April 1, 2019

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.5 Residential Local Exchange Service (Cont'd)

## A. Monthly Recurring Charges (cont'd)

Zone	Rate Group	Full Service Package <sup>1</sup> (LATA Plus) <sup>3</sup>	Full Service Package <sup>1, 2</sup> (flat or option 2)	Zone	Rate Group	Full Service Package <sup>1</sup> (LATA Plus) <sup>3</sup>	Full Service Package <sup>1, 2</sup> (flat or option 2)
1	Group 1	\$51.50	\$33.50	3	Group 1	\$51.50	\$33.50
	Group 2	\$51.50	\$33.50		Group 2	\$51.50	\$33.50
	Group 3	\$51.50	\$33.50		Group 3	\$51.50	\$33.50
	Group 4	\$51.50	\$33.50		Group 4	\$51.50	\$33.50
	Group 5	\$51.50	\$33.50		Group 5	\$51.50	\$33.50
	Group 6	\$51.50	\$33.50		Group 6	\$51.50	\$33.50
	Group 7	\$51.50	\$33.50		Group 7	\$51.50	\$33.50
	Group 8	\$51.50	\$33.50		Group 8	\$51.50	\$33.50
	Group 9	\$51.50	\$33.50		Group 9	\$51.50	\$33.50
	Group 10	\$51.50	\$33.50		Group 10	\$51.50	\$33.50
	Group 11	\$51.50	\$33.50		Group 11	\$51.50	\$33.50
	Group 12	\$51.50	\$33.50		Group 12	\$51.50	\$33.50
2	Group 1	\$51.50	\$33.50				
	Group 2	\$51.50	\$33.50				
	Group 3	\$51.50	\$33.50				
	Group 4	\$51.50	\$33.50				
	Group 5	\$51.50	\$33.50				
	Group 6	\$51.50	\$33.50				
	Group 7	\$51.50	\$33.50				
	Group 8	\$51.50	\$33.50				
	Group 9	\$51.50	\$33.50				
	Group 10	\$51.50	\$33.50				
	Group 11	\$51.50	\$33.50				
	Group 12	\$51.50	\$33.50				

<sup>1</sup> Full Service Package offers the Company's full spectrum of Calling Features identified in Section 4.4.2 with the following exceptions: Three-way Calling with Transfer and Distinctive Ringing.

<sup>2</sup> Two and three line flat rate Full Service Package plans are available for \$39.95 and \$59.95, respectively.

<sup>3</sup> LATA Plus service allows for LATA-wide, flat rate local calling. Two and three line LATA Plus flat rate Full Service Package plans are available for \$69.95 and \$103.95, respectively.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.6 Retention Promotion

This promotion is for existing AIN customers who purchase service under a month-to-month, standard pricing arrangement. Subscribers of the Retention Promotion will receive a one month service credit for selecting a one-year term plan, or a two-month service credit for selecting a two-year term plan. The Retention Promotion is available through July 30, 2005. The credit will apply on the March, 2006, invoice for one-year term plan subscribers, and on the March, 2006, and March, 2007, invoices for two-year term plan subscribers. Each credit will consist of one month's recurring line charges, including feature charges and voice mail. The credit excludes long distance charges and per line surcharges including, but not limited to, LNP and EUCL charges. The credit only applies to active voice lines in place at the time of subscription to the Retention Promotion.

Customers must maintain good standing with AIN to be eligible to receive credits. If the customer terminates its contract early, all promotional credits will be included as part of the customer's early termination liability. The Retention Promotion cannot be combined with any other promotions or incentives. In order for the customer to receive the promotion, AIN must have a signed copy of the promotional certificate completed at the time the order is placed.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.7 December Is On Access Promotion

This promotion is for new AIN customers who purchase a minimum of two All Access, All Access Lite, or Basic Access lines. Subscribers of the December Is On Access Promotion will receive a one month service credit for selecting a one-year term plan, or a two-month service credit for selecting a two-year term plan. The December Is On Access Promotion is available from July 1, 2005, through July 31, 2005. The credit will automatically apply on the December, 2005, invoice for one-year term plan subscribers, and on the December, 2005, and December, 2006, invoices for two-year term plan subscribers.

Each credit will consist of one month's recurring line charges, and/or package rates only. The credit excludes regulatory fees; federal, state and local taxes; and 911 fees. The credit only applies to the initial lines ordered during the promotional period. Home Companion lines can contribute to the two-line minimum.

Customers must maintain good standing with AIN to be eligible to receive credits. If the customer terminates the contract early, all promotional credits will be included as part of the customer's early termination liability. The December Is On Access Promotion cannot be combined with any other promotions or incentives. In order for the customer to receive the promotion, AIN must have a signed copy of the promotional certificate completed at the time the order is placed.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.8 Back-Up Line Service

*As of May 1, 2006, rates apply to existing customers only.*

Back-Up Line is a discounted business line with unlimited local calling. Add on features are not allowed on back-up lines. Intralata and Interlata calls are billed based on usage and rated at the standard non-contact rate pursuant to the applicable Long Distance Tariff on file with the state commission.

RATE GROUP	RATE	RATE GROUP	RATE
Rate Group 1	\$25.00	Rate Group 7	\$25.00
Rate Group 2	\$25.00	Rate Group 8	\$25.00
Rate Group 3	\$25.00	Rate Group 9	\$25.00
Rate Group 4	\$25.00	Rate Group 10	\$25.00
Rate Group 5	\$25.00	Rate Group 11	\$25.00
Rate Group 6	\$25.00	Rate Group 12	\$25.00

6.8.1 Back-Up Line with Area Calling Plan<sup>1</sup>

Back-Up Line is a discounted business line with unlimited local calling and Area Calling Plan Service<sup>1</sup>.

Rate per Line	\$25.10
---------------	---------

---

<sup>1</sup> *Area Calling Service provides for LATA-wide, flat-rate calling. Area Calling Service consists of a flat-rate business line plus the expanded area calling feature.*

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.9 Basic Service

Package Price for Basic Service:

Primary Line, per month:	\$41.42
Secondary Line, per month:	\$33.00

## A. Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments.

Toll calls within 30 minute allowance	
Direct Dial Access	\$0.00

Toll calls above 30 minute allowance	
Direct Dial Access	\$0.10

2. Local line and unlimited local calling.

- B. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling may be added for \$4.99 per month.

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

- C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$4.99 per month
-----------------	------------------

- D. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:	\$6.00
---------------------------------------	--------

Note: The secondary or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

*Sections 6.10 - 6.17 contain products from Trinsic Communications, Inc.'s Florida price list.  
As of May 1, 2006, these products are no longer available.*

## 6.10 Member to Member Home Edition Service

Member to Member Service is available to all Access Customers of a Network Exchange Bundled Service. Member to Member allows Access Customers to call other Access Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Network Exchange Bundled Service. Access Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Access Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with services where noted in the description of each service.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.11 Residential Service 2500 (formerly, Unlimited Residential Service)

## Package and Pricing for Residential Service 2500

## Primary Line, per month

UNE Zone 1:	\$64.06
UNE Zone 2:	\$66.06
UNE Zone 3:	\$76.06

## Secondary Line, per month

UNE Zones 1, 2:	\$30.97
UNE Zone 3:	\$45.97

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via My Account web site.

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Residential Service 2500 for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial up internet connections, autodialing, three-way calling- or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.11 Residential Service 2500 (formerly, Unlimited Residential Service)

## A. Residential Service 2500 includes the following:

1. Inclusive domestic long distance\* toll calling.
2. Local Line and unlimited local calling
3. Primary Line Custom Calling Features Package: Call Forwarding Variable, Caller ID with Name, Call Waiting with Caller ID with Name, Call Trace, Three-Way Calling and Speed Calling included at no charge.
4. Secondary Line Custom Calling Features Package: Call Forwarding Variable, Caller ID, Call Waiting, Call Trace, Three-Way Calling and Speed Calling may be added for \$4.95 per month.
5. Member to Member Service
6. The following additional custom calling features are available with this service.

	Per Month
Distinctive Ring:	\$6.00
Privacy Manager:	\$7.95
VIP Alert:	\$5.95

Note: The secondary or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

\*Inclusive domestic long distance minutes are free of charge up to 2,500 minutes within the billing cycle, per line. Beyond this usage level, the standard per minute rate of \$0.065 for domestic long distance applies.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.12 Basic Service with PVA

Basic Service with PVA provides a basic residential local exchange line with Call Waiting for outbound calling. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail may be purchased at an additional charge (See Note 1).

Primary Line, per month	
UNE Zone 1:	\$29.29
UNE Zone 2:	\$34.29
UNE Zone 3:	\$44.29
Secondary Line, per month	
UNE Zones 1, 2:	\$25.00
UNE Zone 3:	\$37.99

## A. Basic Service includes the following:

1. Local line and unlimited local calling
2. Call Waiting

## B. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

Feature Pack, per month:	\$4.95
--------------------------	--------

## C. Intrastate long distance may be utilized with this service.

Direct Dial rate per minute:	\$0.07
Call completion through PVA per minute:	\$0.07

## D. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:	\$6.00
---------------------------------------	--------

Note 1: Voicemail may be purchased for an additional charge. This service is not regulated by the Commission. Call Forwarding Busy No Answer is only available to customers with voicemail. Other enhanced features such as Find Me and notify me are also only available to customers who choose to purchase voice mail

Note 2: The secondary or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.13 Value with PVA

Value with PVA provides a basic residential local exchange line with four Custom Calling Features and fifty (50) minutes of combined direct dialed interstate or intrastate long distance calling. Operator assisted calling, travel card calling and international calling are not included in the calling allowance. Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail is included with this service.

Primary Line, per month	
UNE Zones 1, 2:	\$38.99
UNE Zone 3:	\$53.99
Secondary Line, per month	
UNE Zones 1, 2:	\$30.59
UNE Zone 3;	\$45.59

## A. Trinsic Value with PVA includes the following:

1. Local line and unlimited local calling.
2. Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Variable, Call Forwarding Busy No Answer.
3. 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.

## B. Intrastate long distance may be utilized with this service.

Direct Dial rate per minute:	\$0.070
Call completion through PVA per minute:	\$0.070

## C. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:	\$6.00
---------------------------------------	--------

Note 1: The secondary or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.14 Standard Service

## Package Price for Standard Service

Primary Line, per month	\$57.15
Secondary Line, per month	\$33.00

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myaccount web site.

Standard Service includes the following:

1. A monthly allowance of 200 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds.

Toll calls within 200 minute allowance	Per minute rate
Direct Dial Access	\$0.00

Toll calls above 200 minute allowance	Per minute rate
Direct Dial Access	\$0.10

2. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

3. Local line and unlimited local calling.
4. Standard Service Customers will receive Member to Member service at no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:	\$6.00
---------------------------------------	--------

Note 1: The secondary or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.15 Value

## Package Price for Value:

## Primary Line, per month

UNE Zones 1, 2: \$40.35

UNE Zone 3: \$55.35

## Secondary Line, per month

UNE Zones 1, 2: \$30.56

UNE Zone 3: \$45.56

## A. Value includes the following:

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments.

Toll calls within 50 minute allowance	
Direct Dial Access	\$0.00

Toll calls above 50 minute allowance	
Direct Dial Access	\$0.07

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.

4. Member to Member Service.
5. The following additional custom calling features are available with this service.

## Per Month

Distinctive Ring	\$6.00
VIP Alert:	\$5.95
Privacy Manager:	\$7.95

Note 2: The secondary or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.16 AIN Spectrum 2500 (formerly, AIN Spectrum Unlimited)

AIN Spectrum 2500 is a service targeted primarily at business customers as a bundled service offering. Customers receive unlimited local calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. Inclusive domestic long distance\* calling is also included in the monthly recurring charge. The primary line also includes the following custom calling features: Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding, as well as one voice mail box. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. AIN Spectrum 2500 is available on up to a maximum of twelve (12) lines per location. AIN must be selected as both the local toll and inter-LATA toll carrier for all lines at a single location and on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

## A. Outbound Service

Primary Line, per month:	\$52.99
Additional Lines, per month:	\$42.99

## B. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

Monthly Rate:	\$ 4.95
---------------	---------

\*Inclusive domestic long distance minutes are free of charge up to 2,500 minutes within the billing cycle, per line. Beyond this usage level, the standard per minute rate of \$0.065 for domestic long distance applies.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.17 AIN Spectrum Plus Service

AIN Spectrum Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

## Local Exchange Service

## A. Local Business Line

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Monthly Rate: \$32.50

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to AIN in this state or nationwide, receive a percentage discount on Spectrum Plus local exchange service as noted below.

The percentage discount does not apply to FCC line charges.

Lines	Term	
	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

## B. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring

Monthly Recurring Charge Per Feature: \$3.00  
Monthly Recurring Charge, Feature Pack (3 or more): \$9.00

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.17 AIN Spectrum Plus Service (Cont'd)

## B. Calling Features (Cont'd)

Customers subscribing to AIN Spectrum Plus Service may also subscribe to the following Calling Features:

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers.

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.17 AIN Spectrum Plus Service (Cont'd)

## B. Calling Features (Cont'd)

Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

---

Effective April 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.18 Basic Access Business Service

*Effective November 7, 2006, the following rates apply to existing customers only.*

UNE ZONE	RATE GROUP	FLAT RATE	UNE ZONE	RATE GROUP	FLAT RATE
1	Rate Group 6	\$25.00	3	Rate Group 1	\$40.95
	Rate Group 9	\$25.00		Rate Group 2	\$40.95
	Rate Group 10	\$25.00		Rate Group 3	\$40.95
	Rate Group 11	\$25.00		Rate Group 4	\$40.95
	Rate Group 12	\$25.00		Rate Group 5	\$40.95
	Rate Group X1	\$25.00		Rate Group 6	\$40.95
2	Rate Group 3	\$25.00		Rate Group 7	\$40.95
	Rate Group 4	\$25.00		Rate Group 8	\$40.95
	Rate Group 5	\$25.00		Rate Group 9	\$40.95
	Rate Group 6	\$25.00		Rate Group 10	\$40.95
	Rate Group 7	\$25.00		Rate Group 11	\$40.95
	Rate Group 8	\$25.00		Rate Group 12	\$40.95
	Rate Group 9	\$25.00		Rate Group X1	\$40.95
	Rate Group 10	\$25.00		Rate Group X2	\$40.95
	Rate Group 11	\$25.00		Rate Group X3	\$40.95
	Rate Group 12	\$25.00		Rate Group X4	\$40.95
	Rate Group X1	\$25.00			
	Rate Group X2	\$25.00			

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

*As of December 7, 2006, the products in Sections 6.19 – 6.20 are no longer available to new customers.*

## 6.19 Off Premise Extensions

On and/or Off Premises Extensions and Dual Premise Addresses (DPAs) extend the capability to make or receive calls from a 2-Wire Voice Grade Port/Loop Combination beyond the End-Users Primary Service Address, but within the same Central Office.

Zone	Rate
2	\$25.00
2	\$25.00
2	\$25.00
2	\$25.00
2	\$25.00
2	\$25.00
2	\$25.00
2	\$25.00
3	\$25.15
3	\$25.30
3	\$25.30
3	\$25.00

## 6.20 Complex Billable Services

Billable Services and Mileage	Rate
IntraLATA Private Line 1204 (obsolete)	\$49.81
Intralata Private Line 1205	\$41.62
IntraLATA Private Line 2463	\$126.83

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

*Sections 6.21 - 6.28 contain products from IDT America, Corp.'s Florida price list.*  
As of March 22, 2007, these products are no longer available.

## 6.21 ACCESS America 2500 Plan (formerly ACCESS America Unlimited Plan)

This service is for use by residential customers. The company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, the Customer's service will be assessed a \$50.00 monthly recurring data usage charge or be disconnected. For the purpose of this service plan, Customer's use of more than 4,000 minutes per month for non-voice applications including, but not limited to Internet access, shall cause the data usage charge to be imposed.

ACCESS America 2500 Service Plan includes the following:

1. Local line and unlimited direct-dialed local exchange calling.
2. Inclusive domestic long distance\* minutes for toll calling within the continental US.
3. Custom Calling Features Package: Caller ID, Speed Dial (8), Three Way Calling, Call Waiting with Name and Anonymous Call Rejection.
4. Additional calling features may be purchased on an a la carte basis, where available.

Package Price for ACCESS America 2500 Plan in Zones 1 & 2:

Primary Line, per month	\$40.95
Secondary Line, per month	\$40.95
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

Package Price for ACCESS America 2500 Plan in Zone 3:

Primary Line, per month	\$50.95
Secondary Line, per month	\$50.95
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

\* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Access.

\*Inclusive domestic long distance minutes are free of charge up to 2,500 minutes within the billing cycle, per line. Beyond this usage level, the standard per minute rate of \$0.065 for domestic long distance applies.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.22 ACCESS America Choice Service Plan

This service is for use by residential customers. The company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, the Customer's service will be assessed a \$50.00 monthly recurring data usage charge or be disconnected. For the purpose of this service plan, Customer's use of more than 4,000 minutes per month for non-voice applications including, but not limited to Internet access, shall cause the data usage charge to be imposed.

ACCESS America Choice Service Plan includes the following:

1. Local Line and unlimited direct-dialed Local Exchange calling.
2. Direct-dialed intrastate toll calls for \$0.05 per minute.
3. Customer has the option to pay an additional \$5.00 per line per month to receive unlimited direct-dialed intrastate intraLATA toll calls and \$0.05 per minute for direct-dialed intrastate interLATA toll calls.
4. Custom Calling Features Package: Caller ID, Call Waiting with Name and Anonymous Call Rejection.
5. Direct-dialed interstate toll calls within the Continental US for \$0.05 per minute.
6. Additional calling features may be purchased on an a la carte basis, where available.

Package Price for ACCESS America Choice Service Plan in UNE Zones 1 & 2:

Primary Line, per month	\$29.95
Secondary Line, per month	\$29.95
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

Package Price for ACCESS America Choice Service Plan in UNE Zone 3:

Primary Line, per month	\$39.95
Secondary Line, per month	\$39.95
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

\* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Access.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.23 ACCESS America Additional Line Service Plan

This service is for use by residential customers. The company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, the Customer's service will be assessed a \$50.00 monthly recurring data usage charge or be disconnected. For the purpose of this service plan, Customer's use of more than 4,000 minutes per month for non-voice applications including, but not limited to Internet access, shall cause the data usage charge to be imposed.

In order to subscribe to this plan, the subscriber must have one or more lines subscribed to Access' "America 2500" or "America Choice" plans. In the event the subscriber cancels their "America 2500" or "America Choice" plan(s) so that the only remaining Access local service plan is their "Additional Line" plan, the "Additional Line" plan will automatically be changed to the plan type that was cancelled, and billed accordingly. If a subscriber has one or more "America 2500" and "America Choice" plans and cancels those plans simultaneously, the "Additional Line" plan will be changed to an "America 2500" plan. ACCESS America Additional Line Service Plan includes the following:

1. Local Line and unlimited direct-dialed Local Exchange calling.
2. Direct-dialed intrastate toll calls for \$0.05 per minute.
3. Direct-dialed interstate toll calls within the Continental US for \$0.05 per minute.
4. Calling Features may be purchased on an a la carte basis, where available.

## Package Price for ACCESS America Additional Line Service Plan in UNE Zone 1:

Primary Line, per month	\$25.00
Secondary Line, per month	\$25.00
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

## Package Price for ACCESS America Additional Line Service Plan in UNE Zone 2:

Primary Line, per month	\$25.00
Secondary Line, per month	\$25.00
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

## Package Price for ACCESS America Additional Line Service Plan in UNE Zone 3:

Primary Line, per month	\$30.95
Secondary Line, per month	\$30.95
Service Connection Fee, one time charge per line*	
Primary Line	\$69.00*
Secondary Line	\$55.00*

\* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Access.

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.24 Feature Monthly Rate

Three Way Calling	\$7.00
Three Way Calling (Per Use)	\$2.00 *
Speed Dial - 8	\$7.00
Speed Dial - 30	\$6.95
Call Return	\$8.00
Call Return (Per Use)	\$2.00 *
Repeat Dialing	\$7.00
Repeat Dialing (Per Use)	\$2.00 *
Anonymous Call Rejection	\$5.95
Call Trace	\$7.00
Call Forwarding Variable	\$7.00
Call Block	\$7.00
Call Waiting	\$7.50
Call Waiting Deluxe	\$8.50
Caller ID	\$8.99
Caller ID with Name	\$9.99
Deny Call Trace	N/A
Deny Repeat Call	N/A
Deny Return Call	N/A
Line Blocking (*67)	N/A

\*Nonrecurring charge

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.25 Directory Assistance Rates

A.	Basic Directory Assistance	
	Per query	
	Direct dialed (in excess of allowance)	\$1.55
B.	Directory Assistance Call Completion	
	Per completed call	\$2.00
C.	National Directory Assistance	
	Direct dialed, per call	\$1.99
	Collect	\$2.00
	Third Party Billed	\$2.00
	Person-to-Person	\$3.50
	Operator Dialed Surcharge	\$1.25
	Busy Line Verification	\$4.50
	Emergency Interruption	\$13.50

## 6.26 Directory Listing Services

	Per Month
Primary Listing	
Business	\$ 0.00
Residence	\$ 0.00
Additional Listings	
Business	\$ 2.10
Residence	\$ 2.00
Non-Listed	
Business	\$ 2.45
Residence	\$ 2.00
Non-Published	
Business	\$ 4.95
Residence	\$ 3.05
Toll-Free Directory Listings	
Business	\$ 15.00
Residence	\$ 15.00

---



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.27 Toll Restriction Service

Toll Restriction Charge, per line

Business	\$5.00
Residence	\$5.00

## 6.28 900 Blocking

Initial Request

Business	\$0.00
Residence	\$0.00

Subsequent Request, per line

Business	\$5.00
Residence	\$5.00

*Section 6.29 contains a product from IDT America, Corp.'s Florida local tariff.  
As of June 12, 2007, this product is no longer available to new customers.*

## 6.29 Access America Basic

Zone 1	\$25.00
Zone 2	\$25.00
Zone 3	\$29.95

Package includes\*

Direct-dialed intrastate & interstate toll calls for  
\$.05 per minute

Option to pay additional fee per line per month to receive unlimited direct-dialed Intrastate IntraLATA toll calls. InterLata, intrastate toll calls will be billed at \$.05 per minute.	\$2.95
---	--------

\* Additional features may be added as a la carte

---

Effective: January 10, 2022

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.30 Value Line

A. Value Line is a Basic Business or Residential Line

B. Rates and Charges

## 1. Business Monthly Recurring Charges - AT&amp;T CLLI's

a. On-Net

<u>Cost Zone</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
1	\$48.95	\$47.95	\$47.95
2	\$48.95	\$47.95	\$47.95
3	\$64.95	\$63.95	\$63.95

(C)

b. Off-Net – All Zones – Business Only

	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
Business Line	\$444.00 (I)	\$444.00 (I)	\$444.00 (I)
Business Trunk	\$115.00 (I)	\$115.00 (I)	\$115.00 (I)

(C)

|  
|  
(C)

## 2. Business Monthly Recurring Charges - CenturyLink CLLI's

<u>Rate Band</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
1	\$44.95	\$41.95	\$41.95
2	\$52.95	\$49.95	\$49.95
3	\$61.95	\$58.95	\$58.95
4	\$93.95	\$90.95	\$90.95

## 3. Business Monthly Recurring Charges -Verizon CLLI's

<u>Cost Zone</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
1	\$49.95	\$46.95	\$46.95
2	\$60.95	\$57.95	\$57.95
3	\$86.95	\$83.95	\$83.95

## 4. Non- Recurring Charges not included.

## 5. Long Distance Rates for Value Line:

<u>Long Distance per Minute Rate</u>	<u>Business</u>	<u>Residential</u>
In Contract	\$.069	\$.060
No Contract	\$.075	\$.075

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from The Company customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
  - ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.30 Value Line (Cont'd.)

## E. Footnotes for Value Line:

- (1) Value Line is available to business or residential customers.

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

Early Termination Fees are calculated using the following formula:  $\$100 \times \text{Months Remaining (Per Location)}$

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

- (2) Product may not be available in all CLLIs.
- (3) Long Distance Rates apply to all domestic 1+direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the long distance will not reduce the package monthly rate.
- (4) The availability of certain features depends on ILEC feature availability.
- (5) An additional charge will apply when adding Unified Messaging or Voicemail to Value Line. There is a maximum of 3 extensions per voicemail box.
- (6) Call Forwarding -Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Value Line.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.30 Value Line (Cont'd.)

## E. Footnotes for Value Line (cont'd.)

- (7) Caller 10 with Name and Number-Caller 10 with Name and Number (Caller 10) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller 10 customer of a name or telephone number which the calling party or the Caller 10 customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller 10 is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller 10 is not available on operator handled calls.

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.30 Value Line (Cont'd.)

## E. Footnotes for Value Line (cont'd.)

- (9) 36-month contract terms available. 36-month pricing is the same as the 24-month pricing.
- (10) Effective August 10, 2010, this product is no longer available for new service or sales.
- (11) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
- (12) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (13) The following products have changed their name to Value Line. The services and rates for each product have previously been grandfathered.

Residential Line	Flat Rate Business Line
Flat Line Business Line	Business Line – Rotary
Residence Line	Flat Rate Access Line
America Additional Line Service	Business Line Flat Rate
UNBUNDLED EXCHANGE PORT	Basic Line
UNBUNDLED ISDN PORT ACCESS TO B	Basic Access Line
CHANNEL	
Unbundled Exchange Ports, 2-Wire Business	Home Value Line
Outgoing Only	
Value Line	

## 6.31 Basic Line

## A. Basic Line is equipped with:

Basic Business or Residential line  
Hunting (Business only)  
Unlimited local Intra-LATA Long Distance  
Caller ID - Name and Number  
Call Waiting

---

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.31 Basic Line (Cont'd.)

## B. Monthly Recurring Charge

## 1. AT&amp;T CLLI's - Business

## a. On-Net

(C)

CLLI	Basic Line 12 Month	Basic Line 24/36 Month	CLLI	Basic Line 12 Month	Basic Line 24/36 Month
ARCHFLMA	\$69.95	\$68.95	FTLDFL92	\$53.95	\$52.95
BCRTFLBT	\$53.95	\$52.95	FTLDFLCR	\$53.95	\$52.95
BCRTFLMA	\$53.95	\$52.95	FTLDFLCY	\$53.95	\$52.95
BCRTFLSA	\$53.95	\$52.95	FTLDFLJA	\$53.95	\$52.95
BGPIFLMA	\$69.95	\$68.95	FTLDFLMR	\$53.95	\$52.95
BKVLFLJF	\$69.95	\$68.95	FTLDFLOA	\$53.95	\$52.95
BLDWFLMA	\$69.95	\$68.95	FTLDFLPL	\$53.95	\$52.95
BLGLFLMA	\$53.95	\$52.95	FTLDFLSF	\$53.95	\$52.95
BNNFLMA	\$69.95	\$68.95	FTLDFLSG	\$53.95	\$52.95
BRSNFLMA	\$69.95	\$68.95	FTLDFLSU	\$53.95	\$52.95
BYBHFLMA	\$53.95	\$52.95	FTLDFLWA	\$53.95	\$52.95
CCBHFLAF	\$53.95	\$52.95	FTLDFLWN	\$53.95	\$52.95
CCBHFLMA	\$53.95	\$52.95	FTPRFLMA	\$69.95	\$68.95
CDKYFLMA	\$69.95	\$68.95	GCSPFLCN	\$69.95	\$68.95
CFLDFLMA	\$69.95	\$68.95	GCVLFLMA	\$69.95	\$68.95
CHPLFLJA	\$69.95	\$68.95	GENVFLMA	\$69.95	\$68.95
CNTMFLLE	\$69.95	\$68.95	GLBRFLMC	\$53.95	\$52.95
COCOFLMA	\$53.95	\$52.95	GSVLFLMA	\$53.95	\$52.95
COCOFLME	\$53.95	\$52.95	GSVLFLNW	\$53.95	\$52.95
CSCYFLBA	\$69.95	\$68.95	HAVNFLMA	\$69.95	\$68.95
DBRYFLDL	\$53.95	\$52.95	HBSDFLMA	\$53.95	\$52.95
DBRYFLMA	\$53.95	\$52.95	HLHLFL02	\$53.95	\$52.95
DELDFLBG	\$53.95	\$52.95	HLNVFLMA	\$69.95	\$68.95
DELDFLMA	\$53.95	\$52.95	HLWDFLHA	\$53.95	\$52.95
DLBHFLKP	\$53.95	\$52.95	HLWDFLMA	\$53.95	\$52.95
DLBHFLMA	\$53.95	\$52.95	HLWDFLPE	\$53.95	\$52.95
DLSPFLMA	\$69.95	\$68.95	HLWDFLWH	\$53.95	\$52.95
DNLNFLWM	\$69.95	\$68.95	HMSTFLAF	\$69.95	\$68.95
DRBHFLMA	\$53.95	\$52.95	HMSTFLEA	\$69.95	\$68.95
DYBHFLDU	\$53.95	\$52.95	HMSTFLHM	\$69.95	\$68.95
DYBHFLFN	\$53.95	\$52.95	HMSTFLNA	\$69.95	\$68.95
DYBHFLMA	\$53.95	\$52.95	HTISFLMA	\$53.95	\$52.95
DYBHFL0B	\$53.95	\$52.95	HWTHFLMA	\$69.95	\$68.95
DYBHFL0S	\$53.95	\$52.95	ISLMFLMA	\$53.95	\$52.95
DYBHFLPO	\$53.95	\$52.95	JAY FLMA	\$69.95	\$68.95
EGLLFLBG	\$53.95	\$52.95	JCBHFLAB	\$53.95	\$52.95
EGLLFLIH	\$53.95	\$52.95	JCBHFLMA	\$53.95	\$52.95
EORNFLMA	\$69.95	\$68.95	JCBHFLSP	\$53.95	\$52.95
FLBHFLMA	\$53.95	\$52.95	JCVLFLAR	\$53.95	\$52.95
FRBHFLFP	\$53.95	\$52.95	JCVLFLBW	\$53.95	\$52.95
FTGRFLMA	\$69.95	\$68.95			

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.31 Basic Line (Cont'd.)

## B. Monthly Recurring Charge (Cont'd.)

## 1. AT&amp;T CLLI's – Business (Cont'd.)

## a. On-Net (Cont'd.)

(C)

CLLI	Basic Line 12 Month	Basic Line 24/36 Month	CLLI	Basic Line 12 Month	Basic Line 24/36 Month
JCVLFLCL	\$53.95	\$52.95	MIAMFLOL	\$53.95	\$52.95
JCVLFLFC	\$53.95	\$52.95	MIAMFLPB	\$53.95	\$52.95
JCVLFLGH	\$53.95	\$52.95	MIAMFLPL	\$53.95	\$52.95
JCVLFLIA	\$53.95	\$52.95	MIAMFLRR	\$53.95	\$52.95
JCVLFLJB	\$53.95	\$52.95	MIAMFLSH	\$53.95	\$52.95
JCVLFLJT	\$53.95	\$52.95	MIAMFLSO	\$53.95	\$52.95
JCVLFLKJ	\$53.95	\$52.95	MIAMFLWD	\$53.95	\$52.95
JCVLFLLF	\$69.95	\$68.95	MIAMFLWM	\$53.95	\$52.95
JCVLFLNO	\$53.95	\$52.95	MIANFLWK	\$53.95	\$52.95
JCVLFLOW	\$69.95	\$68.95	MIAPFLYO	\$53.95	\$52.95
JCVLFLRV	\$53.95	\$52.95	MIAQFL06	\$53.95	\$52.95
JCVLFLSJ	\$53.95	\$52.95	MICCFLLB	\$53.95	\$52.95
JCVLFLSM	\$53.95	\$52.95	MLBRFLMA	\$53.95	\$52.95
JCVLFLWC	\$53.95	\$52.95	MLTNFLRA	\$69.95	\$68.95
JCVMFLED	\$53.95	\$52.95	MNDRFLAV	\$53.95	\$52.95
JPTRFLMA	\$53.95	\$52.95	MNDRFLLO	\$53.95	\$52.95
KYHGFLMA	\$69.95	\$68.95	MNDRFLLW	\$69.95	\$68.95
KYLRFLLS	\$53.95	\$52.95	MNSNFLMA	\$69.95	\$68.95
KYLRFLMA	\$53.95	\$52.95	MRTFLVE	\$53.95	\$52.95
KYWSFLMA	\$53.95	\$52.95	MXVLFLMA	\$69.95	\$68.95
LKCYFLMA	\$69.95	\$68.95	NDADFLAC	\$53.95	\$52.95
LKMRFLHE	\$53.95	\$52.95	NDADFLBR	\$53.95	\$52.95
LKMRFLMA	\$53.95	\$52.95	NDADFLGG	\$53.95	\$52.95
LYHNFL0H	\$69.95	\$68.95	NDADFL0L	\$53.95	\$52.95
MCNPFLMA	\$69.95	\$68.95	NKLRFLMA	\$53.95	\$52.95
MDBGFLPM	\$69.95	\$68.95	NSBHFLMA	\$53.95	\$52.95
MIAMFLAE	\$53.95	\$52.95	NWBYFLMA	\$69.95	\$68.95
MIAMFLAL	\$53.95	\$52.95	OKHLFLMA	\$69.95	\$68.95
MIAMFLAP	\$53.95	\$52.95	OLTWFLLN	\$69.95	\$68.95
MIAMFLBA	\$53.95	\$52.95	ORLDFLAC	\$53.95	\$52.95
MIAMFLBC	\$53.95	\$52.95	ORLDFLAP	\$53.95	\$52.95
MIAMFLBR	\$53.95	\$52.95	ORLDFLCL	\$53.95	\$52.95
MIAMFLCA	\$53.95	\$52.95	ORLDFLMA	\$53.95	\$52.95
MIAMFLDB	\$53.95	\$52.95	ORLDFLPC	\$53.95	\$52.95
MIAMFLFL	\$53.95	\$52.95	ORLDFLPH	\$53.95	\$52.95
MIAMFLGR	\$53.95	\$52.95	ORLDFLSA	\$53.95	\$52.95
MIAMFLHL	\$53.95	\$52.95	ORLEFLIQ	\$53.95	\$52.95
MIAMFLIC	\$53.95	\$52.95	ORPKFLMA	\$53.95	\$52.95
MIAMFLKE	\$53.95	\$52.95	ORPKFLRW	\$53.95	\$52.95
MIAMFLME	\$53.95	\$52.95	OVIDFLCA	\$53.95	\$52.95
MIAMFLNM	\$53.95	\$52.95	PACEFLPV	\$69.95	\$68.95
MIAMFLNS	\$53.95	\$52.95	PAHKFLMA	\$53.95	\$52.95

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.31 Basic Line (Cont'd.)

## B. Monthly Recurring Charge (Cont'd.)

## 1. AT&amp;T CLLI's – Business (Cont'd.)

## a. On-Net (Cont'd.)

(C)

CLLI	Basic Line 12 Month	Basic Line 24/36 Month	CLLI	Basic Line 12 Month	Basic Line 24/36 Month
PCBHFLNT	\$53.95	\$52.95	STAGFLBS	\$53.95	\$52.95
PLCSFLMA	\$69.95	\$68.95	STAGFLMA	\$69.95	\$68.95
PLTKFLMA	\$69.95	\$68.95	STAGFLSH	\$53.95	\$52.95
PMBHFLCS	\$53.95	\$52.95	STAGFLWG	\$69.95	\$68.95
PMBHFLFE	\$53.95	\$52.95	STRFLMA	\$53.95	\$52.95
PMBHFLMA	\$53.95	\$52.95	SYHSFLCC	\$69.95	\$68.95
PMBHFLNP	\$53.95	\$52.95	TRENFLMA	\$69.95	\$68.95
PMBHFLTA	\$53.95	\$52.95	TTVLFLMA	\$53.95	\$52.95
PMPKFLMA	\$69.95	\$68.95	VERNFLMA	\$69.95	\$68.95
PNCYFLCA	\$69.95	\$68.95	VRBHFLBE	\$53.95	\$52.95
PNCYFLMA	\$53.95	\$52.95	VRBHFLMA	\$53.95	\$52.95
PNSCFLBL	\$53.95	\$52.95	WELKFLMA	\$69.95	\$68.95
PNSCFLFP	\$53.95	\$52.95	WPBHFLAN	\$53.95	\$52.95
PNSCFLHC	\$53.95	\$52.95	WPBHFLGA	\$53.95	\$52.95
PNSCFLPB	\$53.95	\$52.95	WPBHFLGR	\$53.95	\$52.95
PNSCFLWA	\$53.95	\$52.95	WPBHFLHH	\$53.95	\$52.95
PNVDFLMA	\$53.95	\$52.95	WPBHFLLE	\$53.95	\$52.95
PRRNFLMA	\$53.95	\$52.95	WPBHFLRB	\$53.95	\$52.95
PRSNFLFD	\$69.95	\$68.95	WPBHFLRP	\$69.95	\$68.95
PTSLFLMA	\$69.95	\$68.95	WWSPFLHI	\$69.95	\$68.95
PTSLFLSO	\$53.95	\$52.95	WWSPFLSH	\$53.95	\$52.95
SBSTFLFE	\$69.95	\$68.95	YNFNFLMA	\$69.95	\$68.95
SBSTFLMA	\$69.95	\$68.95	YNTWFLMA	\$69.95	\$68.95
SGKYFLMA	\$69.95	\$68.95	YULEFLMA	\$69.95	\$68.95
SNFRFLMA	\$53.95	\$52.95			

## b. Off-Net – Business Only

(C)

	Basic Line 12 Month	Basic Line 24/36 Month
All CLLIs		
Business Line	\$444.00 (I)	\$444.00 (I)
Business Trunk	\$115.00 (I)	\$115.00 (I)

(C)

Some material previously located on this page is now located on Original Page 174.1



Effective: January 10, 2022

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.31 Basic Line (Cont'd.)

## B. Monthly Recurring Charge (Cont'd.)

## 2. Business Monthly Recurring Charges - CenturyLink CLLI's\*

<u>Rate Band</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
1	\$51.95	\$48.95	\$48.95
2	\$61.95	\$58.95	\$58.95
3	\$69.95	\$66.95	\$66.95
4	\$101.95	\$98.95	\$98.95

## 3. Business Monthly Recurring Charges -Verizon CLLI's\*

<u>Cost Zone</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>
1	\$49.95	\$46.95	\$46.95
2	\$60.95	\$57.95	\$57.95
3	\$86.95	\$83.95	\$83.95

(M)

(M)

*Material now located on this page was previously located on 1<sup>st</sup> Revised Page 174*

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.31 Basic Line (Cont'd.)

## B. Monthly Recurring Charge (Cont'd.)

## 4. Long Distance Rates for Basic Line:

<u>Long Distance per Minute Rate</u>	<u>Business</u>	<u>Residential</u>
In Contract	\$ .049	\$ .060
No Contract	\$ .075	\$ .075

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from The Company customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product see "Toll Free Service" in Section 4.3.

## C. Footnotes for Basic Line:

- (1) Basic Line includes both business and residential customers. All customers will be required to sign a 12, 24 or 36-month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining (per Location). The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
  - (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Line bundle, standard rates will apply.
  - (3) The availability of certain features depends on ILEC feature availability and products may not be available in all CLLIs.
  - (4) Some features are only available to only residential customers and some to only business.
  - (5) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the long distance will not reduce the package monthly rate.
  - (6) An additional charge will apply when adding Unified Messaging or Voicemail to Basic. There is a maximum of 3 extensions per voicemail box.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.31 Basic Line (Cont'd.)

## C. Footnotes for Basic Line: (Cont'd.)

- (7) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (8) Effective August 10, 2010 this service is not available for new sales.
- (9) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
- (10) Residential rates are equal to Home Connections.
- (11) The following products have changed their name to Basic Line. The services and rates for each product have previously been grandfathered.

Home Connection  
Business Plus Service, Option 2  
Basic Connections  
Access Complete Local  
Access Spectrum Plus Service  
Basic Line

## 6.32 Basic Plus

## A Basic Plus is equipped with:

Dialtone Line (1)	Collect Call Blocking (Residential only)
Unlimited Local, Intra-LATA Long Distance	Distinctive Ringing Service
Anonymous Call Rejection, per line	Enhanced Caller ID (Business Only)
Call Block (Business Only)	International Blocking (Residential only)
Call Forwarding (Business Only)	Hunting (Business Only)
Call Forwarding Busy Line	Preferred Call Forwarding (Business Only)
Call Forwarding Don't Answer	Remote Access – Call Forwarding Variable
Call Return	Repeat Dialing
Call Return Blocking (Residential only)	Repeat Dialing Blocking (Residential only)
Call Selector	Selective Class of Call Screening (Business Only)
Call Tracing	Speed Calling
Call Waiting	Third Party Blocking (Residential only)
Caller ID (Business only)	Three-Way Calling
Caller ID Blocking (Residential Only)	900/976 Blocking (Residential only)
Caller ID Deluxe	Call Waiting Deluxe (Residential only)
Calling number delivery blocking, per line (Business Only)	

---

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.32 Basic Plus

## B. Monthly Recurring Charges

## 1. On-Net

(C)

CLLI	Basic Plus – 2 Yr	Basic Plus – 1 Yr	CLLI	Basic Plus – 2 Yr	Basic Plus – 1 Yr
ARCHFLMA	\$69.95	\$54.95	FTLDFLCR	\$53.95	\$37.95
BCRTFLBT	\$53.95	\$37.95	FTLDFLCY	\$53.95	\$37.95
BCRTFLMA	\$53.95	\$37.95	FTLDFLJA	\$53.95	\$37.95
BCRTFLSA	\$53.95	\$37.95	FTLDFLMR	\$53.95	\$37.95
BGPIFLMA	\$69.95	\$54.95	FTLDFLOA	\$53.95	\$37.95
BKVLFLJF	\$69.95	\$54.95	FTLDFLPL	\$53.95	\$37.95
BLDWFLMA	\$69.95	\$54.95	FTLDFLSF	\$53.95	\$37.95
BLGLFLMA	\$53.95	\$37.95	FTLDFLSG	\$53.95	\$37.95
BNNLFLMA	\$69.95	\$54.95	FTLDFLSU	\$53.95	\$37.95
BRSNFLMA	\$69.95	\$54.95	FTLDFLWA	\$53.95	\$37.95
BYBHFLMA	\$53.95	\$37.95	FTLDFLWN	\$53.95	\$37.95
CCBHFLAF	\$53.95	\$37.95	FTPRFLMA	\$69.95	\$54.95
CCBHFLMA	\$53.95	\$37.95	GCSPLFCN	\$69.95	\$54.95
CDKYFLMA	\$69.95	\$54.95	GCVLFLMA	\$69.95	\$54.95
CFLDFLMA	\$69.95	\$54.95	GENVFLMA	\$69.95	\$54.95
CHPLFLJA	\$69.95	\$54.95	GLBRFLMC	\$53.95	\$37.95
CNTMFLLE	\$69.95	\$54.95	GSVLFLMA	\$53.95	\$37.95
COCOFLMA	\$53.95	\$37.95	GSVLFLNW	\$53.95	\$37.95
COCOFLME	\$53.95	\$37.95	HAVNFLMA	\$69.95	\$54.95
CSCYFLBA	\$69.95	\$54.95	HBSDLFLMA	\$53.95	\$37.95
DBRYFLDL	\$53.95	\$37.95	HLHLFL02	\$53.95	\$37.95
DBRYFLMA	\$53.95	\$37.95	HLNVFLMA	\$69.95	\$54.95
DELDFLBG	\$53.95	\$37.95	HLWDFLHA	\$53.95	\$37.95
DELDFLMA	\$53.95	\$37.95	HLWDFLMA	\$53.95	\$37.95
DLBHFLKP	\$53.95	\$37.95	HLWDFLPE	\$53.95	\$37.95
DLBHFLMA	\$53.95	\$37.95	HLWDFLWH	\$53.95	\$37.95
DLSPFLMA	\$69.95	\$54.95	HMSTFLAF	\$69.95	\$54.95
DNLNFLWM	\$69.95	\$54.95	HMSTFLEA	\$69.95	\$54.95
DRBHFLMA	\$53.95	\$37.95	HMSTFLHM	\$69.95	\$54.95
DYBHFLDU	\$53.95	\$37.95	HMSTFLNA	\$69.95	\$54.95
DYBHFLFN	\$53.95	\$37.95	HTISFLMA	\$53.95	\$37.95
DYBHFLMA	\$53.95	\$37.95	HWTHFLMA	\$69.95	\$54.95
DYBHFL0B	\$53.95	\$37.95	ISLMFLMA	\$53.95	\$37.95
DYBHFL0S	\$53.95	\$37.95	JAY FLMA	\$69.95	\$54.95
DYBHFLPO	\$53.95	\$37.95	JCBHFLAB	\$53.95	\$37.95
EGLLFLBG	\$53.95	\$37.95	JCBHFLMA	\$53.95	\$37.95
EGLLFLIH	\$53.95	\$37.95	JCBHFLSP	\$53.95	\$37.95
EORNFLMA	\$69.95	\$54.95	JCVLFLAR	\$53.95	\$37.95
FLBHFLMA	\$53.95	\$37.95	JCVLFLBW	\$53.95	\$37.95
FRBHFLFP	\$53.95	\$37.95	JCVLFLCL	\$53.95	\$37.95
FTGRFLMA	\$69.95	\$54.95	JCVLFLFC	\$53.95	\$37.95
FTLDFL92	\$53.95	\$37.95	JCVLFLGH	\$53.95	\$37.95

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.32 Basic Plus (Cont'd.)

## B. Monthly Recurring Charges (Cont'd.)

## 1. On-Net (Cont'd.)

(C)

CLLI	Basic Plus – 2 Yr	Basic Plus – 1 Yr	CLLI	Basic Plus – 2 Yr	Basic Plus – 1 Yr
JCVLFLIA	\$53.95	\$37.95	MIAMFLOL	\$53.95	\$37.95
JCVLFLJB	\$53.95	\$37.95	MIAMFLPB	\$53.95	\$37.95
JCVLFLJT	\$53.95	\$37.95	MIAMFLPL	\$53.95	\$37.95
JCVLFLKJ	\$53.95	\$37.95	MIAMFLRR	\$53.95	\$37.95
JCVLFLLF	\$69.95	\$54.95	MIAMFLSH	\$53.95	\$37.95
JCVLFLNO	\$53.95	\$37.95	MIAMFLSO	\$53.95	\$37.95
JCVLFLOW	\$69.95	\$54.95	MIAMFLWD	\$53.95	\$37.95
JCVLFLRV	\$53.95	\$37.95	MIAMFLWM	\$53.95	\$37.95
JCVLFLSJ	\$53.95	\$37.95	MIANFLWK	\$53.95	\$37.95
JCVLFLSM	\$53.95	\$37.95	MIAPFLYO	\$53.95	\$37.95
JCVLFLWC	\$53.95	\$37.95	MIAQFL06	\$53.95	\$37.95
JCVMFLED	\$53.95	\$37.95	MICCFLLB	\$53.95	\$37.95
JPTRFLMA	\$53.95	\$37.95	MLBRFLMA	\$53.95	\$37.95
KYHGFLMA	\$69.95	\$54.95	MLTNFLRA	\$69.95	\$54.95
KYLRFLLS	\$53.95	\$37.95	MNDRFLAV	\$53.95	\$37.95
KYLRFLMA	\$53.95	\$37.95	MNDRFLLO	\$53.95	\$37.95
KYWSFLMA	\$53.95	\$37.95	MNDRFLLW	\$69.95	\$54.95
LKCYFLMA	\$69.95	\$54.95	MNSNFLMA	\$69.95	\$54.95
LKMRFLHE	\$53.95	\$37.95	MRTHFLVE	\$53.95	\$37.95
LKMRFLMA	\$53.95	\$37.95	MXVLFLMA	\$69.95	\$54.95
LYHNFLOH	\$69.95	\$54.95	NDADFLAC	\$53.95	\$37.95
MCNPFLMA	\$69.95	\$54.95	NDADFLBR	\$53.95	\$37.95
MDBGFLPM	\$69.95	\$54.95	NDADFLGG	\$53.95	\$37.95
MIAMFLAE	\$53.95	\$37.95	NDADFLOL	\$53.95	\$37.95
MIAMFLAL	\$53.95	\$37.95	NKLRFLMA	\$53.95	\$37.95
MIAMFLAP	\$53.95	\$37.95	NSBHFLMA	\$53.95	\$37.95
MIAMFLBA	\$53.95	\$37.95	NWBYFLMA	\$69.95	\$54.95
MIAMFLBC	\$53.95	\$37.95	OKHLFLMA	\$69.95	\$54.95
MIAMFLBR	\$53.95	\$37.95	OLTWFLLN	\$69.95	\$54.95
MIAMFLCA	\$53.95	\$37.95	ORLDFLAC	\$53.95	\$37.95
MIAMFLDB	\$53.95	\$37.95	ORLDFLAP	\$53.95	\$37.95
MIAMFLFL	\$53.95	\$37.95	ORLDFLCL	\$53.95	\$37.95
MIAMFLGR	\$53.95	\$37.95	ORLDFLMA	\$53.95	\$37.95
MIAMFLHL	\$53.95	\$37.95	ORLDFLPC	\$53.95	\$37.95
MIAMFLIC	\$53.95	\$37.95	ORLDFLPH	\$53.95	\$37.95
MIAMFLKE	\$53.95	\$37.95	ORLDFLSA	\$53.95	\$37.95
MIAMFLME	\$53.95	\$37.95	ORLEFLIQ	\$53.95	\$37.95
MIAMFLNM	\$53.95	\$37.95	ORPKFLMA	\$53.95	\$37.95
MIAMFLNS	\$53.95	\$37.95	ORPKFLRW	\$53.95	\$37.95

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.32 Basic Plus (Cont'd.)

## B. Monthly Recurring Charges (Cont'd.)

## 1. On-Net (Cont'd.)

(C)

CLLI	Basic Plus – 2 Yr	Basic Plus – 1 Yr	CLLI	Basic Plus – 2 Yr	Basic Plus – 1 Yr
OVIDFLCA	\$53.95	\$37.95	SGKYFLMA	\$69.95	\$54.95
PACEFLPV	\$69.95	\$54.95	SNFRFLMA	\$53.95	\$37.95
PAHKFLMA	\$53.95	\$37.95	STAGFLBS	\$53.95	\$37.95
PCBHFLNT	\$53.95	\$37.95	STAGFLMA	\$69.95	\$54.95
PLCSFLMA	\$69.95	\$54.95	STAGFLSH	\$53.95	\$37.95
PLTKFLMA	\$69.95	\$54.95	STAGFLWG	\$69.95	\$54.95
PMBHFLCS	\$53.95	\$37.95	STRTFLMA	\$53.95	\$37.95
PMBHFLFE	\$53.95	\$37.95	SYHSFLCC	\$69.95	\$54.95
PMBHFLMA	\$53.95	\$37.95	TRENFLMA	\$69.95	\$54.95
PMBHFLNP	\$53.95	\$37.95	TTVLFLMA	\$53.95	\$37.95
PMBHFLTA	\$53.95	\$37.95	VERNFLMA	\$69.95	\$54.95
PMPKFLMA	\$69.95	\$54.95	VRBHFLBE	\$53.95	\$37.95
PNCYFLCA	\$69.95	\$54.95	VRBHFLMA	\$53.95	\$37.95
PNCYFLMA	\$53.95	\$37.95	WELKFLMA	\$69.95	\$54.95
PNSCFLBL	\$53.95	\$37.95	WPBHFLAN	\$53.95	\$37.95
PNSCFLFP	\$53.95	\$37.95	WPBHFLGA	\$53.95	\$37.95
PNSCFLHC	\$53.95	\$37.95	WPBHFLGR	\$53.95	\$37.95
PNSCFLPB	\$53.95	\$37.95	WPBHFLHH	\$53.95	\$37.95
PNSCFLWA	\$53.95	\$37.95	WPBHFLLE	\$53.95	\$37.95
PNVDFLMA	\$53.95	\$37.95	WPBHFLRB	\$53.95	\$37.95
PRRNFLMA	\$53.95	\$37.95	WPBHFLRP	\$69.95	\$54.95
PRSNFLFD	\$69.95	\$54.95	WWSPFLHI	\$69.95	\$54.95
PTSLFLMA	\$69.95	\$54.95	WWSPFLSH	\$53.95	\$37.95
PTSLFLSO	\$53.95	\$37.95	YNFNFLMA	\$69.95	\$54.95
SBSTFLFE	\$69.95	\$54.95	YNTWFLMA	\$69.95	\$54.95
SBSTFLMA	\$69.95	\$54.95	YULEFLMA	\$69.95	\$54.95

## 2. Off-Net – Business Only – AT&amp;T CLLIs

(C)

	Basic Plus – 2 Yr	Basic Plus – 1 Yr
All CLLIs		
Business Line	\$444.00 (I)	\$444.00 (I)
Business Trunk	\$115.00 (I)	\$115.00 (I)

(C)

*Some material previously located on this page is now located on Original Page 179.1*

Effective: January 10, 2022

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.32 Basic Plus (Cont'd.)

## C. Long Distance Rates for Basic Plus:

<u>Long Distance</u>	<u>Rate Per Minute - Business</u>	<u>Rate Per Minute – Residential</u>
In Contract Minutes	\$.049	\$.060
No Contract Minutes	\$.075	\$.075

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

(M)

(M)

*Material now located on this page was previously located on 1<sup>st</sup> Revised Page 179*

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.32 Basic Plus (Cont'd.)

## D. Footnotes for Basic Plus:

1. Basic Plus includes business and residential customers.  
  
All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$50 x Months Remaining (Per Location). The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.
  2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Plus bundle, standard rates will apply.
  3. The availability of certain features is dependent on ILEC feature availability. Some are available to only residential and some to only business.
  4. Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the long distance will not reduce the package monthly rate.
  5. An additional charge will apply when adding Unified Messaging or Voicemail to Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding -Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.
  6. Call Forwarding -Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.
  7. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
  8. Effective August 10, 2010, this product is grandfathered and no longer available.
  9. Effective upon expiration of the initial term or any subsequent term, the contract discount will expire.
-



Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.32 Basic Plus (Cont'd.)

## D. Footnotes for Basic Plus: (Cont'd.)

10. The following products have changed their name to Basic Plus. The services and rates for each product have previously been grandfathered.

America Basic	All Access Lite Package
America Choice	Choice Solution 1 Package
SmartBiz Premier	Access Complete Plus
Home Connection Plus	Basic Line with Features
	Compete Choice Plan

## 6.33 Essentials

## A. Essentials is equipped with:

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

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials

## B. Monthly Recurring Charge – Business

## 1. AT&amp;T CLLI's

## a. On-Net

(C)

CLLI	Essentials – 12 Month	Essentials 24/36 Month	CLLI	Essentials – 12 Month	Essentials 24/36 Month
ARCHFLMA	\$72.95	\$70.95	DNLNFLWM	\$72.95	\$70.95
BCRTFLBT	\$56.95	\$54.95	DRBHFLMA	\$56.95	\$54.95
BCRTFLMA	\$56.95	\$54.95	DYBHFLDU	\$56.95	\$54.95
BCRTFLSA	\$56.95	\$54.95	DYBHFLFN	\$56.95	\$54.95
BGPIFLMA	\$72.95	\$70.95	DYBHFLMA	\$56.95	\$54.95
BKVLFLJF	\$72.95	\$70.95	DYBHFLFB	\$56.95	\$54.95
BLDWFLMA	\$72.95	\$70.95	DYBHFLFS	\$56.95	\$54.95
BLGLFLMA	\$56.95	\$54.95	DYBHFLPO	\$56.95	\$54.95
BNNLFLMA	\$72.95	\$70.95	EGLLFLBG	\$56.95	\$54.95
BRSNFLMA	\$72.95	\$70.95	EGLLFLIH	\$56.95	\$54.95
BYBHFLMA	\$56.95	\$54.95	EORNFLMA	\$72.95	\$70.95
CCBHFLAF	\$56.95	\$54.95	FLBHFLMA	\$56.95	\$54.95
CCBHFLMA	\$56.95	\$54.95	FRBHFLFP	\$56.95	\$54.95
CDKYFLMA	\$72.95	\$70.95	FTGRFLMA	\$72.95	\$70.95
CFLDFLMA	\$72.95	\$70.95	FTLDFL92	\$56.95	\$54.95
CHPLFLJA	\$72.95	\$70.95	FTLDFLCR	\$56.95	\$54.95
CNTMFLLE	\$72.95	\$70.95	FTLDFLCY	\$56.95	\$54.95
COCOFLMA	\$56.95	\$54.95	FTLDFLJA	\$56.95	\$54.95
COCOFLME	\$56.95	\$54.95	FTLDFLMR	\$56.95	\$54.95
CSCYFLBA	\$72.95	\$70.95	FTLDFLOA	\$56.95	\$54.95
DBRYFLDL	\$56.95	\$54.95	FTLDFLPL	\$56.95	\$54.95
DBRYFLMA	\$56.95	\$54.95	FTLDFLSF	\$56.95	\$54.95
DELDFLBG	\$56.95	\$54.95	FTLDFLSG	\$56.95	\$54.95
DELDFLMA	\$56.95	\$54.95	FTLDFLSU	\$56.95	\$54.95
DLBHFLKP	\$56.95	\$54.95	FTLDFLWA	\$56.95	\$54.95
DLBHFLMA	\$56.95	\$54.95	FTLDFLWN	\$56.95	\$54.95
DLSPFLMA	\$72.95	\$70.95	FTPRFLMA	\$72.95	\$70.95

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials (Cont'd.)

## B. Monthly Recurring Charge – Business (Cont'd.)

## 1. AT&amp;T CLLI's (Cont'd.)

## a. On-Net (Cont'd.)

(C)

CLLI	Essentials – 12 Month	Essentials 24/36 Month	CLLI	Essentials – 12 Month	Essentials 24/36 Month
GCSPFLCN	\$72.95	\$70.95	JCVLFLNO	\$56.95	\$54.95
GCVLFLMA	\$72.95	\$70.95	JCVLFLOW	\$72.95	\$70.95
GENVFLMA	\$72.95	\$70.95	JCVLFLRV	\$56.95	\$54.95
GLBRFLMC	\$56.95	\$54.95	JCVLFLSJ	\$56.95	\$54.95
GSVLFLMA	\$56.95	\$54.95	JCVLFLSM	\$56.95	\$54.95
GSVLFLNW	\$56.95	\$54.95	JCVLFLWC	\$56.95	\$54.95
HAVNFLMA	\$72.95	\$70.95	JCVMFLED	\$56.95	\$54.95
HBSDFLMA	\$56.95	\$54.95	JPTRFLMA	\$56.95	\$54.95
HLHLFL02	\$56.95	\$54.95	KYHGFLMA	\$72.95	\$70.95
HLNVFLMA	\$72.95	\$70.95	KYLRFLLS	\$56.95	\$54.95
HLWDFLHA	\$56.95	\$54.95	KYLRFLMA	\$56.95	\$54.95
HLWDFLMA	\$56.95	\$54.95	KYWSFLMA	\$56.95	\$54.95
HLWDFLPE	\$56.95	\$54.95	LKCYFLMA	\$56.95	\$54.95
HLWDFLWH	\$56.95	\$54.95	LKMRFLEH	\$56.95	\$54.95
HMSTFLAF	\$72.95	\$70.95	LKMRFLEH	\$56.95	\$54.95
HMSTFLEA	\$72.95	\$70.95	LYHNFLOH	\$72.95	\$70.95
HMSTFLHM	\$72.95	\$70.95	MCNPFLMA	\$72.95	\$70.95
HMSTFLNA	\$72.95	\$70.95	MDBGFLPM	\$72.95	\$70.95
HTISFLMA	\$56.95	\$54.95	MIAMFLAE	\$56.95	\$54.95
HWTHFLMA	\$72.95	\$70.95	MIAMFLAL	\$56.95	\$54.95
ISLMFLMA	\$56.95	\$54.95	MIAMFLAP	\$56.95	\$54.95
JAY FLMA	\$72.95	\$70.95	MIAMFLBA	\$56.95	\$54.95
JCBHFLAB	\$56.95	\$54.95	MIAMFLBC	\$56.95	\$54.95
JCBHFLMA	\$56.95	\$54.95	MIAMFLBR	\$56.95	\$54.95
JCBHFLSP	\$56.95	\$54.95	MIAMFLCA	\$56.95	\$54.95
JCVLFLAR	\$56.95	\$54.95	MIAMFLDB	\$56.95	\$54.95
JCVLFLBW	\$56.95	\$54.95	MIAMFLFL	\$56.95	\$54.95
JCVLFLCL	\$56.95	\$54.95	MIAMFLGR	\$56.95	\$54.95
JCVLFLFC	\$56.95	\$54.95	MIAMFLHL	\$56.95	\$54.95
JCVLFLGH	\$56.95	\$54.95	MIAMFLIC	\$56.95	\$54.95
JCVLFLIA	\$56.95	\$54.95	MIAMFLKE	\$56.95	\$54.95
JCVLFLJB	\$56.95	\$54.95	MIAMFLME	\$56.95	\$54.95
JCVLFLJT	\$56.95	\$54.95	MIAMFLNM	\$56.95	\$54.95
JCVLFLKJ	\$56.95	\$54.95	MIAMFLNS	\$56.95	\$54.95
JCVLFLLF	\$72.95	\$70.95	MIAMFLOL	\$56.95	\$54.95

Effective: January 10, 2022

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials (Cont'd.)

## B. Monthly Recurring Charge – Business (Cont'd.)

## 1. AT&amp;T CLLI's (Cont'd.)

## a. On-Net (Cont'd.)

(C)

CLLI	Essentials – 12 Month	Essentials 24/36 Month	CLLI	Essentials – 12 Month	Essentials 24/36 Month
MIAMFLPB	\$56.95	\$54.95	OVIDFLCA	\$56.95	\$54.95
MIAMFLPL	\$56.95	\$54.95	PACEFLPV	\$72.95	\$70.95
MIAMFLRR	\$56.95	\$54.95	PAHKFLMA	\$56.95	\$54.95
MIAMFLSH	\$56.95	\$54.95	PCBHFLNT	\$56.95	\$54.95
MIAMFLSO	\$56.95	\$54.95	PLCSFLMA	\$72.95	\$70.95
MIAMFLWD	\$56.95	\$54.95	PLTKFLMA	\$72.95	\$70.95
MIAMFLWM	\$56.95	\$54.95	PMBHFLCS	\$56.95	\$54.95
MIANFLWK	\$56.95	\$54.95	PMBHFLFE	\$56.95	\$54.95
MIAPFLYO	\$56.95	\$54.95	PMBHFLMA	\$56.95	\$54.95
MIAQFL06	\$56.95	\$54.95	PMBHFLNP	\$56.95	\$54.95
MICCFLBB	\$56.95	\$54.95	PMBHFLTA	\$56.95	\$54.95
MLBRFLMA	\$56.95	\$54.95	PMPKFLMA	\$72.95	\$70.95
MLTNFLRA	\$72.95	\$70.95	PNCYFLCA	\$72.95	\$70.95
MNDRFLAV	\$56.95	\$54.95	PNCYFLMA	\$56.95	\$54.95
MNDRFLLO	\$56.95	\$54.95	PNSCFLBL	\$56.95	\$54.95
MNDRFLLW	\$72.95	\$70.95	PNSCFLFP	\$56.95	\$54.95
MNSNFLMA	\$72.95	\$70.95	PNSCFLHC	\$56.95	\$54.95
MRTHFLVE	\$56.95	\$54.95	PNSCFLPB	\$56.95	\$54.95
MXVLFLMA	\$72.95	\$70.95	PNSCFLWA	\$56.95	\$54.95
NDADFLAC	\$56.95	\$54.95	PNVDFLMA	\$56.95	\$54.95
NDADFLBR	\$56.95	\$54.95	PRRNFLMA	\$56.95	\$54.95
NDADFLGG	\$56.95	\$54.95	PRSNFLFD	\$72.95	\$70.95
NDADFLLOL	\$56.95	\$54.95	PTSLFLMA	\$72.95	\$70.95
NKLRFLMA	\$56.95	\$54.95	PTSLFLSO	\$56.95	\$54.95
NSBHFLMA	\$56.95	\$54.95	SBSTFLFE	\$72.95	\$70.95
NWBYFLMA	\$72.95	\$70.95	SBSTFLMA	\$72.95	\$70.95
OKHLFLMA	\$72.95	\$70.95	SGKYFLMA	\$72.95	\$70.95
OLTWFLLN	\$72.95	\$70.95	SNFRFLMA	\$56.95	\$54.95
ORLDFLAC	\$56.95	\$54.95	STAGFLBS	\$56.95	\$54.95
ORLDFLAP	\$56.95	\$54.95	STAGFLMA	\$72.95	\$70.95
ORLDFLCL	\$56.95	\$54.95	STAGFLSH	\$56.95	\$54.95
ORLDFLMA	\$56.95	\$54.95	STAGFLWG	\$72.95	\$70.95
ORLDFLPC	\$56.95	\$54.95	STRTFLMA	\$56.95	\$54.95
ORLDFLPH	\$56.95	\$54.95	SYHSFLCC	\$72.95	\$70.95
ORLDFLSA	\$56.95	\$54.95	TRENFLMA	\$72.95	\$70.95
ORLEFLIQ	\$56.95	\$54.95	TTVLFLMA	\$56.95	\$54.95
ORPKFLMA	\$56.95	\$54.95	VERNFLMA	\$72.95	\$70.95
ORPKFLRW	\$56.95	\$54.95	VRBHFLBE	\$56.95	\$54.95

Effective: January 10, 2022

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials (Cont'd.)

## B. Monthly Recurring Charge – Business (Cont'd.)

## 1. AT&amp;T CLLI's (Cont'd.)

## a. On-Net (Cont'd.)

(C)

CLLI	Essentials – 12 Month	Essentials 24/36 Month
VRBHFLMA	\$56.95	\$54.95
WELKFLMA	\$72.95	\$70.95
WPBHFLAN	\$56.95	\$54.95
WPBHFLGA	\$56.95	\$54.95
WPBHFLGR	\$56.95	\$54.95
WPBHFLHH	\$56.95	\$54.95
WPBHFLLE	\$56.95	\$54.95
WPBHFLRB	\$56.95	\$54.95
WPBHFLRP	\$72.95	\$70.95
WWSPFLHI	\$72.95	\$70.95
WWSPFLSH	\$56.95	\$54.95
YNFNFLMA	\$72.95	\$70.95
YNTWFLMA	\$72.95	\$70.95
YULEFLMA	\$72.95	\$70.95

## b. Off-Net – Business Only

(C)

	Essentials – 12 Month	Essentials 24/36 Month
All CLLIs		
Business Line	\$444.00 (I)	\$444.00 (I)
Business Trunk	\$115.00 (I)	\$115.00 (I)

(C)

Effective: June 1, 2019

---

 LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES
 

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials (Cont'd.)

## B. Monthly Recurring Charge – Business (Cont'd.)

## 2. CenturyLink CLLI's

<u>Rate Band</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	
1	\$53.95	\$50.95	\$50.95	(I)
2	\$63.95	\$60.95	\$60.95	
3	\$71.95	\$68.95	\$68.95	
4	\$103.95	\$100.95	\$100.95	(I)

## 3. Verizon CLLI's

<u>Cost Zone</u>	<u>12 Month Term</u>	<u>24 Month Term</u>	<u>36 Month Term</u>	
1	\$52.95	\$49.95	\$49.95	(I)
2	\$62.95	\$59.95	\$59.95	
3	\$88.95	\$86.95	\$86.95	(I)

## C. 200 Minute Long Distance Calling Block for Essentials:

<u>LD Per Minute</u>	<u>Business</u>	<u>Residential</u>
In Contract Minutes	\$.049	\$.060
No Contract Minutes	\$.075	\$.075

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from The Company's customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, *OS/DA*, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.
-

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials (Cont'd.)

## D. Essentials Inclusive Feature List:

Business Only Call Block Caller ID Calling number delivery blocking, per line Enhanced Caller ID Preferred Call Forwarding Selective Class of Call Screening Call Forwarding	Residential Only Call Return Blocking Caller ID Blocking Third Party Blocking  900-976 Blocking Call Waiting Deluxe	Business and Residential Repeat Dialing Call Return Call Selector  Call Tracing Call Waiting Speed Calling  Caller ID Deluxe Distinctive Ringing Service Call Forwarding Busy Line  Three-Way Calling Anonymous Call Rejection, per line Remote Access – Call Forwarding Variable
--	---	---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.33 Essentials (Cont'd.)

## E. Footnotes for Essentials:

- (1) Essentials includes business and residential customers. All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining (Per Location). The termination penalty will apply per location on the original contract or any subsequent renewal of the contract. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the monthly rate. The availability of features depends on ILEC feature availability. Some features available only to business customer and some only to residential. Long Distance Block of Time allotment applies to all domestic 1 + direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the The Company's long distance will not reduce the package monthly rate.
- (3) An additional discounted charge will apply when adding Unified Messaging or Voicemail to Essentials. There is a maximum of 3 extensions per voicemail box.
- (4) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (5) Effective August 10, 2010, this service is not available for new sales.
- (6) Effective upon expiration of the initial term or any subsequent term, the contract discount will expire.
- (7) Residential pricing is equal to Home Essentials pricing.
- (8) The following products of have changed their name to Essentials. The services and rates for each product have previously been grandfathered.

America 2500	Simple Connections
Freedom Pack Essentials 800 min	Simple Connections Lite
SmartBiz Premier	Access Complete 250
All Access 2 Plus	Access Complete 50
Home Essentials	Access Complete Premium 2500
Home Essentials 1500	Access Complete Nation Business 2500
Home Companion 2500 Package	Access Complete Nation Business 2500
All Access Package	Residential Service 2500
Access Spectrum 2500	Standard Line
	Value Line

---



Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

*All services in this Section 6.34 are grandfathered and available only to the existing former customers of Fusion Communications, LLC d/b/a Fusion Communication Services, LLC*

## 6.34 Services Offered to Former Fusion Communications, LLC Customers

## 6.34.1 Description of Service

## A. Timing of Calls

1. The Customer's monthly usage charges for the Company 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.
2. No charges apply if a Call is not completed.
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 1 minute for a connected Call.
4. Where applicable, charges will be rounded up to the nearest penny.
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 60 seconds of ringing before the Call becomes billed usage. Where answer supervision is not available, any Call for which the duration exceeds 60 seconds shall be presumed to have been answered and becomes billed usage.
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 carrier'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.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## B. 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 as described in Section 2 of this price guide.

## C. Calculation of Distance

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.
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.
  1. The airline distance between any two (2) rate centers is determined as follows:
  2. Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced document.
  3. Compute the difference between the "V" coordinates of the two (2) rate centers; and the difference between the two (2) "H" coordinates ( $X1 - X2 = V$ ;  $Y1 - Y2 = H$ ).
  4. Square each difference obtained in step (B) above ( $V^2$ ;  $H^2$ ).
  5. Add the square of the "V" difference and the square of the "H" difference obtained in step C above ( $V^2 + H^2 = S$ ).
  6. Divide the sum of the squares by 10 ( $S/10 = M$ ).
  7. 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.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## D. 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.

## E. Levels of Service Quality Objectives

The Company will endeavor to provide its Customers with high quality, reliable telecommunications services. However, the Company's ability to meet the stated service quality objectives is ultimately subject to the availability of any ILEC network and outside plant facilities and equipment which it utilizes, and the timeliness of the ILEC's response to Company initiated requests for service installation and repair.

## 1. Limitations

Emergency conditions under which service quality objectives described in this section may not be met include but are not limited to Acts of God, fires, floods, earthquakes, hurricanes, tornadoes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties, criminal actions taken against the Company; or compliance with any law, order, regulation or other action of any governing authority or agency which impairs or interferes with the Company's normal business operations.

Service quality objectives apply to services and equipment provided by the Company only. The Company may be unable to meet these objectives due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.

The Company's liability, where applicable, in the event that it is unable to meet the objectives described herein will be subject to the limitations of liability and credits and allowances for interruptions of service as provided in Section 2 of this price guide.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## E. Levels of Service Quality Objectives (Cont'd.)

## 2. Installations

Where ILEC central office and outside plant facilities are readily available, the Company's objective for fulfillment of Customer requests for primary service following receipt of application for same when all tariff requirements relating thereto have been complied with, except those instances where a later installation date is required by the Customer or where special equipment or services are involved, is thirty working days.

## 3. Maintenance and Repairs

The Company shall make reasonable attempts to restore service on the same day that an interruption is reported by the Customer where the trouble is the result of equipment or facilities provided by the Company. In those instances, the Company's objective for repair or restoration of service for Customers following receipt of a Customer trouble report and obtaining sufficient information from the Customer to identify and diagnose the problem is as follows:

1. Restoration of 95% of interrupted service lines within 24 hours of receipt of the trouble report.
2. Clearing of 95% of service affecting troubles within 72 hours of receipt of trouble report.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## F. 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.

## 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. Business Local Exchange Service includes access to 911, operator services, directory assistance, and relay services.

## 2. Business Trunk Line Service

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

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## F. Local Exchange Service Offerings (Cont'd.)

## 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.

## 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 often (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.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings

## 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.

## 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. 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.

## 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)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 5. Caller ID

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

## 6. Call Forwarding

## 1. 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 Call Forward- Busy, and calls are forwarded immediately.

## 2. 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.

## 3. 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.

(N)



Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 7. 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.

## 8. Cancel Call Waiting

Allows the user, on a per-Call basis, to cancel the Call Waiting function by dialing \*70 before making a Call. There is no charge for Cancel Call Waiting.

## 9. Call Transfer

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

## 10. 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.

## 11. Last Number Redial

Allows a user to call back the last number dialed from the station, whether the call was answered or not.

## 12. Speed Calling

Enables a Customer to place calls to other telephone numbers by dialing a preprogrammed one or two-digit code rather than the complete telephone number. A Customer may subscribe to either the eight-code capacity or 30-code capacity.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 13. Call Park

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

## 14. Distinctive Ring

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

## 15. Calling Number Delivery Block

Allows a station to block the display of their number on outgoing Calls on a per-Call basis. To activate this feature, dial \*67.

## 16. Anonymous Call Rejection

Allows a called party to block calls from parties that have marked their calls "private". Customers may activate or deactivate this arrangement by dialing a preassigned activation code.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 17. 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.

## 18. 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.

(N)

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 19. Call Blocking/Toll Restriction

## 1. 900/976 Blocking

900/976 blocking permits a new or existing Customer, on a per-line basis, to receive a one-time free of charge 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.

## 2. 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 + (NP A) + NXX+XXXX; and 1 +NXX+XXXX.

## 3. 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.

## 4. 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-.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 19. (Cont'd.)

## 5. International Blocking

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

## 6. Collect Blocking

This Call Blocking option prevents calls from being delivered on a per-line basis.

## 20. 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

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## G. Additional Local Exchange Service Offerings (Cont'd.)

## 21. Telecommunications Relay Services

For intrastate toll calls received from the relay service, the Company will, when billing relay calls, discount relay service calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as credit card surcharges.

## 22. 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.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## H. Miscellaneous Service Charges

## 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.

## 2. 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. 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

## 4. 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.

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.1 Description of Service (Cont'd.)

## H. Miscellaneous Service Charges Cont'd.)

## 5. 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.

## 6. 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)



Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges

## A. Local Exchange Service Offerings

## 1. Business Local Exchange Service

## Flat Rate Service:

Monthly recurring charge, per line: \$45.00

Non-recurring charge, per line: \$75.00

## 2. Business Trunk Line Service

Monthly recurring charge, per line: \$60.00

Non-recurring charge, per line: \$75.00

Hunting Service, per line: \$15.00

## 3. DID Installation

Per first ten (10) numbers: \$915.00

Monthly recurring charge: \$ 2.00

Per additional ten (10) numbers: \$15.00

Monthly recurring charge: \$ 2.00

## 4. DID Trunk Termination Installation

Non-recurring charge: \$75.00

Monthly recurring charge: \$10.00

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings

## 1. Directory Assistance Service

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

## 2. Directory Assistance for Individuals with Disabilities

## 1. Directory Assistance Calls Within Local Calling Area

There will be no charge for up to fifty (50) Calls per billing cycle for Calls made to Directory Assistance from lines or trunks serving Customer's with disabilities where such Directory Assistance Calls are outside of the Customer's local calling area. The Directory Assistance charges specified in Section 4.2.1. of this price guide will apply for every Call-in excess of 50 Calls per billing cycle.

## 3. Directory Assistance Call Completion Service

Per Call Completion:	\$0.85
----------------------	--------

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 4. Operator Services for pre-subscribed customers

Station-to-Station Collect, Per Call	\$2.20
Per minute:	\$0.25
Person-to-Person Collect, Per Call	\$4.85
Per minute:	\$0.25
Calling Card Service, Per Call	\$0.90
Operator-Dialed Surcharge	\$1.00
BLV, Per Call	\$6.45
Emergency Interrupt, Per Call	\$6.45

\*Requires BLV

## 5. Directory Listings

1st Listing:	no charge
Additional, Foreign and Cross Reference Listings: Per listing, per month:	\$2.10
Non-Listed Service, per listing, per month:	\$3.50
Non-Published Service, per listing, per month:	\$5.50

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 6. Caller ID

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

## 7. Call Forwarding- Universal

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

## 8. Call Forwarding- No Answer

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

## 9. Call Forwarding- Busy

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

## 10. Call Waiting

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

## 11. Call Transfer

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

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 12. Three-Way Calling

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

## 13. Last Number Redial

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

## 14. Speed Calling

Non-recurring charge:	\$10.00
Monthly recurring charge (8 code):	\$ 3.00
Monthly recurring charge (30 code):	\$ 4.00

## 15. Call Park

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

## 16. Distinctive Ring

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

## 17. Calling Number Delivery Block

Monthly recurring charge:	no charge
---------------------------	-----------

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 18. Anonymous Call Rejection

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

## 19. Automatic Busy Redial

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

## 20. Automatic Call Return

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

(N)

---

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 21. Call Blocking/Toll Restriction

## 1. 900/976 Blocking

Monthly recurring charge: \$1.00

## 2. 1+ Long Distance Blocking

Monthly recurring charge: \$1.00

## 3 Directory Service Blocking

Monthly recurring charge: \$1.00

## 4. Operator Service Blocking

Monthly recurring charge: \$1.00

## 5. International Call Blocking

Monthly recurring charge: \$1.00

## 6. Collect Call Blocking

Monthly recurring charge: \$1.00

(N)

Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 22. 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:	\$0.24
Per PBX trunk:	\$2.16

(N)



Effective December 31, 2021

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## B. Additional Local Exchange Service Offerings (Cont'd.)

## 23. 911 Emergency Services

Customers will be assessed a recurring monthly line item fee to compensate the Public Safety Answering Agency ("PSAA") for the provision of 911 Service. This fee may vary, depending on the locality in which the Customer is located. The Company will remit this fee, on a monthly basis, to the PSAA.

(N)

(N)

Effective December 31, 2021

## LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 6 - GRANDFATHERED SERVICES (CONT'D.)

(N)

## 6.34 Services Offered to Former Fusion Communications, LLC Customers (Cont'd.)

## 6.34.2 Rates and Charges (Cont'd.)

## C. Miscellaneous Charges

## 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

## 2. Data Circuit Install Charge

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

## 3. Bad Check Charge

Per returned check: \$20.00

## 4. Reconnection

Per line: \$50.00

## 5. State Recovery Charge

\$6.00

## 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

## 7. Access Recovery Fee

Charge (per local or long-distance line)

(N)

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 7 - MISCELLANEOUS CHARGES

## 7.1 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each business line where there's more than one business line at the physical location. Long Distance-only numbers are subject to a Facilities Charge where there is more than one business line at the physical location.

The Supplementary Facilities Charge will be discounted on each business line by \$1.99 per month (Discount 1) where your relationship with Access meets both of the following requirements:

- has a contract with Access Integrated Networks, and
- uses Access Integrated Networks Interstate Long Distance

Where another Interstate Long Distance carrier other than Access Integrated Networks has been selected, a \$3.99 discount per month applies to the Supplementary Facilities Charge (Discount 2).

Charge	MRC
Facilities Charge	\$6.42 on each Business line
	\$7.11 on each Residential line
	\$3.99 on each applicable Long Distance-only number
Supplementary Facilities Charge	\$6.63 on each applicable Business Line
	\$3.99 on each applicable Long Distance-only number
- Discount 1	(\$1.99)
- Discount 2	(\$3.99)

## 7.2 Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers.

Regulatory Compliance Fee	\$0.75
---------------------------	--------

---

Effective April 1, 2019

---

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

---

## SECTION 7 - MISCELLANEOUS CHARGES (CONT'D.)

## 7.3 Carrier Access Recovery Charge

The Carrier Access Recovery Charge 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.

Carrier Access Recovery Charge      \$1.35

## 7.4 Paper Invoice Fee

All customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$1.95 per invoice. 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.