

**RULES, REGULATIONS, AND
SCHEDULE OF RATES AND CHARGES
APPLICABLE TO END USER**

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

**FURNISHED BY
Access Point, Inc.
WITHIN THE STATE OF FLORIDA**

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

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Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

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LOCAL EXCHANGE SERVICES

CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original price list that are in effect on the date shown on each page.

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| Title | Original | | 33 | Original | 62 | Original | |
| 1 | 1 st Rev. | | 34 | Original | 63 | Original | |
| 2 | 15 th Rev. | * | 35 | Original | 64 | Original | |
| 3 | 14 th Rev. | * | 36 | Original | 65 | Original | |
| 3.1 | 3 rd Rev. | * | 37 | Original | 66 | Original | |
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| 5 | Original | | 39 | Original | 68 | 1 st Rev. | |
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| 31 | Original | | 61 | Original | 68.20 | 1 st Rev. | * |
| 32 | 2 nd Rev. | | | | | | |

* - indicates those pages included with this filing

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

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*- indicates those pages included with this filing

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

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*- indicates those pages included with this filing

Issued: December 1, 2015

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EXPLANATION OF SYMBOLS

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

- (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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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APPLICATION OF PRICE LIST

This price list sets forth the service offerings, rates, terms and conditions applicable to the local exchange, exchange access, and intrastate toll communications services within the state of Florida.

PRICE LIST FORMAT

- A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the FPSC follows in their price list approval process, the most current sheet number on file with the Commission is not always the price list pages in effect. Consult the check sheet for sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are seven levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
- D. Check Sheets** - When a price list filing is made with the FPSC, an updated check sheet accompanies the price list filing. The check sheet lists the sheets contained in the price list, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The price list user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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SECTION 1.0 - DEFINITIONS

For the purpose of this price list, the following definitions will apply:

Access Point: Access Point, Inc., the issuer of this price list.

Access Services: The Company's intrastate telephone services offered pursuant to this price list.

Access Service Request ("ASR"): The written request for access services executed by the Customer and the Company in the format devised by the Company. The signing of an ASR by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this price list, but the duration of the service is calculated from the Service Commencement Date. Should a Customer use the Company's access service without an executed ASR, the Company will then request the Customer to submit one.

Account Codes: Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

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

Automatic Number Identification ("ANI"): Allows the automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party subscriber. The primary purpose of ANI is to allow for billing of toll calls.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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SECTION 1.0 - DEFINITIONS, (CONT'D.)

Bit: The smallest unit of information in the binary system of notation.

Collocation: An arrangement whereby the Company's switching equipment is located in a local exchange Company's central office.

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

Dedicated Inbound Calls: Refers to calls that are terminated via dedicated access facilities connecting the Customer's premises and the Company's Point of Presence ("POP"). This service is offered to the extent facilities are available and where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

Dedicated Outbound Calls: Refers to service that is offered to the extent facilities are available in those cases where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's (POP). The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

Deposit: Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

Dial Pulse (or "DP"): The pulse type employed by rotary dial station sets.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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SECTION 1.0 - DEFINITIONS, (CONT'D.)

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

Direct Outward Dial (or "DOD"): A service attribute that allows individual station users to access and dial outside numbers directly.

DID Trunk: A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the Company operator.

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

Duplex Service: Service which provides for simultaneous transmission in both directions.

End Office: With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this price list shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Bellcore.

Exchange Telephone Company or Telephone Company: Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Hearing Impaired: Those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

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

Issue Date: September 24, 2001

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SECTION 1.0 - DEFINITIONS, (CONT'D.)

In-Only: A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

IXC or Interexchange Carrier: A long distance telecommunications services provider.

Kbps: Kilobits per second, denotes thousands of bits per second.

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 Interconnection Trunking Service: A local circuit administration point, other than a cross-connect or an information outlet, that provides capability for routing and re-routing circuits.

Mbps: Megabits, denotes millions of bits per second.

Minimum Point of Presence ("MPOP"): The main telephone closet in the Customer's building.

Monthly Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Multi-Frequency or ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Recurring Charge ("NRC"): The initial charge, usually assessed on a one-time basis, to initiate and establish service.

Issue Date: September 24, 2001

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SECTION 1.0 - DEFINITIONS, (CONT'D.)

NPA: Numbering plan area or area code.

Other Telephone Company: An Exchange Telephone Company, other than the Company.

PBX: Private Branch Exchange

Point of Presence ("POP"): Point of Presence

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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SECTION 1.0 - 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 which does not conform to standards set forth in the Service Order or this price list, 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 Network 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 list, 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.

Shared Inbound Calls: Refers to calls that are terminated via the Customer's Company-provided local exchange line.

Shared Outbound Calls: Refers to calls in Feature Group (FGD) exchanges whereby the Customer's local telephone lines are presubscribed by the Company to the Company's outbound service such that "1 + 10-digit number" calls are automatically routed to the Company's or an IXC's network. Calls to stations within the Customer's LATA may be placed by dialing "10XXX" or "101XXXX" with 1 + 10-digit number."

Tandem: A class 4 switch facility to which NPA and NXX codes are subtended.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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SECTION 1.0 - DEFINITIONS, (CONT'D.)

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.

UNE: Unbundled Network Element is a component element of local service the Company purchases from another local exchange company. The UNE elements as utilized in this price list refer to local services the company provides through a combination of its facilities and the facilities of other local exchange carriers.

Usage Based Charges: Charges for minutes or messages traversing over local exchange facilities.

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

Issue Date: September 24, 2001

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SECTION 2.0 - RULES AND 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 list in connection with one-way and/or two-way information transmission originating from points within the State of Florida, and terminating within a local calling area as defined herein.

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

2.1.2 Shortage of Equipment or Facilities

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.3 Terms and Conditions

- (A) Service is provided on the basis of a minimum period of at least six months, 24-hours per day. For the purpose of computing charges in this price list, a month is considered to have thirty (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 list. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) Except as otherwise stated in the price list, 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 list 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.
- (D) Service may be terminated upon written notice to the Customer if:
 - (1) the Customer is using the service in violation of this price list; or
 - (2) the Customer is using the service in violation of the law.
- (E) This price list shall be interpreted and governed by the laws of the State of Florida without regard for its choice of laws provision.

Issue Date: September 24, 2001

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.3 Terms and Conditions, (cont'd.)

- (F) Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- (G) To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the Other Telephone Company shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- (H) The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts.

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) 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 (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

Issue Date: September 24, 2001

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability, (cont'd.)

- (D)** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- (1)** Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
 - (2)** Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, 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; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 - (3)** Any unlawful or unauthorized use of the Company's facilities and services;
 - (4)** Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
 - (5)** Breach in the privacy or security of communications transmitted over the Company's facilities;

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability, (cont'd.)

(D) (cont'd)

- (6)** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7)** Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- (8)** Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- (9)** Any noncompletion of calls due to network busy conditions;
- (10)** Any calls not actually attempted to be completed during any period that service is unavailable;
- (11)** And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability, (cont'd.)

- (E)** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- (F)** 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.
- (G)** Failure by the Company to assert its rights pursuant to one provision of this price list does not preclude the Company from asserting its rights under other provisions.

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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND 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 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.
- (B) 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.
- (C) 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 the equipment is provided.
- (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with this service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- (E) 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 list, the responsibility of the Company shall be limited to the furnishing of facilities offered under this price list and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - (1) the through 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; or
 - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.7 Non-Routine Installation

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

2.1.8 Special Construction

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

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this price list remains in the Company, its partners, agents, contractors or suppliers.

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 the Florida Public Service Commission's regulations, policies, orders, and decisions.

2.2.3 The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.

2.2.4 A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this price list will apply.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND 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 list;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed 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;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer (Cont'd.)

2.3.1 General (cont'd.)

- (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 employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (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. No allowance will be made for the period during which service is interrupted for such purposes.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer (Cont'd.)

2.3.2 Liability of the Customer

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other price list of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this price list including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this price list is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND 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 list. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this price list.

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 MPOP.
- (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, subject to prior Customer approval of the equipment expense.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.4.3 Interconnection of Facilities

SECTION 2.4.3 IS AVAILABLE ONLY TO CARRIERS WHICH ARE CERTIFIED BY Florida PUBLIC SERVICE COMMISSION TO PROVIDE INTRASTATE LOCAL EXCHANGE SERVICES.

- (A) Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the Florida Public Service Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.
- (B) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- (C) Communications 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 lists of the other communications carriers which are applicable to such connections.
- (D) Facilities furnished under this price list may be connected to Customer provided terminal equipment in accordance with the provisions of this price list. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

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 in Section 2.4.2(B) 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 this 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.
- (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.5 Customer Deposits and Advance Payments

2.5.1 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished, where special construction is involved. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. In addition, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.5 Customer Deposits and Advance Payments (Cont'd.)

2.5.2 Deposits

- (A) To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges in accordance with Florida Public Service Commission Rules. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two and one-half twelfths of the estimated charge for the service for the ensuing twelve months. A deposit may be required in addition to an advance payment.
- (B) Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.
- (C) Deposits will accrue interest annually at the rate of 7% per annum in accordance with Florida Public Service Commission Rules. 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.
- (D) The Company shall annually and automatically refund the deposits of Customers who have paid bills for twelve consecutive months without having had service discontinued for nonpayment or had more than one occasion on which a bill was not paid within the period prescribed and are not then delinquent in payment.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. The Company will not separately charge for the Florida gross receipts tax on the Company's invoice for local services. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the Florida Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Florida, or both, and are charged to a subscriber's telephone number or account in Florida.

2.6.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the month, or end on the last day of the month, 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 thirty (30) days.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.2 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 day 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 list or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

(E) Customer's bills for telephone service are due on the due date specified on their bill. A customer is in default unless full payment is made on or before the due date. If a bill is not paid in full, a late charge of 1.5% per month will be applied against all balances that are past due. Terms apply as well to any payments received by the Company where the funds are not immediately available upon presentment. For an account to be brought current, both the overdue balance and any outstanding finance charges must be paid in full. For partial payment received, finance charges will continue to be applied against the amount of the bill's outstanding balance until full payment of both the outstanding balance and any outstanding finance charges are received. A minimum finance charge of \$5 for Residential Accounts and \$10 for Business Accounts will be applied if an invoice is past due.

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(F) The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Florida Public Service Commission in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

Florida Public Service Commission
Gerald L. Gunter Building, Room 270
2540 Shumard Oaks Boulevard
Tallahassee, Florida 32399-0850

(G) If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates in Section 4.

Issued: August 23, 2007

Effective: August 24, 2007

Issued by: Richard Brown - CEO
1100 Crescent Green, Suite 109
Cary, North Carolina 27511

FLL0703

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.3 Discontinuance of Service for Cause

The Company may discontinue service for the following reasons provided in this Section 2.6.3. Customers will be provided five (5) days written notice prior to discontinuance unless otherwise indicated.

Upon the Company's discontinuance of service to the Customer under Section 2.6.3(A) or 2.6.3(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this price list, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

- (A) Upon nonpayment of any amounts owing to the Company, the Company may discontinue or suspend service without incurring any liability. No basic residential service shall be disconnected for nonpayment until at least 29 days from the date of the bill and only following proper written notification.
- (B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, discontinue or suspend service without incurring any liability if such violation continues during that period.
- (C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- (D) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- (E) Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.3 Discontinuance of Service for Cause

- (F) Without notice in the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- (G) Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- (H) Without notice in the event of tampering with the equipment or services furnished by the Company.
- (I) The Customer is responsible for providing adequate access lines to enable the Company to terminate all 800 Service calls to the Customer's telephone equipment. Should the Customer have insufficient access lines on which to terminate 800 Service calls, the Company reserves the right to request the Customer to add additional lines for call terminations. If, after ninety (90) days, the Customer has not made the requested change, the Company, without incurring any liability, reserves the right to terminate the Customer's 800 Service, with thirty (30) days written notice.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.4 Notice to Company for Cancellation of Service

Customers desiring to terminate service shall provide the Company thirty (30) days written notice of desire to terminate service.

2.6.5 Cancellation of Application for Service

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. 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.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements (Cont'd.)

2.6.6 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.

2.6.7 Bad Check Charge

A service charge equal to the greater of \$20.00 will be assessed in accordance with Florida law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

2.7 Allowances for Interruptions in Service

2.7.1 General

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this price list.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.7.1 General (cont'd.)

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.7.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- (A) Due to the negligence of or noncompliance with the provisions of this price list by any person or entity other than the Company, including but not limited to the Customer;
- (B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (C) Due to circumstances or causes beyond the reasonable control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.7.2 Limitations of Allowances

- (E) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- (F) 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;
- (G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (H) That was not reported to the Company within thirty (30) days of the date that service was affected.

2.7.3 Use of Another Means of Communications

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.7 Allowances for Interruption in Service, (Cont'd.)

2.7.4 Application of Credits for Interruptions in Service

- (A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- (B) For calculating credit allowances, every month is considered to have thirty (30) days.
- (C) A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.7 Allowances for Interruption in Service, (Cont'd.)

2.7.4 Application of Credits for Interruptions in Service (cont'd.)

(D) Interruptions of 24 Hours or Less

| Length of Interruption | Amount of Service To Be Credited |
|--|---|
| Less than 30 minutes | None |
| 30 minutes up to but not including 3 hours | 1/10 Day |
| 3 hours up to but not including 6 hours | 1/5 Day |
| 6 hours up to but not including 9 hours | 2/5 Day |
| 9 hours up to but not including 12 hours | 3/5 Day |
| 12 hours up to but not including 15 hours | 4/5 Day |
| 15 hours up to but not including 24 hours | One Day |

(E) Interruptions Over 24 Hours and Less Than 72 Hours

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

(F) Interruptions Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.7 Allowances for Interruption in Service, (Cont'd.)

2.7.5 Limitations on Allowances

No credit allowance will be made for:

- (A) interruptions due to the negligence of or noncompliance with the provisions of this price list by the Customer, authorized user or joint user;
- (B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- (C) interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (D) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (E) 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;
- (F) interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- (G) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

2.7.6 Cancellation For Service Interruption

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen (16) hours in a continuous twelve (12) month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

Access Point, Inc.
1100 Crescent Green, Suite 109
Cary, NC 27511

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LOCAL EXCHANGE SERVICES

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.8 [Reserved for Future Use]

(D)

(D)

Issued: August 23, 2007

Effective: August 24, 2007

Issued by: Richard Brown- CEO
1100 Crescent Green, Suite 109
Cary, NC 27511

FLL0703

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.9 Customer Liability for Unauthorized Use of the Network

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's services provided under this price list.

2.9.1 Customer Liability for Fraud and Unauthorized Use of the Network

- (A) The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- (B) A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- (C) The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- (D) The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this price list, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.10 Reserved for Future Use

(D)

(D)

2.11 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 to a) any subsidiary, parent company or affiliate of the Company; b) pursuant to any sale or transfer of substantially all the assets of the Company; or c) pursuant to any financing, merger or reorganization of the Company.

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.12 Notices and Communications

- 2.12.2** 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 Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.12.3** 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.
- 2.12.4** Except as otherwise stated in this price list, all notices or other communications required to be given pursuant to this price list 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.
- 2.12.5** 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.

2.16 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.13 Levels of Service Quality

The Company will endeavor at all times to provide its Customers with high quality, reliable telecommunications services which meet the quality standards described in this Section. However, as a reseller of Incumbent Local Exchange Carrier ("ILEC") services, the Company's ability to meet these quality standards is ultimately subject to the availability of ILEC facilities and equipment and the timeliness of the ILEC's response to Company initiated requests for service installation and repair. Service quality standards are also subject to the additional limitations:

- 2.13.1** Quality standards for installation, maintenance and repair as described herein apply only to single-line residential and business services. Installation, maintenance and repair standards for non-basic service will vary by service type, customer location, quantities of lines and/or features, or other factors which may lengthen the time required to install, restore or repair a Customer's service.
- 2.13.2** Quality standards described in this section do not apply in emergency situations, which include but are not limited to service areas affected by 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.
- 2.13.3** Quality standards apply to services and equipment provided by the Company only. The Company may be unable to meet these standards due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.
- 2.13.4** The Company's liability in the event that it is unable to meet the quality standards described herein shall be subject to the limitations of liability as provided in Section 2.1.4 and credits and allowances for interruptions of service as provided in Section 2.7 of this Price List.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.13 Levels of Service Quality, (Cont'd.)

2.13.1 Installations

Where central office and outside plant facilities are readily available, the Company will establish as its objective the following working intervals for fulfillment of single-line residential and business 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:

90% fulfillment within 5 working days
95% fulfillment within 30 calendar days
100% fulfillment within 60 calendar days

2.13.2 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. The Company will establish as its objective the following standards for repair or restoration of service for single-line residential and business Customers following receipt of a Customer trouble report and obtaining sufficient information from the Customer to identify and diagnose the problem.

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.13 Levels of Service Quality, (Cont'd.)

2.13.3 Grade of Service

Subject to the adequacy of facilities and equipment provided to the Company by Incumbent Local Exchange Carriers, the Company shall establish as its objective the following grade of service standards:

- (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 ringback tone, line busy signal, or non-working number intercept facility (operator or recording) after completion of dialing.

2.14 Special Promotions

The Carrier may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular price list offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Carrier's price list as an addendum to the Carrier's price lists.

2.15 Discounts

The Company may, from time to time as reflected in the price list, offer discounts based on monthly volume (or, when appropriate, "monthly revenue commitment" and/or "time of day" may also be included in the price list).

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.16 Cancellation or Modification of Service by Customer

- (A) Residential Customers may cancel Service by providing written or oral notice to Company at least five (5) days prior to cancellation. The notice must specify the date on which service is to be discontinued.
- (B) Business Customers may cancel service by providing written notice to Company at least thirty (30) days prior to cancellation. The notice must specify the date on which service is to be discontinued.
- (C) The Customer cancels service before the Company completes installation of the Service and at the time of cancellation the Company has incurred any expense in installing services or preparing to install service that it would not otherwise have incurred, a charge equal to the cost the Company incurred will apply. In no case will this charge exceed the charge for the minimum period of service ordered, including installation charges and non-recurring charges and all amounts others may charge the Company that would have been chargeable to the Customer had service been initiated.
- (D) If the Customer cancels service after the Company has completed installation, the charge set forth in Section 2.16 (C) will apply to the extent the Company has not yet recovered the costs described in Section 2.16 (C). In addition, the minimum service period obligations will apply regardless of whether service has been initiated and the charges due.
- (E) In the case of a Customer-initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.

2.17 Expiration of Term Plan Options

At the expiration of the initial term as specified in a Customer Specific Term Plan, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party in accordance with the agreement terms. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term plan shall survive such termination.

2.18 Excessive Short Duration Calls

If 15% or more of 1+ Long Distance and 8xx Toll Free domestic completed calls are equal to or less than 6 seconds in length, during any Billing Cycle, there will be an additional charge of \$0.01 per Short Duration Call, for the number of calls above 15%.

(N)
|
|
|
(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown – Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

SECTION 3.0 - DESCRIPTION OF SERVICE

3.1 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.

3.2 Rate Groups

Charges for local services provided by the Company may be based, in part, on the Rate Group 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.

In the event that an Incumbent LEC or the Florida Public Service Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to One Source Customers who purchase services under this price list. Local calling areas and Rate Group assignments are equivalent to those areas and groups specified in BellSouth Telecommunications, Inc. Florida General Subscriber Service Tariff ("GSST").

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 General

3.3.1 Services Offered

The following Network Services are available to residential/business Customers and for resale by other carriers certificated by the Florida Public Service Commission:

- Standard Residential Line Service
- Standard Business Line Service
- PBX Trunk Service
- Direct Inward Dial (DID) Service
- Optional Calling Features
- IntraLATA and InterLATA Toll Services

The following services are available to residential/business Customers and are not offered on a resale basis as of the effective date of this page.

- Listing Services (including Non Published and Non-Listed Services)
- Directory Assistance
- Operator Services
- Miscellaneous Services (including Vanity Numbers and Number Portability)

3.3.2 Application of Rates and Charges

All services offered in this price list are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 General (Cont'd.)

3.3.3 Emergency Services Calling Plan

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

- (A) Governmental fire fighting, Florida State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- (B) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 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:

- 3.4.1 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.
- 3.4.2 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).
- 3.4.3 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.
- 3.4.4 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.
- 3.4.5 All times refer to local time.
- 3.4.6 There shall be no charges for uncompleted calls.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.5 Distance Calculations

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

3.5.1 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 issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

3.5.2 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.

3.5.3 The formula for distance calculations is:

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.6 Rate Periods for Time of Day Sensitive Services

3.6.1 For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this price list:

| | 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.

3.6.2 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.

3.6.3 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 |

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
 1100 Crescent Green, Suite 109
 Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.7 Standard Residential Line

A Standard Residential Line 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. Standard Residential Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

3.8 Standard Business Line

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

3.9 PBX Trunk Service

Basic 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. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

Basic Trunks provided via On-Network services may be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges. DID service in an Off-Network arrangement requires special DID capable trunks plus additional DID number blocks.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.10 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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.11 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)

Integrated Services Digital Network (ISDN) is a set of transmission protocols that provides end-to-end digital connectivity and integration of voice, data and video, on a single Customer loop to support a wide variety of services via the public switched network. The Primary Rate Interface (PRI) consists of a 23B+D configuration with 23 64Kbps Bearer (B) digital channels and 1 64Kbps Data (D) digital channel. The B channels are designed for voice, data, image and sound transmissions. B channels can support synchronous, asynchronous or isochronous services at rates up to 64Kbps. B channels can be aggregated for higher bandwidth applications. The D channel PRI provides the out of band signaling, call control and messaging.

PRI is provided through standard four wire DS-1 (1.544Mbps) point to point, private line facilities that enables Customer control of the 24 individual channels. PRI supports 1+, 0+, 7 digit, and 10 digit Local, IntraLATA and InterLATA services, as well as 01+ and 011+ international calling. PRI allows Customers to direct voice, data and video over the Public Switched Telephone Network. Channels may be pre-subscribed to an IXC carrier of their Customer's choice or used with 10XXX casual dialing. PRI also allows access to Public Switched Network services, such as Two-Way, Incoming Only, Outgoing Only and DID.

Multiple PRI interfaces can be combined to function as one group. Utilizing a Backup D Channel arrangement, Customers are able to link up to 20 DS-1s together, providing a maximum of 479 64Kbps B channels controlled by a single D (signaling) channel.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features

The features listed in Section 3.12.1 are offered by the Company to Residential and Business Customers. Service availability may vary between Facilities-Based and Resold Customers. Refer to Price Lists in Section 4 of this price list for specific features offered with each type of local exchange service.

3.12.1 Feature Descriptions

- (A) **Enhanced Call Forwarding:** Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other Capabilities included with this feature include:

Speed Forwarding;
Priority Screening;
Ring Control; and
Timed Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

- (B) **Enhanced Call Forwarding with Audio Calling Name:** Provides all of the functionality of Enhanced Call Forwarding. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- (C) **Enhanced Call Forwarding Plus:** Provides all of the functionality of Enhanced Call Forwarding. Also includes an additional telephone number with directory listing and distinctive ringing for calls placed to the additional number. Enhanced Call Forwarding Plus allows parties to reach the end-user's location when FCF is active and all calls to the end-users main telephone number would normally forward. Calls to the additional number do not forward even when Enhanced Call Forwarding is active.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (D) **Enhanced Call Forwarding Plus with Audio Calling Name** - Provides all of the functionality of Enhanced Call Forwarding Plus including the additional telephone number with listing and distinctive ringing. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- (E) **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.
- (F) **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.
- (G) **Call Forwarding No 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.
- (H) **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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (I) Call Forwarding No 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.
- (J) Call Forwarding Busy, 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.
- (K) Call Forwarding Busy 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.
- (L) 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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (M) **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 Caller ID 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.

- (N) **Call Waiting - Deluxe with Conferencing:** Provides all of the functionality of Call Waiting Deluxe. Also permits the end-user to conference a waiting call with an existing call (first party) and, if desired, subsequently drop either leg of the conferenced call.
- (O) **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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (P) 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.
- (Q) 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.
- (R) 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.
- (S) 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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (T) **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.
- (U) **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.
- (V) **Calling Number Delivery Blocking:** Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked. Per line end-users must dial an activation code prior to
- (W) **Message Waiting Indication:** Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (X) **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.

- (Y) **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.

- (Z) **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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.12 Optional Calling Features, (Cont'd.)

3.12.1 Feature Descriptions, (cont'd.)

- (AA) 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 a speed calling list without assistance from the Company.
- (AB) 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.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.13 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

3.13.1 Non-Published Service

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

3.13.2 Non-Listed Service

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

3.14 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.15 Operator Services

Provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party.

3.16 IntraLATA Long Distance Services

Long Distance Services are available from the Company pursuant to terms, conditions, regulations and rates as provided for in this tariff. Service is available for use by Customers twenty-four (24) hours a day. Access Point's long distance service enables a User of an exchange access line to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area. Access Point's long distance service is offered for both intraLATA and interLATA calling. Customers must arrange for intraLATA and interLATA service from the interexchange carriers of their choice. Customers may choose the Company as their carrier for intraLATA calls and interLATA calls.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.17 Miscellaneous Services

3.17.1 Main Number Retention

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certified local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

3.17.2 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

3.17.3 Vanity Number Service

This service provides for the reservation of special or unique telephone number and fax number for use with the Company-provided exchange services.

3.17.4 Presubscription Services

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

3.17.5 Local Number Portability

Provides ability for Customers to retain their existing telephone number when moving to a new service provider.

(N)
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|
(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONTD.)

3.18 BusinessPoint

(M/N)

BusinessPoint service combines local and long distance telecommunications service into one telecommunications package. BusinessPoint Basic provides unlimited calls in the local and expanded calling area and low rates for IntraLATA and domestic long distance. BusinessPoint Basic also includes any two Standard and/or Deluxe features. Regulatory charges and taxes are not included in the rate of this plan.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.18.1 Terms and Conditions

- A. BusinessPoint is available in the AT&T service areas of the State.
- B. BusinessPoint service requires that the main telephone line and all of the other voice telephone lines located at the business for the main telephone line are assigned to Access Point, Inc. for local telephone service.
- C. All voice telephone lines at the business address must be billed at the BusinessPoint rate plan.
- D. BusinessPoint service applies to POTS lines only.
- E. All calls originated on these lines must be completed and billed to the Customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- F. BusinessPoint is to be used for voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- G. Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all BusinessPoint rate plans.

(M/N)

(N)

(N)

(M) - Material previously found on this page moved to Section 5, Original Page 137.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.18 BusinessPoint, (Cont'd.)

(M/N)

3.18.2 Features

BusinessPoint Basic includes any two Standard and/or Deluxe features.

(A) Complimentary Features

| | |
|------------------|---------------------|
| Block Caller ID | Deny Repeat Dial |
| Deny Call Return | Deny Select Forward |
| Deny Call Trace | |

(B) Star Features

| | |
|-----------------|---------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Block (*80 deactivate) |

These Features are also available on a monthly subscription basis as a Standard Feature.

(M/N)

(M)

(M) - Material previously found on this page moved to Section 5, Original Page 138.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.18 BusinessPoint, (Cont'd.)

(M/N)

3.18.2 Features, (Cont'd.)

(C) Standard Features

- Call Block
- Call Forward Variable
- Call Forwarding Variable Multi-Path
- Call Forward Busy Line
- Call Forward Busy Line Multi-Path
- Call Forward Don't Answer
- Call Forward Don't Answer Ring Control
- Call Forward Don't Answer Multi-Path Ring Control
- Call Pickup
- Call Return
- Call Selector
- Call Trace
- Call Waiting
- Preferred Call Forwarding
- Remote Access to Call Forwarding
- Repeat Dialing
- Speed Dialing – 8 Number
- Speed Dialing – 30 Number
- Selective Class of Call Screening
- Three Way Calling
- Three Way Calling with Transfer
- User Transfer – Conferencing
- User Transfer – Conference w/ Hold

(M/N)

(M)

(M)

(M) - Material previously found on this page moved to Section 5, Original Pages 139 and 140.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.18 BusinessPoint, (Cont'd.)

(M/N)

3.18.2 Features, (Cont'd.)

(D) Deluxe Features

- Caller ID - Number Only
- Caller ID - Name and Number
- Distinctive Ring - 1 Telephone Number
- Distinctive Ring - 2 Telephone Numbers
- Enhanced Caller ID - Number Only (with ACR)
- Enhanced Caller ID - Name and Number (with ACR)
- Hunting
- Star 98 Access

(E) Unlimited Feature Package - Choose any Features

(F) Toll Blocking Features

- Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
- Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
- Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
- Option 4: Includes block for 900/976.
- Option 5: Includes blocking for 1010 Dialing.
- Option 6: Includes blocking for 900/976 and other Information Services.

(M/N)

(N)

(N)

(M) - Material previously found on this page moved to Section 5, Original Page 141.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.19 BUSINESSPOINT Centrex¹

(T)

BUSINESSPOINT Centrex service combines local and long distance telecommunications service into one telecommunications package. A Monthly Service charge applies for this service. Customers will be billed one month in advance. A minimum one year term agreement applies.

All calls outside of the Home Region are billed at long distance rates. All long distance calls are billed in six (6) second increments with a minimum billing period of 18 seconds.

3.19.1 General

- (A) BUSINESSPOINT Centrex services are available only in designated serving areas.
- (B) BUSINESSPOINT Centrex service requires that the main telephone line and all other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines must be billed at the BUSINESSPOINT Centrex rate plan.
- (C) Local Calling Area calls have no per call surcharge or per-minute fees. IntraLATA calls outside the Local Calling Area are billed in one minute increments.
- (D) Monthly fees per telephone line for all service packages above apply to service delivered via LEC 1MB circuits only. Other circuit types may be available at different monthly fees.
- (E) Service rates are based on the customer's zone location. The zone will be determined at the time of service agreement.
- (F) Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
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(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.20 BUSINESSPOINT ISDN PRI¹

(T)

BUSINESSPOINT ISDN primary rate service (PRI) combines local telephone service and long distance service into one telecommunications package. BUSINESSPOINT service allows the Customer to save on monthly service fees and optional feature charges. BUSINESSPOINT service is available only in limited serving areas

BUSINESSPOINT monthly fee per telephone circuit schedule applies to service delivered via dedicated ISDN-PRI business circuits only. All calls originated on these circuits must be completed and billed to the customer by the Company. Calls cannot be sent to other carriers for completion or billing.

Billing increments for calls billed outside the LATA are eighteen (18) seconds initial / six (6) seconds additional. All BUSINESSPOINT services require a minimum One Year Term Agreement. Cancellation of Term Agreement prior to end of the term will result in early cancellation penalties being applied.

3.20.1 General

- (A) Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
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(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

SECTION 3.0 – DESCRIPTION OF SERVICE, (CONT'D.)

3.21 Local Service Features

Complimentary Features, per occurrence

Operator Assisted Call Blocking
International Call Blocking
Directory Assistance Blocking
Deny Call Block
Deny Call Forwarding
Deny Call Trace
Deny Select Forward
Collect Call Blocking
700 Block
900/976 Block
Deny Call Return
Deny Priority Call
Deny Repeat Dial
Deny Select Call Forward
Block Caller ID

(T)

Star Features, per occurrence

*60 Call Block (80 deactivate)
*69 Call Return
*57 Call Trace
*66 Call Repeat (repeat dialing)
*61 Call Selector

* These Features are also available on a monthly subscription basis as a Standard Feature

Issued: August 7, 2006

Effective: August 8, 2006

Issued by: Richard Brown - CEO
1100 Crescent Green, Suite 109
Cary, North Carolina 27511

FLL0603

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.21 Local Service Features, (Cont'd.)

Standard Features, Monthly per line

Anonymous Call Rejection
Call Forwarding
Call Forwarding – Busy
Call Forwarding – No Answer
Call Forwarding – No Answer/Ring Control
Call Forwarding – Busy Line Don't Answer
Call Forwarding – Busy Line (customer controlled)
Call Forwarding – No Answer (customer controlled)
Distinctive Ring – 1 line
Distinctive Ring – 2 lines
Additional Listing
Speed Dialing – 8
Priority Call
All Call Block
Call Block
Call Selector
Call Trace
Preferred Call Forwarding
Call Forwarding – Busy Line Multi-path
Flexible Call Forwarding
Remote Activation of Call Forwarding
Call Waiting
Internet Call Waiting
Caller ID – Number Only
Foreign Additional Listing
Non-Published Number
Non-Listed Number
Three Way Calling
Selective Class of Call Screening
Call Repeat
Call Return

(N)

(N)

Issued: June 24, 2006

Effective: June 27, 2006

Issued by: Richard Brown - CEO
1100 Crescent Green, Suite 109
Cary, North Carolina 27511

FLL0602

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.22 BUSINESSPOINT Integrated¹

(T)

BUSINESSPOINT service combines local and long distance telecommunications service with high speed Internet into one telecommunications package. Hunting is included at no charge. A Monthly Service Fee applies for this service. Customers will be billed one month in advance for this service. A minimum one year term agreement applies. Features included with this service at no additional charge are Hunting, International Call Blocking, Directory Assistance Blocking, Deny Repeat Dial, Block Caller ID, Collect Call Blocking, 700 Block, 900/976 Block, Deny Call Return.

All calls outside of the Local Calling Area are billed at long distance rates. All long distance calls are billed in six (6) second increments with a minimum billing period of 18 seconds.

3.22.1. General

- (A) BUSINESSPOINT Integrated service is available only in limited service areas.
- (B) BUSINESSPOINT Integrated service can be configured as either POTS or Digital Trunks. Not all areas support both configurations.
- (C) BUSINESSPOINT Integrated Digital Trunk service is configured with at least 2 trunks per trunk group with a maximum of 6 groups per T-1.
- (D) Digital Trunks are limited to the following configurations; 1-way/2-way DID Trunks or Standard Digital Trunks configured as loop or ground start.
- (E) Standard Digital Trunks are limited to 1 TN per trunk group.
- (F) BUSINESSPOINT Integrated service is provided only via dedicated T-1 circuits. All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (G) Installation fee includes installing the circuit and the Access Point, Inc. supplied hardware.
- (H) All BUSINESSPOINT Integrated services require a minimum One Year Term Agreement.
- (I) Equipment is considered property of Access Point and must be returned at the end of the Term Agreement.

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONTD.)

3.22 BUSINESSPOINT Integrated¹, (Cont'd.)

(T)

3.22.2 Service Features Rates

Complimentary Features, per occurrence

Hunting

International Call Blocking

Directory Assistance Blocking

Deny Repeat Dial

Block Caller ID

Collect Call Blocking

700 Block

900/976 Block

Deny Call Return

Star Features, per occurrence

*69 Call Return

Three Way Calling

*66 Call Repeat (repeat dialing)

* These Features are also available on a monthly subscription basis as a Standard Feature

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
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(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONTD.)

3.23 VPoint

(M/N)

VPoint service combines local and long distance telecommunications service into one telecommunications package. VPoint Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.23.1 Terms and Conditions

- (A) VPoint service is available in Verizon serving areas.
- (B) VPoint service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the VPoint rate plan.
- (C) This VPoint rate plan applies to POTS lines only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) VPoint is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

(M/N)

(N)

(N)

(M) - Material previously found on this page moved to Section 5, Original Page 146.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.23 VPoint, (Cont'd.)

(M/N)

3.23.2 Features

(A) Complimentary Features

| | |
|------------------|---------------------|
| Block Caller ID | Deny Repeat Dial |
| Deny Call Return | Deny Select Forward |
| Deny Call Trace | |

(B) Star Features

| | |
|-----------------|---------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Block (*80 deactivate) |

These Features are also available on a monthly subscription basis as a Standard Feature with the exception of Call Trace.

(C) Standard Features

| | |
|------------------------------|--------------------------------------|
| Anonymous Call Rejection | Call Block |
| Call Forwarding Variable | Call Forwarding Variable Multi-Path |
| Call Forwarding Busy Line | Call Forwarding Busy Line Multi-Path |
| Call Forwarding Don't Answer | Call Return |
| Call Waiting | Remote Activation of Call Forwarding |
| Repeat Dialing | Select Call Forwarding |
| Speed Dialing - 30 Number | Three Way Calling |
| Speed Dialing - 8 Number | |

(M/N)
(N)

(N)

(M) - Material previously found on this page moved to Section 5, Original Page 147.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.23 VPoint, (Cont'd.)

3.23.2 Features, (Cont'd.)

(D) Deluxe Features

Caller ID - Number Only
Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Number Only (with ACR)
Enhanced Called ID - Name and Number (with ACR)

(E) Bundled Feature Package- Choose any Three (3) Features

(F) Unlimited Feature Package - Choose any Features

(G) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
Option 4: Includes block for 900/976 and other Information Services.
Option 5: Includes blocking for 1010 Dialing.
Option 6: Includes blocking for 900/976.

(M/N)

(M/N)
(M)

(M) - Material previously found on this page moved to Section 5, Original Page 148.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

[Reserve for Future Use]

(M)

(M)

(M) - Material previously found on this page moved to Section 5, Original Page 149.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.24 EPoint

(M/N)

EPoint service combines local and long distance telecommunications service into one telecommunications package. EPoint Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. Optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.24.1 Terms and Conditions

- (A) EPoint service is available in the CenturyLink serving areas of the state.
- (B) EPoint service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main service. All voice telephone lines at the business address must be billed at the EPoint rate plan.
- (C) The EPoint rate plan applies to POTS lines only.
- (D) EPoint is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (E) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (F) Toll Free minutes of usage will be billed as the rates below based on the origin of the call for EPoint rate plans.

(M/N)

(M)

(M)

(M) - Material previously found on this page moved to Section 5, Original Pages 142 and 143.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.24 EPoint, (Cont'd.)

(M/N)

3.24.2 Features

(A) Complimentary Features

| | |
|------------------|---------------------|
| Block Caller ID | Deny Repeat Dial |
| Deny Call Return | Deny Select Forward |
| Deny Call Trace | |

(B) Star Features

| | |
|-----------------|---------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Block (*80 deactivate) |

These Features are also available on a monthly subscription basis as a Standard Feature.

(C) Standard Features

| | |
|------------------------------|--------------------------------------|
| Anonymous Call Rejection | Call Block |
| Call Forwarding Variable | Call Forwarding Variable Multi-Path |
| Call Forwarding Busy Line | Call Forwarding Busy Line Multi-Path |
| Call Forwarding Don't Answer | Call Return |
| Call Waiting | Remote Activation of Call Forwarding |
| Repeat Dialing | Selective Call Acceptance |
| Selective Call Forwarding | Selective Call Rejection |
| Speed Dialing - 8 Number | Selective Call Ring |
| Speed Dialing - 30 Number | Three Way Calling |

(M/N)

(M)

(M)

(M) - Material previously found on this page moved to Section 5, Original Page 144.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONTD.)

3.24 EPoint, (Cont'd.)

(M/N)

3.24.2 Features, (Cont'd.)

(D) Deluxe Features

Caller ID - Number Only
Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Number Only (with ACR)
Enhanced Caller ID - Name and Number (with ACR)
Hunting

(E) Bundled Feature Package – Choose any Three (3) Features

(M/N)

(F) Unlimited Feature Package - Choose any Features

(N)

(G) Toll Blocking Features

- Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
Option 4: Includes block for 900/976.
Option 5: Includes blocking for 1010 Dialing.
Option 6: Includes blocking for 900/976 and other Information Services.

(N)

(M) - Material previously found on this page moved to Section 5, Original Page 145.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.25 PrimaryAccess-V

(N)

PrimaryAccess-V service combines local and long distance telephone service with unlimited local service and reduced rates for Domestic Long Distance and Toll Free calls.

Local calls are billed in one (1) minute increments. IntraLATA and Domestic Long Distance calls are billed in eighteen (18) second initial and six (6) second additional increments. International calls are billed at individual rates for each country per the published API World Access rate plan. Customers must sign, at a minimum, a One Year Term Agreement for PrimaryAccess-V service.

3.25.1 Terms and Regulations

- (A) PrimaryAccess-V service is available in Verizon exchanges only.
- (B) PrimaryAccess-V service is provided only via dedicated T-1 circuits and can be configured as Digital Trunks or PRI Trunks.
- (C) All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (D) Local or IntraLATA minutes included with this service must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- (E) The Customer will receive the first 20 DID numbers and Caller ID at no charge as part of this package. All DID numbers after the initial 20 free numbers will be provided at the cost provided below.
- (F) Cancellation of Term Agreement prior to the end of term will result in early cancellation penalties being applied as defined in the Term Agreement signed by the Customer.
- (G) Direct Trunk overflow is not available in all serving areas.
- (H) In addition to monthly and per minute fees, all regulatory fees and taxes apply to this service.

(N)

Issued: May 22, 2009

Effective: May 23, 2009

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLI0903

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.25 PrimaryAccess-V, (Cont'd.)

(N)

3.25.2 Rates

(A) Installation Fee

| <u>1 Year Term Plan</u> | <u>2 Year Term Plan</u> | <u>3 Year Term Plan</u> |
|-------------------------|-------------------------|-------------------------|
| \$750.00 | \$500.00 | \$0.00 |

(B) Monthly Feature Charges

| | |
|---------------------------|---------------------------------------|
| Toll Free Number | \$3.00 per number |
| Caller ID Name and Number | \$25.00 per circuit |
| Direct Trunk Overflow | \$50.00 per circuit (where available) |
| First 20 DIDs | Included |
| Additional DID | \$1.45 per DID |

(C) T-1 Monthly Service Fee

| <u>1 Year Term Plan</u> | <u>2 Year Term Plan</u> | <u>3 Year Term Plan</u> |
|-------------------------|-------------------------|-------------------------|
| \$731 | \$692 | \$652 |

(D) Local, IntraLATA and Intrastate/Toll Free Usage Rates

| | |
|---|-----------|
| <u>Local Usage</u> Per Minute | Unlimited |
| <u>IntraLATA and Intrastate/Toll Free</u> Per Minute | \$0.115 |

(F) Expired Term Plan Rates

The following rates apply only to customers whose term plan for service has expired as defined in Section 2.17. Customers will be billed the following monthly rates until they enroll in a new term plan for this or any other applicable company service offering or cancels the Company's service altogether.

| | |
|----------------|-------|
| Month to Month | \$804 |
|----------------|-------|

(N)

Issued: May 22, 2009

Effective: May 23, 2009

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

FL10903

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.26 BusinessPoint PBX*

(T)

BusinessPoint PBX service combined local and long distance telecommunications service into one telecommunications package. BusinessPoint PBX Basic provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.26.1 Terms and Conditions

- (A) BusinessPoint PBX service is available in the AT&T serving areas of the state.
- (B) BusinessPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address of the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the BusinessPoint PBX rate plan.
- (C) BusinessPoint PBX service can be configured as Two Way PBX only.
- (D) BusinessPoint PBX is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (E) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (F) Toll Free minutes of usage will be billed at the above rates based on the origin of the call for all BusinessPoint PBX rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.26 BusinessPoint PBX*, (Cont'd.)

3.26.2 Features

(A) DIDs

(B) Complimentary Features

Block Caller ID
Deny Call Return
Deny Call Trace

Deny Repeat Dial
Deny Select Forward

(C) Star Features

*57 Call Trace
*66 Busy Redial

*69 Call Return
*60 Call Block (*80 deactivate)

These Features are also available on a monthly subscription basis as a Standard Feature.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.26 BusinessPoint PBX*, (Cont'd.) (T)

3.26.2 Features, (Cont'd.)

(D) Standard Features

- Call Block
- Call Forward Variable
- Call Forwarding Variable Multi-Path
- Call Forward Busy Line
- Call Forward Busy Line Multi-Path
- Call Forward Don't Answer
- Call Forward Don't Answer Ring Control
- Call Forward Don't Answer Multi-Path Ring Control
- Call Pickup
- Call Return
- Call Selector
- Call Trace
- Call Waiting
- Preferred Call Forwarding
- Remote Access to Call Forwarding
- Repeat Dialing
- Speed Dialing – 8 Number
- Speed Dialing – 30 Number
- Selective Class of Call Screening
- Three Way Calling
- Three Way Calling with Transfer
- User Transfer – Conferencing
- User Transfer – Conference w/ Hold

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.* (N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.26 BusinessPoint PBX*, (Cont'd.)

(T)

3.26.2 Features, (Cont'd.)

(E) Deluxe Features

Caller ID - Number Only
Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Number Only (with ACR)
Enhanced Caller ID - Name and Number (with ACR)
Hunting
Star 98 Access

(F) Unlimited Feature Package¹ - Choose any Features

(G) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
Option 4: Includes block for 900/976.
Option 5: Includes blocking for 1010 Dialing.
Option 6: Includes blocking for 900/976 and other Information Services.

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.27 BusinessPoint BRI*

(T)

BusinessPoint BRI is a rate service that combines local and long distance telephone service with data into one telecommunications package. This plan provides reduced rates on monthly service fees as well as long distance usage. Regulatory charges and taxes are not included in the rate of this service.

Local calls are billed in one (1) minute increments. IntraLATA calls are billed in one (1) minute increments with domestic long distance billed an initial eighteen (18) seconds and six (6) second increments thereafter. All service requires a minimum one year term agreement. Cancellation of the Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.27.1 Terms and Conditions

- (A) BusinessPoint BRI service is available in AT&T serving areas of the State.
- (B) BusinessPoint BRI service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the BusinessPoint rate plan.
- (C) International calls are billed at individual rates for each country per the published API World Access rate plan.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.28 EPoint PBX*

(T)

EPoint PBX service combines local and long distance telecommunications service into one telecommunications package. EPoint PBX Basic provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.28.1 Terms and Conditions

- (A) EPoint PBX service is available in the CenturyLink serving areas of State
- (B) EPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the EPoint PBX rate plan.
- (C) EPoint PBX service can be configured as Two Way service only.
- (D) EPoint PBX is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (E) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all EPoint PBX rate plans.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)

(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.28 EPoint PBX*, (Cont'd.)

(T)

3.28.2 Features

(A) DIDs

(B) Complimentary Features

| | |
|------------------|---------------------|
| Block Caller ID | Deny Repeat Dial |
| Deny Call Return | Deny Select Forward |
| Deny Call Trace | |

(C) Star Features

| | |
|-----------------|---------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Block (*80 deactivate) |

These Features are also available on a monthly subscription basis as a Standard Feature.

(D) Standard Features

| | |
|------------------------------|--------------------------------------|
| Anonymous Call Rejection | Call Block |
| Call Forwarding Variable | Call Forwarding Variable Multi-Path |
| Call Forwarding Busy Line | Call Forwarding Busy Line Multi-Path |
| Call Forwarding Don't Answer | Call Return |
| Call Waiting | Remote Activation of Call Forwarding |
| Repeat Dialing | Selective Call Acceptance |
| Selective Call Forwarding | Selective Call Rejection |
| Speed Dialing - 8 Number | Selective Call Ring |
| Speed Dialing - 30 Number | Three Way Calling |

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.28 EPoint PBX*, (Cont'd.)

(T)

3.28.2 Features, (Cont'd.)

(E) Deluxe Features

Caller ID - Number Only
Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Number Only (with ACR)
Enhanced Caller ID - Name and Number (with ACR)
Hunting

(F) Bundled Feature Package¹ – Choose any Three (3) Features

(G) Unlimited Feature Package¹ - Choose any Features

(H) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
Option 4: Includes block for 900/976.
Option 5: Includes blocking for 1010 Dialing.
Option 6: Includes blocking for 900/976 and other Information Services.

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.29 VPoint PBX*

(T)

VPoint PBX service combines local and long distance telecommunications service into one telecommunications package. VPoint PBX Basic provides unlimited calls in the local calling area and low rate on IntraLATA and domestic long distance calls. VPoint PBX Plus provides unlimited calls in the local and IntraLATA calling areas with low rates on domestic long distance calls. VPoint PBX Complete provides local, IntraLATA and domestic long distance free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.29.1 Terms and Conditions

- (A) VPoint PBX service is available in the Verizon serving areas.
- (B) VPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the VPoint PBX rate plan.
- (C) VPoint PBX service can be configured as Two Way PBX service only.
- (D) All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- (E) VPoint PBX is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- (F) Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint PBX rate plans.
- (G) International calls are billed at individual rates for each country per the published API World Access rate plan.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.29 VPoint PBX*, (Cont'd.)

(T)

3.29.2 Features

(A) DIDs

(B) Complimentary Features

Block Caller ID
Deny Call Return
Deny Call Trace

Deny Repeat Dial
Deny Select Forward

(C) Star Features

*57 Call Trace
*66 Busy Redial

*69 Call Return
*60 Call Block (*80 deactivate)

These Features are also available on a monthly subscription basis as a Standard Feature with the exception of Call Trace.

(D) Standard Features

Anonymous Call Rejection
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Waiting
Repeat Dialing
Speed Dialing - 30 Number
Speed Dialing - 8 Number

Call Block
Call Forwarding Variable Multi-Path
Call Forwarding Busy Line Multi-Path
Call Return
Remote Activation of Call Forwarding
Select Call Forwarding
Three Way Calling

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.29 VPoint PBX*, (Cont'd.)

(T)

3.29.2 Features, (Cont'd.)

(E) Deluxe Features

Caller ID - Number Only
Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Number Only (with ACR)
Enhanced Called ID - Name and Number (with ACR)

(F) Bundled Feature Package¹ - Choose any Three (3) Features

(G) Unlimited Feature Package¹ - Choose any Features

(H) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
Option 4: Includes block for 900/976 and other Information Services.
Option 5: Includes blocking for 1010 Dialing.
Option 6: Includes blocking for 900/976.

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.30 VPoint Centrex*

(T)

VPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. VPoint Centrex provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at the additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.30.1 Terms and Conditions

- A. VPoint Centrex is available in Verizon serving areas of the State.
- B. VPoint Centrex service requires that the main telephone line and all of the other voice lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local service. All voice telephone lines at the business address must be billed at the VPoint Centrex rate plan.
- C. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- D. VPoint Centrex is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible for this rate plan.
- E. Toll Free minutes of usage will be billed at the rates based on the origin of the call for all VPoint Centrex rate plans.
- F. International calls are billed at individual rates for each country per the published API World Access rate plan.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.30 VPoint Centrex*, (Cont'd.)

(T)

3.30.2 Features

A. Complimentary Features

| | |
|---|--------------------------------------|
| Block Caller ID | Deny Repeat Dial |
| Deny Call Return | Deny Select Forward |
| Deny Call Trace | Hunting |
| Anonymous Call Rejection | Call Block |
| Call Forwarding Variable | Call Forwarding Variable Multi-Path |
| Call Forwarding Busy Line | Call Forwarding Busy Line Multi-Path |
| Call Forwarding Don't Answer | Remote Activation of Call Forwarding |
| Call Return | Selective Call Forwarding |
| Call Waiting | Speed Dialing - 8 Number |
| Repeat Dialing | Speed Dialing - 30 Number |
| Caller ID - Number Only | Three Way Calling |
| Caller ID - Name and Number | |
| Distinctive Ring - 1 Telephone Number | |
| Distinctive Ring - 2 Telephone Numbers | |
| Enhanced Caller ID - Number Only (with ACR) | |
| Enhanced Caller ID - Name and Number (with ACR) | |

B. Star Features

| | |
|-----------------|--------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Back (*80 deactivate) |

These features are also available on a monthly subscription basis as a Standard Feature with the exception of Call Trace.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.30 VPoint Centrex*, (Cont'd.)

(T)

3.30.2 Features, (Cont'd.)

C. Toll Blocking Features

- Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
- Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
- Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
- Option 4: Includes block for 900/976.
- Option 5: Includes blocking for 1010 Dialing.
- Option 6: Includes blocking for 900/976 and other Information Services.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.31 EPoint Centrex*

(T)

EPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. EPoint Centrex Basic provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.31.1 Terms and Conditions

- A. EPoint Centrex service is available in the CenturyLink serving areas of State.
- B. EPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the EPoint Centrex rate plan.
- C. EPoint Centrex service can be configured as Centrex service only.
- D. EPoint Centrex is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
- E. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
- F. Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all EPoint Centrex rate plans.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.31 EPoint Centrex*, (Cont'd.)

(T)

3.31.2 Features

A. Complimentary Features

| | |
|------------------|---------------------|
| Block Caller ID | Deny Repeat Dial |
| Deny Call Return | Deny Select Forward |
| Deny Call Trace | |

B. Star Features

| | |
|-----------------|---------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Block (*80 deactivate) |

These Features are also available on a monthly subscription basis as a Standard Feature.

C. Standard Features

| | |
|------------------------------|--------------------------------------|
| Anonymous Call Rejection | Call Block |
| Call Forwarding Variable | Call Forwarding Variable Multi-Path |
| Call Forwarding Busy Line | Call Forwarding Busy Line Multi-Path |
| Call Forwarding Don't Answer | Call Return |
| Call Waiting | Remote Activation of Call Forwarding |
| Repeat Dialing | Selective Call Acceptance |
| Selective Call Forwarding | Selective Call Rejection |
| Speed Dialing - 8 Number | Selective Call Ring |
| Speed Dialing - 30 Number | Three Way Calling |

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.31 EPoint Centrex*, (Cont'd.)

(T)

3.31.2 Features, (Cont'd.)

D. Deluxe Features

Caller ID - Number Only
Caller ID - Name and Number
Distinctive Ring - 1 Telephone Number
Distinctive Ring - 2 Telephone Numbers
Enhanced Caller ID - Number Only (with ACR)
Enhanced Caller ID - Name and Number (with ACR)
Hunting

E. Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
Option 4: Includes block for 900/976.
Option 5: Includes blocking for 1010 Dialing.
Option 6: Includes blocking for 900/976 and other Information Services.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.32 PrimaryAccess

PrimaryAccess combines local and long distance telephone service in one convenient package. Customers have the option of choosing between ISDN/PRI or Local T-1 service.

Local calls are billed in one (1) minute increments. IntraLATA long distance calls are billed an initial eighteen (18) seconds and six (6) seconds thereafter. All service requires a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied. Regulatory charges and taxes are not included in the rates for this service.

3.32.1 Terms and Conditions

- A. PrimaryAccess service is provided only via dedicated T-1 circuits and can be configured at Digital Trunks or PRI Trunks.
- B. Direct Trunk Overflow is not available in all serving areas.
- C. All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. calls cannot be sent to other carriers for completion or billing.
- D. International calls are billed at individual rates for each country per the published API World Access rate plan.
- E. Local or IntraLATA minutes included with this service must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- F. Toll Free calls will be billed at the rate specified for interstate, IntraLATA and intrastate.

3.32.2 Features

DIDs
Caller ID Name and Number
Direct Trunk Overflow

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.33 SinglePoint

SinglePoint is an Integrated T-1 service which combines local and long distance telephone service with high speed internet. Unlimited local and intraLATA calling are included with many features at no additional charge. This plan includes 4,000 Intrastate and Interstate minutes.

Local calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) seconds thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied. Regulatory charges and taxes are not included in the rates for this service.

3.33.1 Additional Rules and Regulations

- A. SinglePoint service is provided by dedicated T-1 Circuits and the Integrated T-1 monthly service fee includes 6 voice channels and your choice of 256K, 384K, 512K, 768K or 1024K internet access. A maximum of 14 voice channels may be ordered on SinglePoint.
- B. SinglePoint pricing Tiers are determined by customer location and bandwidth selected.
- C. SinglePoint service may be configured for POTS, Digital Trunks or PRI configuration.
- D. All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- E. The 4,000 domestic long distance minutes included with the circuit must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- F. Installation fee includes installing the circuit and the connecting/testing of the Access Point supplied hardware.
- G. Access Point equipment must be returned at the end of term agreement.

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.33 SinglePoint, (Cont'd.)

3.33.2 Features

| | |
|--------------------|-----------------------------------|
| 900-976 Toll Block | Call Waiting |
| Caller Block | Hunting |
| Caller ID | Message Waiting Audible Indicator |
| Caller ID Blocking | Repeat Dialing |
| Call Forwarding | Speed Dialing |
| Call Return | Three Way Calling |
| Call Trace | |
| Call Transfer | |

3.33.3 Toll Free Number and DID Charges

Toll Free Number Fee
First 20 DIDs
Additional DIDs

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.34 FlexPoint

(N)

FlexPoint is an Integrated T-1 service which combines local and long distance telephone service with burstable high speed internet. Unlimited local and IntraLATA calling are included with many features at no additional charge. EUCL and PICC regulatory charges are included in the Monthly Service Fee but taxes apply to this service.

Local calls are billed in one (1) minute increments, long distance calls are billed an initial eighteen (18) seconds and six (6) seconds thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

3.34.1 Terms and Conditions

- A. FlexPoint service is provided by dedicated T-1 circuits and the Integrated T-1 monthly service fee includes up to 24 voice channels.
- B. FlexPoint service is available for POTS, PRI, T-1 configuration.
- C. Voice traffic takes priority over data traffic. Each voice call utilized approximately 40K of bandwidth. Fax and modems may utilize up to 85K.
- D. All calls originated on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
- E. International calls are billed at individual rates for each country per the published API World Access rate plan.
- F. Installation Fee includes installing the circuit and the connecting/testing of the Access Point, Inc. supplied hardware.
- G. API provided equipment must be returned at the end of the term agreement. Additional penalties will be assessed for non-returned or damaged equipment.

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.35 Operator Assistance

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Third Number Billing - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards - Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person - Calls completed with the assistance of any operator to a particular Station and person specified by the Caller. The call may be billed to the called party.

Station to Station - Calls completed with assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance - The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 Telephone numbers, but does not request the operator to complete a call.

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.36 Custom Billing Reports

3.36.1 Custom Billing Services - Monthly

Requests for special billing service that are not currently identified as options in the Access Point, Inc. billing system will require a one-time set up fee and a monthly fee identified below.

3.36.2 Billing Report Changes

Any modification of billing formats.

3.36.3 Bill Image CD Copy

PDF Image of the bill placed on a CD.

3.36.4 Call Detail CD Copy

Call detail in comma delimited format placed on a CD. There is a set up fee for this service.

3.36.5 Call Detail E-Mail File

Call detail in comma delimited format e-mailed on a monthly basis.

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.37 POTS Service

3.37.1 New Line Install

Installation is to D-Marc only. A separate charge applies to jacks/wiring.

3.37.2 Change Fee

Changes to existing POTS service which includes class of service changes, feature changes, listing changes, disconnects, etc. This fee is per service order request and when changes are made to pending new service requests. A separate charge applies for jacks and wiring.

3.37.3 Change Fee (post-FOC)

Applies to customer requests to modify an order that is in process after a FOC has been delivered.

3.37.4 Traffic Study

Measures the amount of traffic a line receives, also known as a busy line study.

3.37.5 Busy Line Verification

This charge applies when end users request customer service to verify if a line called is busy.

3.37.6 Jacks and Wiring

Installation of new telephone jack and the wiring to support it. Applies to inside wiring beyond the d-marc in a building, whether a new or existing structure.

3.37.7 Premise Work Charge

Applies when a post-installation site visit to the customer's premises is required. Does not apply to maintenance or repair visits.

3.37.8 Dual Service

Applies when local phone service is being transferred to a new location and the customer requests that service be operating at both locations for a temporary period. Service capability is limited by geographic area.

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.38 T-1 Service

3.38.1 Customer Premise - Site Visit

Installation of API supplied equipment at customer site, includes testing, activation, and tune-up when applicable.

3.38.2 T-1 Change Fee

Changes to existing T-1 service which includes reconfiguration, adding new service to existing T-1, disconnects to the T-1. This fee applies per service order request.

3.38.3 T-1 Feature Change

Applies to adding, removing or modifying features. It does not include charges for additional service being ordered. Rate applies per service order request.

3.38.4 Order Modification Fee (pre-FOC)

Applies to customer requests to modify an order that is in process prior to a FOC being delivered.

3.38.5 Order Modification Fee (post-FOC)

Applies to customer requests to modify an order that is in process after a FOC has been delivered.

3.38.6 Order Cancellation Fee (post-FOC)

Applies to customer requests to cancel an order that is in process after a FOC has been delivered.

3.38.7 After Hours Activation

Applies when customer requests to activate or turn-up a T-1 outside of normal business hours of 8:00 am to 5:00 pm. This service charge applies per T-1 circuit and is available during 6:30 am to 8:00 am and 5:00 pm to 7:00 pm local time.

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 3.0 - DESCRIPTION OF SERVICE, (CONT'D.)

3.39 Common Charges

3.39.1 Maintenance Work Charge

Premise visit that requires maintenance of service.

3.39.2 Inside Wiring Voice/Data service - Option 1

Installation of inside wiring for a voice/data solution requires CAT 5e PVC cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

3.39.3 Inside Wiring Voice/Data service - Option 2

Installation of inside wiring for a voice/data solution requires CAT 5e Plenum cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

3.39.4 D-MARC Extension Voice/Data Service

Up to 300 ft, d-marc extension using CAT 5e Plenum cable with jack termination, includes site visit.

3.39.5 Missed Appointment Fee

When customer is not present to receive installation or other work related to a service order that results in a premise visit.

3.39.6 Customer Premise Site Survey (per location)

Applies with a premise visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution.

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES

4.1 Service Order and Change Charges¹

(N)

| | Non-Recurring | |
|--|---------------|----------|
| | Residential | Business |
| Local Line New Installation, 1 st line | \$40.00 | \$67.00 |
| Local Line New Installation, additional lines | \$15.00 | \$15.00 |
| Line Change Charge, 1 st line (moves, transfers) | \$25.00 | \$40.00 |
| Line Change charge, additional lines | \$10.00 | \$18.00 |
| Feature Add or Change Charge | \$8.00 | \$20.00 |
| Premises Work Charge, 1 st 30 minutes | \$25.00 | \$45.00 |
| Premises Work Charge, additional 15 minutes | \$12.50 | \$15.00 |
| Dual service per line (same dial tone at 2 locations) | \$20.00 | \$24.00 |
| Network usage traffic survey report, per line | \$25.00 | \$25.00 |
| Directory Listing Change Charge | \$5.00 | \$5.00 |
| Busy Line Verification | \$2.50 | \$2.50 |
| Jacks & Wiring – Prewire (1 st operation) | \$75.00 | \$75.00 |
| Jacks & Wiring – Prewire (ea. additional) | \$30.00 | \$30.00 |
| Jacks & Wiring – Installation/rearrange (1 st time) | \$85.00 | \$85.00 |
| Jacks & Wiring – Installation/rearrange (additional) | \$40.00 | \$40.00 |
| Maintenance repair or replace, 1 st hour | \$110.00 | \$110.00 |
| Maintenance repair or replace, additional hour | \$46.00 | \$46.00 |

4.2 Reconnection Charge

A Reconnection Charge of \$25.00, or the highest allowed by law, will be assessed in accordance with the terms and conditions of this tariff and pursuant to Florida law and Commission regulations.

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
 |
 (N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

FLf1202

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services

4.3.1 General

Services provided in this price list section are available on an Facilities Based basis. Local Facilities Based Services are provided through the use of the companies switching facilities and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in this section are applicable where the Company provides specified local exchange services to Customers through a combination of its facilities and the facilities of BellSouth. The rates, terms and conditions set forth in this section are available on a retail basis only and will not be provided for resale to any other carrier.

All rates set forth in this section are subject to change and may be changed by the Company pursuant to notice requirements established by the Florida Public Service Commission. The rates, terms and conditions set forth in this section are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of BellSouth's local exchange services, in whole or in part, prior to the effective date hereof.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Residential Local Exchange Service¹

(T)

Standard 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. Standard 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 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 Standard Residential Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

(N)
|
(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(A) Monthly Recurring Charges

The following charges apply to Standard 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.

| Rate Group | Monthly Charge |
|---------------|----------------|
| Rate Group 1 | \$6.30 |
| Rate Group 2 | \$6.65 |
| Rate Group 3 | \$6.99 |
| Rate Group 4 | \$7.25 |
| Rate Group 5 | \$7.59 |
| Rate Group 6 | \$7.90 |
| Rate Group 7 | \$8.19 |
| Rate Group 8 | \$8.46 |
| Rate Group 9 | \$8.67 |
| Rate Group 10 | \$8.89 |
| Rate Group 11 | \$9.02 |
| Rate Group 12 | \$9.19 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

(N)
|
(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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Cary, NC 27518

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(B) Hunting (a/k/a Rotary or Grouping)

The following charges apply to Standard Business Local Exchange lines equipped with Hunting. Rates vary based on Rate Group.

| Rate Group | Monthly Charge | Nonrecurring Charge |
|---------------|----------------|---------------------|
| Rate Group 1 | \$3.33 | \$8.50 |
| Rate Group 2 | \$3.51 | \$8.50 |
| Rate Group 3 | \$3.70 | \$8.50 |
| Rate Group 4 | \$3.83 | \$8.50 |
| Rate Group 5 | \$4.02 | \$8.50 |
| Rate Group 6 | \$4.18 | \$8.50 |
| Rate Group 7 | \$4.34 | \$8.50 |
| Rate Group 8 | \$4.47 | \$8.50 |
| Rate Group 9 | \$4.59 | \$8.50 |
| Rate Group 10 | \$4.70 | \$8.50 |
| Rate Group 11 | \$4.78 | \$8.50 |
| Rate Group 12 | \$4.86 | \$8.50 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(C) 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.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Business Local Exchange Service¹

(T)

Standard 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. Standard 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 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 Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(A) Monthly Recurring Charges

The following charges apply to Standard 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.

| Rate Group | Monthly Charge |
|---------------|----------------|
| Rate Group 1 | \$17.09 |
| Rate Group 2 | \$17.95 |
| Rate Group 3 | \$18.90 |
| Rate Group 4 | \$19.76 |
| Rate Group 5 | \$20.59 |
| Rate Group 6 | \$21.50 |
| Rate Group 7 | \$22.23 |
| Rate Group 8 | \$22.96 |
| Rate Group 9 | \$23.65 |
| Rate Group 10 | \$24.17 |
| Rate Group 11 | \$24.68 |
| Rate Group 12 | \$25.12 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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Cary, NC 27518

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(B) Hunting (a/k/a Rotary or Grouping)

The following charges apply to Standard Business Local Exchange lines equipped with Hunting. Rates vary based on Rate Group.

| Rate Group | Monthly Charge | Nonrecurring Charge |
|---------------|----------------|---------------------|
| Rate Group 1 | \$8.50 | \$16.50 |
| Rate Group 2 | \$8.50 | \$16.50 |
| Rate Group 3 | \$8.50 | \$16.50 |
| Rate Group 4 | \$8.50 | \$16.50 |
| Rate Group 5 | \$8.50 | \$16.50 |
| Rate Group 6 | \$8.50 | \$16.50 |
| Rate Group 7 | \$8.50 | \$16.50 |
| Rate Group 8 | \$8.50 | \$16.50 |
| Rate Group 9 | \$8.50 | \$16.50 |
| Rate Group 10 | \$8.50 | \$16.50 |
| Rate Group 11 | \$8.50 | \$16.50 |
| Rate Group 12 | \$8.50 | \$16.50 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.2 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(C) 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.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.3 Business PBX Trunk Service¹

(T)

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.

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

Each PBX Trunk is provided with touch tone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Section 4.3.2(B)).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 4.3.4).

(A) Inward/Outward Dial from PBX Trunks:

| | Nonrecurring Charge | Monthly Charge |
|---------------------------|------------------------|-------------------|
| 1 st 10 Trunks | \$425.00 | \$221.00 |
| Basic Termination Charge | \$5,525.00 | |
| 11-50 Trunks | \$42.50 | \$22.10 |
| Basic Termination Charge | \$552.50 | |
| 51 + Trunks | \$17.00 | \$5.53 |
| Basic Termination Charge | \$140.25 | |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.4 Direct Inward Dialing (DID) Service¹

(T)

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.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 4.3.3 of this price list. 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.

| | Nonrecurring Charge | Monthly Charge |
|---|------------------------|-------------------|
| Establish Trunk Group and Provided | \$777.75 | \$3.20 |
| 1 st Block of 20 DID Numbers | \$12.75 | \$3.20 |
| Each Additional Block of 20 DID Numbers | | |
| Non-consecutive DID numbers, each | \$1.87 | \$0.17 |
| Multifrequency Pulsing Option | N/A | \$6.38 |
| Dual Tone Multifrequency Pulsing Option | N/A | \$6.38 |
| Automatic Intercept Service, per # | \$13.60 | N/A |
| DID Trunk Termination: | | |
| Per Inward Only Trunk | | \$18.53 |
| Each comb. trunk w/ call transfer | | \$38.25 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.5 Reserved for Future Use

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Material previously found on this page moved to Section 5, Original Page 119

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

Reserved for Future Use

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Material previously found on this page moved to Section 5, Original Page 120

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
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Cary, NC 27518

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

Reserved for Future Use

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Material previously found on this page moved to Section 5, Original Page 121

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

Reserved for Future Use

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Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
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SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.6 Extended Area Dialing Plans

Extended Area Dialing Plans allow Customers to extend their basic exchange service to include adjacent exchanges within a certain mile radius to be included on a calling plan.

- (A) Extended Calling Service (ECS) provides usage based pricing for Customer dialed or operator assisted calls to selected exchanges within the Customer's LATA. Residential Customers are billed a message charge. Business Customers are billed a per minute charge. Residential Customers are billed \$0.2375 per message. Business Customers are billed \$0.0950 for the first minute or fraction thereof and \$0.0570 for each additional minute or fraction thereof. Specific available routes are found in BellSouth's General Subscriber Service Tariff Section A3. Access Point will offer these services at a 15% discount off of the rates provided in the BellSouth General Subscriber Service Tariff.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 4.0 - RATES, (CONT'D.)

4.3 Facilities Based Local Services, (Cont'd.)

4.3.6 Extended Area Dialing Plans, (cont'd.)

- (B) Optional Extended Local Calling (OELC) permits exchange Customers to place and receive unlimited toll-free calls to and from the selected exchange which is outside the Customer's normal local calling area for a flat monthly rate in addition to the applicable monthly local exchange rate. Customers who subscribe to OELC are entitled to one listing in the selected exchange directory at no charge. The directory listing will contain sufficient wording in each exchange's directory to advise callers that the OELC Customer can be called toll-free. Specific available routes and calling plan rates are found in BellSouth's General Subscriber Service Tariff Section A3. Access Point will offer these services at a 15% discount off of the rates provided in the BellSouth General Subscriber Service Tariff.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services

4.4.1 General

Services provided in this price list section are available on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of BellSouth local exchange services. The rates, terms and conditions set forth in this are not applicable to the Company's provision of service within the service area of any other incumbent local exchange carrier or where the Company provides service, in whole or in part, over its own facilities. The rates, terms and conditions set forth in this Section are available on a retail basis only and will not be provided for resale to any other carrier.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by the Florida Public Service Commission. The rates, terms and conditions set forth in this Section are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of BellSouth's local exchange services, in whole or in part, prior to the effective date hereof.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.2 Standard Residential Local Exchange Service¹

(T)

Standard 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. Standard 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 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 Standard Residential Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(A) Monthly Recurring Charges

The following charges apply to Standard 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.

| Rate Group | Monthly Charge |
|---------------|----------------|
| Rate Group 1 | \$7.04 |
| Rate Group 2 | \$7.43 |
| Rate Group 3 | \$7.81 |
| Rate Group 4 | \$8.10 |
| Rate Group 5 | \$8.48 |
| Rate Group 6 | \$8.83 |
| Rate Group 7 | \$9.16 |
| Rate Group 8 | \$9.45 |
| Rate Group 9 | \$9.69 |
| Rate Group 10 | \$9.94 |
| Rate Group 11 | \$10.08 |
| Rate Group 12 | \$10.27 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(B) Hunting (a/k/a) Rotary or Grouping)

The following charges apply to Standard Residential Local Exchange lines equipped with Hunting. Rates vary based on Rate Group and service type.

| Rate Group | Monthly Charge | Nonrecurring Charge |
|---------------|----------------|---------------------|
| Rate Group 1 | \$3.72 | \$9.50 |
| Rate Group 2 | \$3.92 | \$9.50 |
| Rate Group 3 | \$4.13 | \$9.50 |
| Rate Group 4 | \$4.28 | \$9.50 |
| Rate Group 5 | \$4.49 | \$9.50 |
| Rate Group 6 | \$4.67 | \$9.50 |
| Rate Group 7 | \$4.85 | \$9.50 |
| Rate Group 8 | \$5.00 | \$9.50 |
| Rate Group 9 | \$5.13 | \$9.50 |
| Rate Group 10 | \$5.25 | \$9.50 |
| Rate Group 11 | \$5.34 | \$9.50 |
| Rate Group 12 | \$5.43 | \$9.50 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(C) 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.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.2 Standard Residential Local Exchange Service¹, (cont'd.)

(T)

(D) Non-Recurring Charges

Non-recurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in this price list. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Residential lines are:

| | |
|--------------------------|---------|
| First Line | \$38.00 |
| Each Additional Line (1) | \$11.40 |

NOTES:

- (1) Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.3 Standard Business Local Exchange Service¹

(T)

Standard 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. Standard 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 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 Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.3 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(A) Monthly Recurring Charges

The following charges apply to Standard 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.

| Rate Group | Monthly Charge |
|---------------|----------------|
| Rate Group 1 | \$19.10 |
| Rate Group 2 | \$20.06 |
| Rate Group 3 | \$21.13 |
| Rate Group 4 | \$22.09 |
| Rate Group 5 | \$23.01 |
| Rate Group 6 | \$24.03 |
| Rate Group 7 | \$24.84 |
| Rate Group 8 | \$25.66 |
| Rate Group 9 | \$26.43 |
| Rate Group 10 | \$27.01 |
| Rate Group 11 | \$27.59 |
| Rate Group 12 | \$28.07 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

(N)
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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.3 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(B) Hunting (a/k/a) Rotary or Grouping)

The following charges apply to Standard Business Local Exchange lines equipped with Hunting. Rates vary based on Rate Group.

| Rate Group | Monthly Charge | Nonrecurring Charge |
|---------------|----------------|---------------------|
| Rate Group 1 | \$18.05 | \$9.50 |
| Rate Group 2 | \$18.05 | \$9.50 |
| Rate Group 3 | \$18.05 | \$9.50 |
| Rate Group 4 | \$18.05 | \$9.50 |
| Rate Group 5 | \$18.05 | \$9.50 |
| Rate Group 6 | \$18.05 | \$9.50 |
| Rate Group 7 | \$18.05 | \$9.50 |
| Rate Group 8 | \$18.05 | \$9.50 |
| Rate Group 9 | \$18.50 | \$9.50 |
| Rate Group 10 | \$18.50 | \$9.50 |
| Rate Group 11 | \$18.50 | \$9.50 |
| Rate Group 12 | \$18.50 | \$9.50 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.3 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(C) 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.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.3 Standard Business Local Exchange Service¹, (cont'd.)

(T)

(D) Non-Recurring Charges

Non-recurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in this price list. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Residential lines are:

| | |
|--------------------------|---------|
| First Line | \$53.20 |
| Each Additional Line (1) | \$11.40 |

NOTES:

- (1) Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

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Issued: January 17, 2012

Effective: January 18, 2012

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.4 Business PBX Trunk Service¹

(T)

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.

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

Each PBX Trunk is provided with touch tone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Sections 4.4.3).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 4.4.5).

| Rate Group | Monthly Charge |
|---------------|----------------|
| Rate Group 1 | \$31.98 |
| Rate Group 2 | \$33.59 |
| Rate Group 3 | \$35.37 |
| Rate Group 4 | \$36.98 |
| Rate Group 5 | \$38.52 |
| Rate Group 6 | \$40.21 |
| Rate Group 7 | \$41.59 |
| Rate Group 8 | \$42.96 |
| Rate Group 9 | \$44.25 |
| Rate Group 10 | \$45.22 |
| Rate Group 11 | \$46.19 |
| Rate Group 12 | \$47.00 |

** - DID Combined service is only available from certain BellSouth equipped switches.

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

(N)
|
(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.5 Direct Inward Dialing (DID) Service¹

(T)

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.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 4.4.4 of this price list. 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.

| | Nonrecurring Charge | Monthly Charge |
|---|------------------------|-------------------|
| Establish Trunk Group and Provided | \$869.00 | \$3.80 |
| 1 st Block of 20 DID Numbers | \$14.25 | \$3.80 |
| Each Additional Block of 20 DID Numbers | | |
| Non-consecutive DID numbers, each | \$1.87 | \$0.17 |
| Multifrequency Pulsing Option | N/A | \$7.13 |
| Dual Tone Multifrequency Pulsing Option | N/A | \$6.38 |
| Automatic Intercept Service, per # | \$15.20 | N/A |
| DID Trunk Termination: | | |
| Per Inward Only Trunk | \$85.50 | \$20.71 |
| Each comb. trunk w/ call transfer | \$237.50 | \$42.75 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no longer be available.

(N)
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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.6 BusinessPoint PBX*

(T)

A. Rates

Monthly Service Fee per Line: BusinessPoint Basic

| Term | <u>Zone 1</u> | <u>Zone 2</u> | <u>Zone 3</u> |
|----------------|---------------|---------------|---------------|
| Month to Month | \$35.00 | \$42.00 | \$51.00 |
| 1 Year | \$32.00 | \$38.00 | \$46.00 |
| 2 Year | \$30.00 | \$36.00 | \$45.00 |
| 3 Year | \$28.00 | \$34.00 | \$44.00 |

Usage Rate per Minute

| | <u>Local/Home Region</u> | <u>IntraLATA</u> |
|-------|--------------------------|------------------|
| Basic | Included | \$0.059 |

Features

| | |
|---|----------------------|
| DIDs, monthly fee per DID | ICB |
| Complimentary Features | No charge |
| Star Features, per occurrence | \$1.00 |
| Standard Features, monthly fee per features, per line | \$5.00 |
| Deluxe Features, monthly fee per features, per line | \$7.50 |
| Unlimited Feature Package ¹ , monthly fee per line | \$9.00 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 - No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.

(N)
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Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

Reserved for Future Use

(M)

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Material previously found on this page moved to Section 5, Original Page 124

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

Reserved for Future Use

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Material previously found on this page moved to Section 5, Original Page 125

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

Reserved for Future Use

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Material previously found on this page moved to Section 5, Original Page 126

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.7 BusinessPoint

A. Rates

Monthly Service Fee per Line: BusinessPoint Basic - Zones 1-3

| | |
|----------------|---------|
| Month to Month | \$42.50 |
| 1 Year | \$38.50 |
| 2 Years | \$37.50 |
| 3 Years | \$37.50 |

(I)

Usage Rate per Minute

| | <u>Local/Home Region</u> | <u>IntraLATA</u> |
|-------|--------------------------|------------------|
| Basic | Included | \$0.059 |

Features

BusinessPoint Basic includes any two Standard and/or Deluxe features.

| | |
|---|----------------------|
| Complimentary Features | No charge |
| Star Features, per occurrence | \$1.00 |
| Standard Features, monthly fee per features, per line | \$5.00 |
| Deluxe Features, monthly fee per features, per line | \$7.50 |
| Unlimited Feature Package, monthly fee per line | \$9.00 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 - No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

Issued: January 6, 2015

Effective: January 8, 2015

Issued by: Jason Brown – Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FL11501

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

[Reserved for Future Use]

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(M) - Material previously found on this page moved to Section 5, Original Page 127.2.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONTD.)

4.4 Resale Local Services, (Cont'd.)

4.4.8 BUSINESSPOINT Centrex¹

(T)

A. Rates

| | Monthly Service Fee | | | | | |
|----------------|---------------------|---------|---------|---------|---------|---------|
| | Zone 1 | Zone 2 | Zone 3 | Zone 4 | Zone 5 | Zone 6 |
| Month to Month | \$29.00 | \$31.00 | \$39.00 | \$37.00 | \$43.00 | \$62.00 |
| One year term | \$26.00 | \$28.00 | \$36.00 | \$34.00 | \$40.00 | \$59.00 |
| Two year term | \$25.00 | \$27.00 | \$34.00 | \$32.00 | \$38.00 | \$57.00 |

Local Service Features:

| | |
|---|---------|
| Star Features, per occurrence | \$1.00 |
| Standard Features, each per line monthly | \$5.00 |
| Deluxe Features, each per line monthly | \$7.50 |
| Feature Package – Choose any three features, per line monthly | \$9.00 |
| Unlimited Feature Package:, per line monthly included | \$12.00 |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

(N)
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Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.9 BusinessPoint BRI*

(T)

(A) Rates

Monthly Service Fee per Line:

Term

| | |
|----------------|---------|
| Month to Month | \$65.95 |
| 1 Year | \$59.95 |
| 2 Years | \$54.95 |
| 3 Years | \$49.95 |

Usage Rate per Minute

| | |
|-------------------|----------|
| Local/Home Region | Included |
| IntraLATA | \$0.039 |

Installation Charges

| | |
|------------------|----------|
| ISDN-BRI Circuit | \$215.00 |
|------------------|----------|

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.10 Local Service Features¹

(T)

The features and feature packages listed below are optional calling features and feature packages available when the Customer subscribes to one of the following Services:

(A) BusinessPoint or BusinessPoint Centrex

1. Star Features - \$1.00 Per Occurrence

| | |
|-----------------|---------------------------------|
| *57 Call Trace | *69 Call Return |
| *66 Busy Redial | *60 Call Block (*80 deactivate) |

These Features are also available on a monthly subscription basis as a Standard Feature.

2. Standard Features - \$5.00 monthly fee per feature, per line

| | |
|--|-----------------------------------|
| Call Block | Call Selector |
| Call Pickup | Call Trace |
| Call Return | Call Waiting |
| Repeat Dialing | Three Way Calling |
| Speed Dialing – 8 number | Three Way Calling with Transfer |
| Speed Dialing – 30 number | User Transfer- Conferencing |
| Call Forward Variable | Call Forward Busy Line |
| Call Forward Don't Answer | Preferred Call Forwarding |
| Remote Access to Call Forwarding | Selective Class of Call Screening |
| Call Forwarding Variable Multi-Path | |
| Call Forward Busy Line Multi-Path | |
| Call Forward Don't Answer Ring Control | |
| Call Forward Don't Answer Multi-Path Ring Control | |
| User Transfer – Conference w/ Call Pickup | |
| User Transfer – Conference w/ Hold and Call Pickup | |

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Local Service Features are now listed under the individual service plan.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.10 Local Service Features¹, (Cont'd.)

(T)

(A) BusinessPoint or BusinessPoint Centrex, (Cont'd.)

3. Deluxe Features - \$7.50 monthly fee per feature, per line

Caller ID - Number Only

Caller ID - Name and Number with ACR

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID with ACR

Enhanced Called ID with Call Management & ACR

Enhanced Caller ID with Call Management, ACR & Call Forwarding

Don't Answer

Hunting

Star 98 Access

**ACR is Anonymous Call Rejection*

4. Basic Feature Package – Includes any three (3) standard and/or deluxe features

Monthly Fee per Line: \$9.00

5. Unlimited Feature Package - Choose any Features

Monthly Fee per Line: \$12.00

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Local Service Features are now listed under the individual service plan.

(N)
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(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

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LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.10 Local Service Features¹, (Cont'd.)

(T)

(B) VPoint

1. Complimentary Features - No Charge

Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Other:

Hunting

2. Star Features - \$1.00 Per Occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Block (*80 deactivate)

These Features are also available on a monthly subscription basis as a Standard Feature with the exception of Call Trace.

3. Standard Features - \$5.00 monthly fee per feature, per line

Anonymous Call Rejection
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Waiting
Repeat Dialing
Speed Dialing - 30 Number

Call Block
Call Forwarding Variable Multi-Path
Call Forwarding Busy Line Multi-Path
Call Return
Remote Activation of Call Forwarding
Speed Dialing - 8 Number
Three Way Calling

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Local Service Features are now listed under the individual service plan.

(N)
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(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.10 Local Service Features¹, (Cont'd.)

(T)

(B) VPoint, (Cont'd.)

4. Deluxe Features - \$7.50 monthly fee per feature, per line

Caller ID - Number Only

Caller ID - Name and Number

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID - Number Only (with ACR)

Enhanced Caller ID - Name and Number (with ACR)

5. Basic Feature Package – Includes any three (3) standard and/or deluxe features

Monthly Fee per Line: \$9.00

6. Unlimited Feature Package - Choose any Features

Monthly Fee per Line: \$12.00

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Local Service Features are now listed under the individual service plan. (N)
|
(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.10 Local Service Features¹, (Cont'd.)

(T)

(C) EPoint

1. Complimentary Features - No Charge

Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

2. Star Features - \$1.00 Per Occurrence

*57 Call Trace

*69 Call Return

*66 Busy Redial

*60 Call Block (*80 deactivate)

These Features are also available on a monthly subscription basis as a Standard Feature.

3. Standard Features - \$5.00 monthly fee per feature, per line

Anonymous Call Rejection
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Waiting
Repeat Dialing
Selective Call Forwarding
Speed Dialing - 8 Number
Speed Dialing - 30 Number

Call Block
Call Forwarding Variable Multi-Path
Call Forwarding Busy Line Multi-Path
Call Return
Remote Activation of Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Selective Call Ring
Three Way Calling

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Local Service Features are now listed under the individual service plan.

(N)
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(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.10 Local Service Features¹, (Cont'd.)

(T)

(C) EPoint, (Cont'd.)

4. Deluxe Features - \$7.50 monthly fee per feature, per line

Caller ID - Number Only

Distinctive Ring - 1 Telephone Number

Distinctive Ring - 2 Telephone Numbers

Enhanced Caller ID – Caller ID with Name, Number & ACR

Hunting

5. Basic Feature Package – Includes any three (3) standard and/or deluxe features

Monthly Fee per Line: \$9.00

6. Unlimited Feature Package - Choose any Features

Monthly Fee per Line: \$12.00

¹ Effective January 18, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Local Service Features are now listed under the individual service plan. (N)
|
(N)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.11 VPoint PBX*

(T)

| Monthly Service Fee per Line – VPoint Basic | | | |
|---|---------------|---------------|---------------|
| | <u>Zone 4</u> | <u>Zone 5</u> | <u>Zone 6</u> |
| Month to Month | \$37.50 | \$46.50 | \$59.50 |
| 1 Year | \$34.00 | \$42.00 | \$54.00 |
| 2 Years | \$32.00 | \$41.00 | \$53.00 |
| 3 Years | \$30.00 | \$40.00 | \$52.00 |

| Usage Rate per Minute | | |
|-----------------------|--------------|------------------|
| | <u>Local</u> | <u>IntraLATA</u> |
| Basic | Included | \$0.059 |

| Features | | ICB |
|--|-------------------|----------------------|
| DIDs, monthly fee per DID | | No Charge |
| Complimentary Features | | \$1.00 |
| Star Features, per occurrence | | \$5.00 |
| Standard Features, monthly fee per feature, per line | | \$7.50 |
| Deluxe Features, monthly fee per feature ¹ , per line | | \$9.00 |
| Bundled Feature Package ¹ , monthly fee per line | | \$12.00 |
| Unlimited Feature Package, monthly fee per line | | |
| Toll Blocking Features, monthly fee per line: | | |
| | Option 1 - \$5.50 | Option 4 – No Charge |
| | Option 2 - \$5.50 | Option 5 - \$1.50 |
| | Option 3 - \$5.50 | Option 6 - \$3.50 |

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
 (N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

Reserved for Future Use

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Material previously found on this page moved to Section 5, Original Page 134

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.12 Local Service Charges¹

(N)

| | Non-Recurring | |
|--|---------------|----------|
| | Residential | Business |
| Local Line New Installation, 1 st line | \$40.00 | \$67.00 |
| Local Line New Installation, additional lines | \$15.00 | \$15.00 |
| Line Change Charge, 1 st line (moves, transfers) | \$25.00 | \$40.00 |
| Line Change charge, additional lines | \$10.00 | \$18.00 |
| Feature Add or Change Charge | \$8.00 | \$20.00 |
| Premises Work Charge, 1 st 30 minutes | \$25.00 | \$45.00 |
| Premises Work Charge, additional 15 minutes | \$12.50 | \$15.00 |
| Dual service per line (same dial tone at 2 locations) | \$20.00 | \$24.00 |
| Network usage traffic survey report, per line | \$25.00 | \$25.00 |
| Directory Listing Change Charge | \$5.00 | \$5.00 |
| Busy Line Verification | \$2.50 | \$2.50 |
| Jacks & Wiring – Prewire (1 st operation) | \$75.00 | \$75.00 |
| Jacks & Wiring – Prewire (ea. additional) | \$30.00 | \$30.00 |
| Jacks & Wiring – Installation/rearrange (1 st time) | \$85.00 | \$85.00 |
| Jacks & Wiring – Installation/rearrange (additional) | \$40.00 | \$40.00 |
| Maintenance repair or replace, 1 st hour | \$110.00 | \$110.00 |
| Maintenance repair or replace, additional hour | \$46.00 | \$46.00 |

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

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 |
 (N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.13 BUSINESSPOINT RCF¹

(N)

BUSINESSPOINT RCF service provides remote call forwarding of your calls to another local or long distance telephone number.

Billing increment is 1 minute for billed local calls as well as calls within the LATA. Billing increments for billed calls outside of the LATA are 18 seconds initial and 6 seconds for additional minutes.

A. General

- (1) BUSINESSPOINT RCF service is available only in limited service areas.
- (2) BUSINESSPOINT RCF has a monthly fee per pathway.
- (3) BUSINESSPOINT RCF does not include the service in which the calls are terminating.
- (4) Setup fees apply to both new installations as well as class of service changes.
- (5) BUSINESSPOINT RCF does not include the service in which the calls are terminating.

B. Rates

| | |
|-----------------------------------|---------|
| Monthly Fee, Per Pathway | \$18.50 |
| Setup Fee 1 st Pathway | \$50.00 |
| Each Addl. Pathway | \$25.00 |

| | |
|-----------|----------------------------|
| | Per Minute Rates |
| Local | \$0.019 |
| IntraLATA | See FL P.S.C. Tariff No. 1 |
| InterLATA | See FL P.S.C. Tariff No. 1 |

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
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(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.14 VPoint

A. Rates

Monthly Service Fee per Line – VPoint Basic

| | <u>Zone 4</u> | <u>Zone 5</u> | <u>Zone 6</u> | (M)(N) |
|----------------|---------------|---------------|---------------|--------|
| Month to Month | \$39.00 | \$51.00 | \$80.00 | |
| 1 Year | \$35.95 | \$47.95 | \$76.95 | |
| 2 Years | \$34.95 | \$46.95 | \$75.95 | |
| 3 Years | \$34.95 | \$46.95 | \$75.95 | (M)(N) |

Usage Rate per Minute

| | <u>Local</u> | <u>IntraLATA</u> |
|-------|--------------|------------------|
| Basic | Included | \$0.059 |

Features

| | |
|--|----------------------|
| Complimentary Features | No Charge |
| Star Features, per occurrence | \$1.00 |
| Standard Features, monthly fee per feature, per line | \$5.00 |
| Deluxe Features, monthly fee per feature, per line | \$7.50 |
| Bundled Feature Package, monthly fee per line | \$9.00 |
| Unlimited Feature Package, monthly fee per line | \$12.00 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 – No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

(M) - Material previously found in this section moved to Section 5 (Grandfathered Services), Page 136.4.

Issued: June 24, 2015

Effective: June 25, 2015

Issued by: Jason Brown – Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

[Reserved for Future Use]

(M)

(M)

(M) - Material previously found on this page moved to Section 5, Original Page 135.2.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.15 EPoint

A. Rates

| Monthly Service Fee per Line: EPoint Basic | | | | | |
|--|---------------|---------------|---------------|----------------|-------|
| | <u>Zone 7</u> | <u>Zone 8</u> | <u>Zone 9</u> | <u>Zone 10</u> | |
| Month to Month | \$32.95 | \$43.95 | \$42.95 | \$44.00 | (M/N) |
| 1 Year | \$29.95 | \$40.95 | \$41.95 | \$39.95 | |
| 2 Year | \$28.95 | \$39.95 | \$40.95 | \$38.95 | |
| 3 Year | \$28.95 | \$39.95 | \$40.95 | \$38.95 | (M/N) |

Usage Rates per Minute

| | | |
|-------|--------------|------------------|
| | <u>Local</u> | <u>IntraLATA</u> |
| Basic | Included | \$0.069 |

Features

| | |
|--|----------------------|
| Complimentary Features | No Charge |
| Star Features, per occurrence | \$1.00 |
| Standard Features, monthly fee per feature, per line | \$5.00 |
| Deluxe Features, monthly fee per feature, per line | \$7.50 |
| Bundled Feature Package, monthly fee per line | \$9.00 |
| Unlimited Feature Package, monthly fee per line | \$12.00 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 - No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

(M) - Material previously found on this page moved to Section 5, Original Pages 139.2.

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown – Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

[Reserved for Future Use]

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(M) - Material previously found on this page moved to Section 5, Original Page 136.3.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.16 EPoint PBX*

(T)

A. Rates

Monthly Service Fee per Line: EPoint Basic PBX

| | <u>Zone 7</u> | <u>Zone 8</u> | <u>Zone 9</u> | <u>Zone 10</u> |
|----------------|---------------|---------------|---------------|----------------|
| Month to Month | \$33.00 | \$42.00 | \$48.50 | \$62.00 |
| 1 Year | \$30.00 | \$38.00 | \$44.00 | \$56.00 |
| 2 Year | \$29.00 | \$37.00 | \$43.00 | \$55.00 |
| 3 Year | \$28.00 | \$36.00 | \$42.00 | \$54.00 |

Usage Rates per Minute

| | <u>Local</u> | <u>IntraLATA</u> |
|-------|--------------|------------------|
| Basic | Included | \$0.069 |

Features

| | |
|---|----------------------|
| DIDs, monthly fee per DID | ICB |
| Complimentary Features | No Charge |
| Star Features, per occurrence | \$1.00 |
| Standard Features, monthly fee per feature, per line | \$5.00 |
| Deluxe Features, monthly fee per feature, per line | \$7.50 |
| Bundled Feature Package ¹ , monthly fee per line | \$9.00 |
| Unlimited Feature Package ¹ , monthly fee per line | \$12.00 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 - No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

¹ Effective September 6, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
 (N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown – Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.17 VPoint Centrex*

(T)

A. Rates

Monthly Service Fee per Line: VPoint Centrex

| | <u>Zone 4</u> | <u>Zone 5</u> | <u>Zone 6</u> |
|----------------|---------------|---------------|---------------|
| Month to Month | \$40.00 | \$48.50 | \$68.50 |
| 1 Year | \$36.00 | \$44.00 | \$62.00 |
| 2 Years | \$35.00 | \$43.00 | \$61.00 |
| 3 Years | \$34.00 | \$42.00 | \$60.00 |

Usage Rates per Minute

| | <u>Local</u> | <u>IntraLATA</u> |
|-------|--------------|------------------|
| Basic | Included | \$0.059 |

Features

| | |
|---|----------------------|
| Complimentary Features | No Charge |
| Star Features, per occurrence | \$1.00 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 - No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown – Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.18 EPoint Centrex*

(T)

A. Rates

Monthly Service Fee per Line: EPoint Centrex

| | <u>Zone 7</u> | <u>Zone 8</u> | <u>Zone 9</u> | <u>Zone 10</u> |
|----------------|---------------|---------------|---------------|----------------|
| Month to Month | \$36.50 | \$44.00 | \$44.00 | \$41.00 |
| 1 Year | \$33.00 | \$40.00 | \$40.00 | \$37.00 |
| 2 Years | \$31.00 | \$37.00 | \$37.00 | \$35.00 |
| 3 Years | \$29.00 | \$35.00 | \$35.00 | \$32.00 |

Usage Rates per Minute

| | <u>Local</u> | <u>IntraLATA</u> |
|-------|--------------|------------------|
| Basic | Included | \$0.069 |

Features

| | |
|--|----------------------|
| Complimentary Features | No Charge |
| Star Features, per occurrence | \$1.00 |
| Standard Features, monthly fee per feature, per line | \$5.00 |
| Deluxe Features, monthly fee per feature, per line | \$7.50 |
| Toll Blocking Features, monthly fee per line: | |
| Option 1 - \$5.50 | Option 4 - No Charge |
| Option 2 - \$5.50 | Option 5 - \$1.50 |
| Option 3 - \$5.50 | Option 6 - \$3.50 |

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.*

(N)
(N)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown – Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.19 Primary Access

A. Rates

Installation Fee

| | | |
|---------------|----------------|----------------|
| <u>1 Year</u> | <u>2 Years</u> | <u>3 Years</u> |
| \$750 | \$500 | \$0 |

Features

| | |
|---------------------------|---------------------------|
| First 20 DIDs | Included |
| Additional DIDs | \$0.20 per number monthly |
| Caller ID Name and Number | \$25.00 per month |
| Direct Trunk Overflow | \$50.00 per path |

T-1 Monthly Service Fee

Customers may choose from one of the Tier and Term Plan Options below. Tiers are equal to the number of circuits turned up on the T-1 facility for voice grade services.

| <u>Pricing Tier</u> | <u>Month to Month</u> | <u>1 Year Term</u> | <u>2 Year Term</u> | <u>3 Year Term</u> |
|---------------------|-----------------------|--------------------|--------------------|--------------------|
| Tier 1 | \$428 | \$389 | \$369 | \$349 |
| Tier 2 | \$440 | \$400 | \$380 | \$360 |
| Tier 3 | \$450 | \$409 | \$389 | \$369 |
| Tier 4 | \$460 | \$418 | \$398 | \$378 |
| Tier 5 | \$470 | \$427 | \$407 | \$387 |
| Tier 6 | \$479 | \$435 | \$415 | \$395 |
| Tier 7 | \$484 | \$440 | \$420 | \$400 |
| Tier 8 | \$498 | \$452 | \$432 | \$412 |
| Tier 9 | \$508 | \$462 | \$442 | \$422 |
| Tier 10 | \$517 | \$470 | \$450 | \$430 |
| Tier 11 | \$527 | \$479 | \$459 | \$439 |
| Tier 12 | \$537 | \$488 | \$468 | \$448 |
| Tier 13 | \$547 | \$497 | \$477 | \$457 |
| Tier 14 | \$553 | \$502 | \$482 | \$462 |

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.19 PrimaryAccess, (Cont'd.)

A. Rates, (Cont'd.)

T-1 Monthly Service Fee, (Cont'd.)

| <u>Pricing Tier</u> | <u>Month to Month</u> | <u>1 Year Term</u> | <u>2 Year Term</u> | <u>3 Year Term</u> |
|---------------------|-----------------------|--------------------|--------------------|--------------------|
| Tier 15 | \$560 | \$509 | \$489 | \$469 |
| Tier 16 | \$566 | \$514 | \$494 | \$474 |
| Tier 17 | \$571 | \$519 | \$499 | \$479 |
| Tier 18 | \$577 | \$524 | \$504 | \$484 |
| Tier 19 | \$583 | \$530 | \$510 | \$490 |
| Tier 20 | \$589 | \$535 | \$515 | \$495 |
| Tier 21 | \$594 | \$540 | \$520 | \$500 |
| Tier 22 | \$601 | \$546 | \$526 | \$506 |
| Tier 23 | \$607 | \$551 | \$531 | \$511 |
| Tier 24 | \$612 | \$556 | \$536 | \$516 |
| Tier 25 | \$618 | \$561 | \$541 | \$521 |
| Tier 26 | \$624 | \$567 | \$547 | \$527 |
| Tier 27 | \$571 | \$572 | \$552 | \$532 |
| Tier 28 | \$635 | \$577 | \$557 | \$537 |
| Tier 29 | \$642 | \$583 | \$563 | \$543 |
| Tier 30 | \$647 | \$588 | \$568 | \$548 |
| Tier 31 | \$653 | \$593 | \$573 | \$553 |
| Tier 32 | \$658 | \$598 | \$578 | \$558 |
| Tier 33 | \$665 | \$604 | \$584 | \$564 |
| Tier 34 | \$670 | \$609 | \$589 | \$569 |
| Tier 35 | \$676 | \$614 | \$594 | \$574 |
| Tier 36 | \$682 | \$620 | \$600 | \$580 |
| Tier 37 | \$688 | \$625 | \$605 | \$585 |
| Tier 38 | \$693 | \$630 | \$610 | \$590 |
| Tier 39 | \$699 | \$635 | \$615 | \$595 |
| Tier 40 | \$706 | \$641 | \$621 | \$601 |
| Tier 41 | \$711 | \$646 | \$626 | \$606 |
| Tier 42 | \$717 | \$651 | \$631 | \$611 |
| Tier 43 | \$722 | \$656 | \$636 | \$616 |
| Tier 44 | \$730 | \$663 | \$643 | \$623 |

(N)

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Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.20 SinglePoint

A. Rates

Features included at no charge

| | |
|--------------------|-----------------------------------|
| 900-976 Toll Block | Call Waiting |
| Caller Block | Hunting |
| Caller ID | Message Waiting Audible Indicator |
| Caller ID Blocking | Repeat Dialing |
| Call Forwarding | Speed Dialing |
| Call Return | Three Way Calling |
| Call Trace | |
| Call Transfer | |

Toll Free Number and DID Charges

| | |
|----------------------|----------------------------|
| Toll Free Number Fee | \$3.00 per number, monthly |
| First 20 DIDs | Included |
| Additional DIDs | \$0.20 per number monthly |

Additional Voice Channels

| | |
|--------|---------|
| 1 Year | \$29.95 |
| 2 Year | \$27.95 |
| 3 Year | \$25.95 |

Installation Fee

| | |
|--------|----------|
| 1 Year | \$750.00 |
| 2 Year | \$500.00 |
| 3 Year | \$0.00 |

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.20 SinglePoint, (Cont'd.)

A. Rates, (Cont'd.)

T-1 Monthly Service Fee

| <u>Pricing Tier</u> | <u>Month to Month</u> | <u>1 Year</u> | <u>2 Year</u> | <u>3 Year</u> |
|---------------------|-----------------------|---------------|---------------|---------------|
| Tier 1 | \$392 | \$356 | \$339 | \$320 |
| Tier 2 | \$428 | \$389 | \$370 | \$350 |
| Tier 3 | \$465 | \$423 | \$402 | \$380 |
| Tier 4 | \$514 | \$467 | \$444 | \$420 |
| Tier 5 | \$550 | \$500 | \$475 | \$450 |
| Tier 6 | \$587 | \$534 | \$508 | \$480 |
| Tier 7 | \$624 | \$567 | \$539 | \$510 |
| Tier 8 | \$660 | \$600 | \$570 | \$540 |
| Tier 9 | \$710 | \$645 | \$613 | \$580 |
| Tier 10 | \$746 | \$678 | \$645 | \$610 |
| Tier 11 | \$783 | \$712 | \$677 | \$640 |
| Tier 12 | \$820 | \$745 | \$708 | \$670 |
| Tier 13 | \$868 | \$789 | \$750 | \$710 |
| Tier 14 | \$917 | \$834 | \$793 | \$750 |
| Tier 15 | \$966 | \$878 | \$835 | \$790 |
| Tier 16 | \$1015 | \$923 | \$877 | \$830 |
| Tier 17 | \$1064 | \$967 | \$919 | \$870 |
| Tier 18 | \$1113 | \$1012 | \$962 | \$910 |
| Tier 19 | \$1162 | \$1056 | \$1004 | \$950 |
| Tier 20 | \$1210 | \$1100 | \$1045 | \$990 |

Pricing Tier will vary based on customer location and bandwidth selected.

(N)

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Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.21 FlexPoint

A. Rates

Complimentary Features -- no charge

| | |
|--------------------|-----------------------------------|
| 900-976 Toll Block | Call Waiting |
| Caller Block | Hunting |
| Caller ID | Message Waiting Audible Indicator |
| Caller ID Blocking | Repeat Dialing |
| Call Forwarding | Speed Dialing |
| Call Return | Three Way Calling |
| Call Trace | Call Transfer |

Installation Fees

| | |
|------------------------------|----------|
| Installation Fee 1 Year Term | \$750.00 |
| Installation Fee 2 Year Term | \$500.00 |
| Installation Fee 3 Year Term | \$0.00 |

Domain Names

| | |
|--------------------------|-----------------|
| Domain Name Registration | \$9.95 per year |
| Domain Transfer Fee | \$9.95 per year |

Equipment Management

| | |
|--------------------------|------------------|
| Equipment Management Fee | \$9.95 per month |
|--------------------------|------------------|

DID Charges

| | |
|-----------------|---------------------------|
| Additional DIDs | \$0.20 per number monthly |
|-----------------|---------------------------|

(N)

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Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.21 FlexPoint, (Cont'd.)

A. Rates, (Cont'd.)

Monthly Service Fee (includes up to 24 voice channels)

| <u>Pricing Tier</u> | <u>Month to Month</u> | <u>1 Year Term</u> | <u>2 Year Term</u> | <u>3 Year Term</u> |
|---------------------|-----------------------|--------------------|--------------------|--------------------|
| Tier 1 | \$461 | \$419 | \$399 | \$379 |
| Tier 2 | \$472 | \$429 | \$409 | \$389 |
| Tier 3 | \$483 | \$439 | \$419 | \$399 |
| Tier 4 | \$494 | \$449 | \$429 | \$409 |
| Tier 5 | \$505 | \$459 | \$439 | \$419 |
| Tier 6 | \$516 | \$469 | \$449 | \$429 |
| Tier 7 | \$527 | \$479 | \$459 | \$439 |
| Tier 8 | \$538 | \$489 | \$469 | \$449 |
| Tier 9 | \$549 | \$499 | \$479 | \$459 |
| Tier 10 | \$560 | \$509 | \$489 | \$469 |
| Tier 11 | \$548 | \$498 | \$488 | \$478 |
| Tier 12 | \$554 | \$504 | \$494 | \$484 |
| Tier 13 | \$561 | \$510 | \$500 | \$490 |
| Tier 14 | \$568 | \$516 | \$506 | \$496 |
| Tier 15 | \$574 | \$522 | \$512 | \$502 |
| Tier 16 | \$581 | \$528 | \$518 | \$508 |
| Tier 17 | \$587 | \$534 | \$524 | \$514 |
| Tier 18 | \$594 | \$540 | \$530 | \$520 |
| Tier 19 | \$601 | \$546 | \$536 | \$526 |
| Tier 20 | \$607 | \$552 | \$542 | \$532 |
| Tier 21 | \$614 | \$558 | \$548 | \$538 |
| Tier 22 | \$620 | \$564 | \$554 | \$544 |
| Tier 23 | \$627 | \$570 | \$560 | \$550 |
| Tier 24 | \$634 | \$576 | \$566 | \$556 |

(N)

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Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.21 FlexPoint, (Cont'd.)

A. Rates, (Cont'd.)

Monthly Service Fee (includes up to 24 voice channels), (Cont'd.)

| <u>Pricing Tier</u> | <u>Month to Month</u> | <u>1 Year Term</u> | <u>2 Year Term</u> | <u>3 Year Term</u> |
|---------------------|-----------------------|--------------------|--------------------|--------------------|
| Tier 25 | \$640 | \$582 | \$572 | \$562 |
| Tier 26 | \$647 | \$588 | \$578 | \$568 |
| Tier 27 | \$653 | \$594 | \$584 | \$574 |
| Tier 28 | \$660 | \$600 | \$590 | \$580 |
| Tier 29 | \$667 | \$606 | \$596 | \$586 |
| Tier 30 | \$673 | \$612 | \$602 | \$592 |
| Tier 31 | \$680 | \$618 | \$608 | \$598 |
| Tier 32 | \$686 | \$624 | \$614 | \$604 |
| Tier 33 | \$693 | \$630 | \$620 | \$610 |
| Tier 34 | \$700 | \$636 | \$626 | \$616 |
| Tier 35 | \$706 | \$642 | \$632 | \$622 |
| Tier 36 | \$713 | \$648 | \$638 | \$628 |
| Tier 37 | \$719 | \$654 | \$644 | \$634 |
| Tier 38 | \$726 | \$660 | \$650 | \$640 |
| Tier 39 | \$733 | \$666 | \$656 | \$646 |
| Tier 40 | \$739 | \$672 | \$662 | \$652 |
| Tier 41 | \$746 | \$678 | \$668 | \$658 |
| Tier 42 | \$752 | \$684 | \$674 | \$664 |
| Tier 43 | \$759 | \$690 | \$680 | \$670 |
| Tier 44 | \$766 | \$696 | \$686 | \$676 |
| Tier 45 | \$772 | \$702 | \$692 | \$682 |
| Tier 46 | \$779 | \$708 | \$698 | \$688 |
| Tier 47 | \$785 | \$714 | \$704 | \$694 |
| Tier 48 | \$792 | \$720 | \$710 | \$700 |
| Tier 49 | \$800 | \$727 | \$717 | \$707 |
| Tier 50 | \$806 | \$733 | \$723 | \$713 |

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.4 Resale Local Services, (Cont'd.)

4.4.21 FlexPoint, (Cont'd.)

A. Rates, (Cont'd.)

Monthly Service Fee (includes up to 24 voice channels), (Cont'd.)

| <u>Pricing Tier</u> | <u>Month to Month</u> | <u>1 Year Term</u> | <u>2 Year Term</u> | <u>3 Year Term</u> |
|---------------------|-----------------------|--------------------|--------------------|--------------------|
| Tier 51 | \$813 | \$739 | \$729 | \$719 |
| Tier 52 | \$820 | \$745 | \$735 | \$725 |
| Tier 53 | \$826 | \$751 | \$741 | \$731 |
| Tier 54 | \$833 | \$757 | \$747 | \$737 |
| Tier 55 | \$839 | \$763 | \$753 | \$743 |
| Tier 56 | \$846 | \$769 | \$759 | \$749 |
| Tier 57 | \$853 | \$775 | \$765 | \$755 |
| Tier 58 | \$859 | \$781 | \$771 | \$761 |
| Tier 59 | \$866 | \$787 | \$777 | \$767 |
| Tier 60 | \$872 | \$793 | \$783 | \$773 |
| Tier 61 | \$879 | \$799 | \$789 | \$779 |
| Tier 62 | \$886 | \$805 | \$795 | \$785 |
| Tier 63 | \$892 | \$811 | \$801 | \$791 |
| Tier 64 | \$899 | \$817 | \$807 | \$797 |
| Tier 65 | \$905 | \$823 | \$813 | \$803 |
| Tier 66 | \$912 | \$829 | \$819 | \$809 |
| Tier 67 | \$919 | \$835 | \$825 | \$815 |
| Tier 68 | \$925 | \$841 | \$831 | \$821 |
| Tier 69 | \$932 | \$847 | \$837 | \$827 |
| Tier 70 | \$938 | \$853 | \$843 | \$833 |
| Tier 71 | \$945 | \$859 | \$849 | \$839 |
| Tier 72 | \$952 | \$865 | \$855 | \$845 |
| Tier 73 | \$958 | \$871 | \$861 | \$851 |
| Tier 74 | \$965 | \$877 | \$867 | \$857 |
| Tier 75 | \$971 | \$883 | \$873 | \$863 |

Pricing will vary based on customer location and bandwidth selected.

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Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

SECTION 4.0 - RATES, (CONT'D.)

4.5 Extended Area Dialing Plans

Extended Area Dialing Plans allow Customers to extend their basic exchange service to include adjacent exchanges within a certain mile radius to be included on a calling plan.

4.5.1 Extended Calling Service (ECS) provides usage based pricing for Customer dialed or operator assisted calls to selected exchanges within the Customer's LATA. Residential Customers are billed a message charge. Business Customers are billed a per minute charge. Residential Customers are billed \$0.2375 per message. Business Customers are billed \$0.0950 for the first minute or fraction thereof and \$0.0570 for each additional minute or fraction thereof. Specific available routes are found in BellSouth's General Subscriber Service Tariff Section A3. Access Point will offer these services at a 5% discount off of the rates provided in the BellSouth General Subscriber Service Tariff.

4.5.2 Optional Extended Local Calling (OELC) permits exchange Customers to place and receive unlimited toll-free calls to and from the selected exchange which is outside the Customer's normal local calling area for a flat monthly rate in addition to the applicable monthly local exchange rate. Customers who subscribe to OELC are entitled to one listing in the selected exchange directory at no charge. The directory listing will contain sufficient wording in each exchange's directory to advise callers that the OELC Customer can be called toll-free. Specific available routes and calling plan rates are found in BellSouth's General Subscriber Service Tariff Section A3. Access Point will offer these services at a 5% discount off of the rates provided in the BellSouth General Subscriber Service Tariff.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 4.0 - RATES, (CONT'D.)

4.6 Directory Listings

4.6.1 General

The following rules apply to standard 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 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.

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

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 4.0 - RATES, (CONT'D.)

4.6 Directory Listings, (Cont'd.)

4.6.2 Composition of Listings

(A) Names

The following names may be included in business service listings:

- (1) The name of subscriber or joint user.
- (2) The name of each business enterprise which the subscriber or joint user conducts.
- (3) The name by which the business of a subscriber or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- (4) The name of any person associated with the subscriber or joint user in the same business.
- (5) The name of any person, firm or organization which subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.
- (6) Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes.
The name of a publication issued periodically by the subscriber or joint user.
- (7) The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
- (8) The name of a member of subscriber's domestic establishment when business service is furnished in the subscriber's residential.
- (9) The name of a corporation which is the parent or a subsidiary of the subscriber.
- (10) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residential type listing with the telephone number of the PBX service.
- (11) The name of the subscriber to a sharing arrangement.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 4.0 - RATES, (CONT'D.)

4.6 Directory Listings, (Cont'd.)

4.6.2 Composition of Listings, (cont'd.)

(B) Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residential type listing except for residential service as permitted under the terms of this price list. A professional designation is permitted on residential service in the case of a physician, surgeon, dentist, osteopath, chiropractor, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of service in the residential of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residential service is furnished in a church study, the listing may include the designation "study."

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

SECTION 4.0 - RATES, (CONT'D.)

4.6 Directory Listings, (Cont'd.)

4.6.2 Composition of Listings, (cont'd.)

(C) Address

Each residential or non-profit listing may, but does not have to, include the house number and street name of the residential where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

(D) Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.6 Directory Listings, (Cont'd.)

4.6.3 Types of Listings

(A) Standard Listing

A standard 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. The designation in the listing will be provided according to the rules in paragraph 8.1.2 above.

4.6.4 Free Listings

The following listings are provided at no additional charge to the Customer:

One listing for each individual line service, auxiliary line or PBX system.

4.6.5 Rates

| | Residential | | Business | |
|--------------------|-----------------------------|--------------------------|-----------------------------|--------------------------|
| | Monthly <u>Recurring</u> | Non- <u>Recurring</u> | Monthly <u>Recurring</u> | Non- <u>Recurring</u> |
| Additional Listing | \$1.20 (R) | \$10.00 | \$2.10 (R) | \$19.00 |

Issued: February 27, 2009

Effective: March 1, 2009

Issued by: Jason Brown – Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FL10901

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.7 Non-Published Service

4.7.1 General

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.

4.7.2 Regulations

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.

4.7.3 Rates and Charges

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.

| | <u>Business</u> | <u>Residential</u> |
|--|-----------------|--------------------|
| Non-published service charge, per month: | \$5.50 (I) | \$3.05 |
| Non-published service charge, non recurring: | \$19.00 | \$10.00 |

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown – Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.8 Non-Listed Service

4.8.1 General

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.

4.8.2 Regulations

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.

4.8.3 Rates and Charges

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.

| | <u>Business</u> | <u>Residential</u> |
|---|-----------------|--------------------|
| Non-listed service charge, per month: | \$3.50 (I) | \$1.50 |
| Non-listed service charge, non-recurring: | \$19.00 | \$10.00 |

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown – Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.9 Directory Assistance Services

4.9.1 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. No charge applies for the first call per month per residential line. Rates and charges for intraLATA and interLATA Directory Assistance service are provided in Access Point, Inc.'s Florida Tariff No. 2.

| | <u>Business</u> | <u>Residential</u> |
|--------------------------------------|-----------------|--------------------|
| Each Local Directory Assistance Call | \$1.99 (I) | \$1.99 (I) |

(D)

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown – Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1201

SECTION 4.0 - RATES, (CONT'D.)

4.10 Carrier Presubscription

4.10.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

4.10.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option C:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.10 Carrier Presubscription, (Cont'd.)

4.10.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 11.1.4 below:

4.10.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

| | |
|---|-------------|
| PIC Change Charge (Business and Residential): | \$15.00 (I) |
| Customers who do not choose a long distance carrier | \$3.95 (N) |

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1202

SECTION 4.0 - RATES, (CONT'D.)

4.11 Telecommunications Relay Service

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay services calls by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that were 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 a credit card surcharge.

4.12 Special Rates For The Handicapped

4.12.1 Directory Assistance

There shall be no charge for up to fifty (50) calls per billing cycle from lines or trunks serving individuals with disabilities. The Company shall charge the prevailing price list rates for every call in excess of fifty (50) within a billing cycle.

4.12.2 Hearing and Speech Impaired Persons

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

Issue Date: September 24, 2001

Effective Date: September 25, 2001

Issued by:

Barney R. Shorter, President
1100 Crescent Green, Suite 109
Cary, NC 27511

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.13 Pay Telephone Surcharges

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

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

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

Per Call Surcharge: \$0.65

4.14 Return Check Charge

A return check charge of \$25.00, or the highest allowed by law, will be assessed for checks or other form of payment returned by the drawee bank or other financial institution for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or financial institution. Any applicable return check charges will be assessed according to the terms and conditions of this tariff and pursuant to Florida law and Commission regulations.

(N)
|
|
|
(N)

4.15 Removed for Future Use

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.16 Credit Card Convenience Fee

(N)

The Company will assess a Credit Card Convenience fee to recover certain costs associated with certain operational issues relating to the provisioning and billing of credit card services. This charge will apply when a Customer requests to pay their invoice via a credit card.

Credit Card Convenience Fees:

| | |
|----------------|-------------------------------|
| \$100 & below | \$1.95 |
| \$101 - \$200 | \$3.00 |
| \$201 - \$300 | \$6.00 |
| \$301 - \$400 | \$9.00 |
| \$401 - \$500 | \$12.00 |
| \$501 - \$600 | \$15.00 |
| \$601 - 700 | \$18.00 |
| \$701- 800 | \$21.00 |
| \$801 - \$900 | \$24.00 |
| \$901 - \$999 | \$27.00 |
| \$1000 & above | Multiply charge amount by .03 |

Example: \$1000 X .03 = \$30.00

(N)

Issued: May 1, 2007

Effective: May 2, 2007

Issued by: Richard Brown - CEO
1100 Crescent Green, Suite 109
Cary, North Carolina 27511

FLL0702

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.17 Account Maintenance Fee

All Business Customers will be charged a monthly account maintenance fee on each monthly detailed invoice of \$3.95. If the customer has multiple invoices delivered to different service locations, a fee of \$1.95 will be charged for each detailed invoice. If the Customer elects to receive their monthly invoice electronically, the fee will be \$1.95 for both Single and Multi Location Business Customers Invoiced. The fee for Residential Customers is \$0.95.

4.17.1 Monthly Recurring Charges

| | |
|--------------------------|--------|
| Business Single Location | \$3.95 |
| Business Multi Locations | \$1.95 |
| Residential | \$0.95 |

4.18 Term Liability/Termination Charges

If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to the Company from the Customer. Payment of the penalty will be due within 30 days from the date of termination. Termination Charges are as follows:

- A. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect.
- B. A termination penalty of \$500.00 per circuit if using T-1 or any other dedicated circuit services and \$100.00 per service location if using switched long distance services and/or local services and/or any other services. These amounts shall be multiplied by the number of months that are remaining in the term period after the date that the service is cancelled, or moved, and the resulting total will be the termination penalty.

4.19 Telephone Relay Service (TRS)

When required by the Commission, the Company will participate in telephone relay service for handicapped or hearing impaired Customers. A rate for TRS established by the State will be assessed to the end-user. This fee will comply with all state regulations and requirements.

Issued: May 1, 2007

Effective: May 2, 2007

Issued by: Richard Brown - CEO
1100 Crescent Green, Suite 109
Cary, North Carolina 27511

FLL0702

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.20 Operator Assistance

(N)

4.20.1 Local Per Call Service Charges: Rates

| | |
|---|--------|
| Calling Card | |
| Customer Dialed | \$3.50 |
| Operator Handled | \$3.95 |
| Station-to-Station, Collect, Third Party Billed | |
| Automated | \$3.50 |
| Operator Handled | \$3.95 |
| Person-to-Person | \$6.50 |

4.21 Local Number Portability, per number, monthly recurring \$0.35

4.22 Custom Billing Reports

| | <u>Monthly Recurring Charge</u> | <u>Non-Recurring Charge</u> |
|-------------------------|---------------------------------|-----------------------------|
| Custom Billing Services | \$10.00 | \$75.00 |
| Billing Report Changes | \$0.00 | \$25.00 |
| Bill Image CD Copy | \$20.00 | \$0.00 |
| Call Detail CD Copy | \$20.00 | \$10.00 |
| Call Detail E-Mail File | \$5.00 | \$20.00 |

4.23 POTS Service

| | <u>Monthly Recurring Charge</u> | <u>Non-Recurring Charge</u> |
|-------------------------|---------------------------------|-----------------------------|
| New Line Install | | |
| Initial Line | \$0.00 | \$95.00 |
| Additional Line | \$0.00 | \$36.00 |
| Change Fee | \$0.00 | \$20.00 |
| Change Fee (post-FOC) | \$0.00 | \$100.00 |
| Traffic Study | \$0.00 | \$50.00 |
| Busy Line Verification | \$0.00 | \$7.50 |
| Jacks and Wiring | | |
| Initial Jack | \$0.00 | \$85.00 |
| Additional Jack | \$0.00 | \$65.00 |
| Premise Work Charge | | |
| First Hour | \$0.00 | \$184.00 |
| Each Additional 30 Min. | \$0.00 | \$45.00 |
| Dual Service | \$0.00 | \$24.00 |

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.24 T-1 Services

| | <u>Monthly Recurring Charge</u> | <u>Non-Recurring Charge</u> |
|-----------------------------------|---------------------------------|-----------------------------|
| Customer Premise Visit | | |
| Initial 2 Hours | \$0.00 | \$225.00 |
| Additional hour | \$0.00 | \$90.00 |
| T-1 Change Fee | \$0.00 | \$150.00 |
| T-1 Feature Change Fee | \$0.00 | \$25.00 |
| Order Modification Fee (pre-FOC) | \$0.00 | \$100.00 |
| Order Modification Fee (post-FOC) | \$0.00 | \$250.00 |
| Order Cancellation Fee (post-FOC) | \$0.00 | \$495.00 |
| After Hour Activation | \$0.00 | \$250.00 |

4.25 Common Charges

| | <u>Nonrecurring Charge</u> |
|-----------------------------------|----------------------------|
| Maintenance Work Charge | |
| First Hour | \$184.00 |
| Additional hour | \$90.00 |
| Inside Wiring Voice Data Option 1 | \$200.00 |
| Inside Wiring Voice Data Option 2 | \$245.00 |
| D-Marc Extension Voice/Data | \$375.00 |
| Missed Appointment Fee | \$150.00 |
| Customer Premise Site Survey | \$225.00 |

4.26 Temporary Service Suspension Fee

Customers who are delinquent in billing, and service is suspended for non-payment.

| Charge: | <u>Recurring Charge</u> | <u>Nonrecurring Charge</u> |
|---------|-------------------------|----------------------------|
| | \$10.00 | \$15.00 |

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.27 Busy Line Verification and Emergency 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. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

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

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

4.27.1 Rates

| | <u>Per request</u> |
|------------------------|--------------------|
| Busy Line Verification | \$2.50 |
| Emergency Interrupt | \$5.00 |

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 4.0 - RATES, (CONT'D.)

4.28 Remote Call Forwarding

Remote Call Forwarding allows a Customer to automatically forward calls to the location of his or her choice to make transferring numbers or locations simple for a monthly fee. Local calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. Regulatory taxes and fees are not included in the rate of this service.

4.28.1 Terms and Conditions

- A. Remote Call Forwarding is available in limited service areas.
- B. Remote Call Forwarding service provided in areas outside of the Access Point, Inc. on-net footprint will be charged an additional fee per pathway.
- C. Remote Call Forwarding does not include the service in which the calls are terminating.
- D. Setup fees apply to both new installations and class of service changes.

4.28.2 Rates

A. Nonrecurring Charges

| | |
|--------------------|---------------------|
| Activation Fee | \$25.00 per pathway |
| Out of Network Fee | \$5.00 per pathway |

B. Usage and Monthly Charges

| | |
|---------------------------------|---------------------|
| Monthly Charge | \$23.50 per pathway |
| Per Minute Local | \$0.023 |
| Per Minute IntraLATA/Intrastate | \$0.049 |

(N)

(N)

Issued: September 5, 2012

Effective: September 6, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, North Carolina 27518

FLf1202

LOCAL EXCHANGE SERVICES

SECTION 5.0 – GRANDFATHERED SERVICES

5.1 Facilities Based Local Services

5.1.1 Optional Calling Features¹

(M)

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.

(A) Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business and Residential line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

| Optional Calling Features | Residential | Business |
|---------------------------|-------------|-----------|
| Three-Way Calling | \$0.90 | \$0.90 |
| Call Return | \$0.90 | \$0.90 |
| Repeat Dialing | \$0.90 | \$0.90 |
| Call Block, Per Call | No Charge | No Charge |

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

(M)

Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 81

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.1 Facilities Based Local Services (Cont'd.)

5.1.1 Optional Calling Features¹ (Cont'd.)

(M)

(B) 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.

| Optional Calling Feature | Business | Residential |
|----------------------------------|----------|-------------|
| Call Waiting | \$5.95 | \$4.68 |
| Call Forwarding | | |
| No Answer | \$4.04 | \$.85 |
| Busy | \$4.04 | \$.85 |
| Remote Access to Call Forwarding | \$8.50 | \$5.10 |
| Speed Dial (8) | \$4.25 | \$3.40 |
| Three Way Calling | \$5.95 | \$4.21 |
| Distinctive Ring | \$8.50 | \$3.40 |
| Call Return | \$5.53 | \$4.25 |
| Repeat Dialing | \$5.10 | \$3.40 |
| Call Trace | \$5.95 | \$3.40 |
| Caller ID | \$9.35 | \$5.95 |
| Caller ID Deluxe | \$9.35 | \$6.76 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 82

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.1 Facilities Based Local Services (Cont'd.)

5.1.1 Optional Calling Features¹ (Cont'd.)

(M)

(B) Features Offered on Monthly Basis (Cont'd.)

| Optional Calling Feature | Business | Residential |
|---------------------------------|----------|-------------|
| Anonymous Call Rejection | \$3.80 | \$2.85 |
| Call Block | \$5.23 | \$3.80 |
| Call Return | \$6.18 | \$4.75 |
| Call Selector | \$5.23 | \$3.80 |
| Call Tracing | \$6.65 | \$3.80 |
| Distinctive Ringing - First DN | \$9.50 | \$3.80 |
| Distinctive Ringing - Second DN | \$11.40 | \$5.70 |
| Repeat Dialing | \$5.70 | \$3.80 |
| Speed Calling (30 codes) | \$5.23 | \$4.28 |
| Speed Calling (8 codes) | \$2.00 | \$3.00 |
| Three Way Calling | \$6.65 | \$4.70 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 83

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.1 Facilities Based Local Services (Cont'd.)

5.1.1 Optional Calling Features¹ (Cont'd.)

(M)

(C) Multiple Feature Discounts

Customers may receive per line discounts* in the form of a credit on their bill based on the total number of features subscribed to for each line at the end of a given billing period.

| Number of Features | Business Discount | Residential Discount |
|--------------------|-------------------|----------------------|
| 2 | \$0.75 | \$0.50 |
| 3 | \$2.25 | \$1.50 |
| 4 | \$4.50 | \$3.00 |
| 5 | \$6.75 | \$4.50 |
| 6 | \$9.00 | \$6.00 |
| 7 | \$11.25 | \$7.50 |
| 8 | \$13.56 | \$9.00 |
| 9 | \$15.75 | \$10.50 |
| 10 | \$18.00 | \$12.00 |
| 11 | \$20.25 | \$13.50 |
| 12 | \$22.50 | \$15.00 |
| 13 | \$24.75 | \$16.50 |
| 14 | \$27.00 | \$18.00 |
| 15 | \$29.25 | \$19.50 |
| 16 | \$31.50 | \$21.00 |
| 17 | \$33.75 | \$22.50 |
| 18 | \$36.00 | \$24.00 |
| 19 | \$38.25 | \$25.50 |
| 20 | \$40.50 | \$27.00 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 84

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services, (Cont'd.)

5.2.1 Optional Calling Features¹

(M)

The features in this section are made available Residential and Business Customers 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.

Complimentary Features, per occurrence

| | |
|---------------------------------|--------|
| Operator Assisted Call Blocking | \$0.00 |
| International Call Blocking | \$0.00 |
| Directory Assistance Blocking | \$0.00 |
| Deny Call Block | \$0.00 |
| Deny Call Forwarding | \$0.00 |
| Deny Call Trace | \$0.00 |
| Deny Select Forward | \$0.00 |
| Collect Call Blocking | \$0.00 |
| 700 Block | \$0.00 |
| 900/976 Block | \$0.00 |
| Deny Call Return | \$0.00 |
| Deny Priority Call | \$0.00 |
| Deny Repeat Dial | \$0.00 |
| Block Caller ID | \$0.00 |

Star Features, per occurrence

All per call feature charges can be found in the respective products throughout the tariff.

*60 Call Block (80 deactivate)

*69 Call Return

*57 Call Trace

*66 Call Repeat (repeat dialing)

*61 Call Selector

* These Features are also available on a monthly subscription basis as a Standard Feature at \$1.75 per line.

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, 2nd Revised Page 100

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

| | | | |
|-------|---|--------|-----|
| 5.2.1 | Optional Calling Features ¹ (Cont'd.) | | (M) |
| | Standard Features, Monthly per line | | |
| | Anonymous Call Rejection | \$1.75 | |
| | Call Forwarding | \$1.75 | |
| | Call Forwarding – Busy | \$1.75 | |
| | Call Forwarding – No Answer | \$1.50 | |
| | Call Forwarding – No Answer/Ring Control | \$1.75 | |
| | Call Forwarding – Busy Line Don't Answer | \$1.75 | |
| | Call Forwarding – Busy Line (customer controlled) | \$1.75 | |
| | Call Forwarding – No Answer (customer controlled) | \$1.75 | |
| | Distinctive Ring – 1 line | \$1.75 | |
| | Distinctive Ring – 2 lines | \$1.75 | |
| | Additional Listing | \$1.75 | |
| | Speed Dialing - 8 | \$1.75 | |
| | Priority Call | \$1.75 | |
| | All Call Block | \$1.75 | |
| | Call Block | \$1.75 | |
| | Call Selector | \$1.75 | |
| | Call Trace | \$1.75 | |
| | Preferred Call Forwarding | \$1.75 | |
| | Call Forwarding – Busy Line Multi-path | \$1.75 | |
| | Flexible Call Forwarding | \$1.75 | |
| | Remote Activation of Call Forwarding | \$1.75 | |
| | Call Waiting | \$1.75 | |
| | Internet Call Waiting | \$1.75 | |
| | Caller ID – Number Only | \$1.75 | |
| | Foreign Additional Listing | \$1.75 | |
| | Non-Published Number | \$1.75 | |
| | Non-Listed Number | \$1.75 | |
| | Three Way Calling | \$1.75 | |
| | Selective Class of Call Screening | \$1.75 | (M) |

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates. (N)

Some material now found on this page moved from Section 4, 1st Revised Page 101

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

5.2.1 Optional Calling Features¹ (Cont'd.)

(M)

Standard Features, Monthly per line, (continued)

| | |
|-------------|--------|
| Call Repeat | \$1.75 |
| Call Return | \$1.75 |

Deluxe Features, Monthly per line

| | |
|--|--------|
| Call Waiting Deluxe | \$2.00 |
| Call Waiting ID – Name Only | \$2.00 |
| Call Waiting Deluxe – Number Only | \$2.00 |
| Caller ID Deluxe | \$2.00 |
| Enhanced Caller ID | \$2.00 |
| Caller ID Name & Number w/Anonymous Call Rejection | \$2.00 |
| Flexible Call Forwarding | \$2.00 |
| Flexible Call Forwarding w/Name | \$2.00 |
| Flexible Call Forwarding w/Audio Calling Name | \$2.00 |
| Three Way Calling w/Transfer | \$2.00 |
| Speed Dialing - 30 | \$2.00 |

Monthly per line

| | |
|---|---------|
| 5 Feature Package – Choose any 5 standard or deluxe features | \$7.50 |
| Feature Package – Choose any features (except Hunting or Inside Wiring) | \$12.00 |
| Hunting | \$4.00 |
| Basic Voicemail (includes 1 mailbox, 45 sec. greeting, 45 message storage, 2 min. message length. | \$5.00 |
| Deluxe 4-1 Voicemail (includes 1 main mailbox, 3 submailboxes, 45 second greeting, 45 min. storage, 2 min. message length | \$11.00 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, 1st Revised Page 102

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

5.2.1 Optional Calling Features¹ (Cont'd.)

(M)

(A) Multiple Feature Discounts

Customers may receive per line discounts in the form of a credit on their bill based on the total number of features subscribed to for each line at the end of a given billing period.

| Number of Features | Business Discount | Residential Discount |
|--------------------|-------------------|----------------------|
| 2 | \$0.75 | \$0.50 |
| 3 | \$2.25 | \$1.50 |
| 4 | \$4.50 | \$3.00 |
| 5 | \$6.75 | \$4.50 |
| 6 | \$9.00 | \$6.00 |
| 7 | \$11.25 | \$7.50 |
| 8 | \$13.56 | \$9.00 |
| 9 | \$15.75 | \$10.50 |
| 10 | \$18.00 | \$12.00 |
| 11 | \$20.25 | \$13.50 |
| 12 | \$22.50 | \$15.00 |
| 13 | \$24.75 | \$16.50 |
| 14 | \$27.00 | \$18.00 |
| 15 | \$29.25 | \$19.50 |
| 16 | \$31.50 | \$21.00 |
| 17 | \$33.75 | \$22.50 |
| 18 | \$36.00 | \$24.00 |
| 19 | \$38.25 | \$25.50 |
| 20 | \$40.50 | \$27.00 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 103

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.2 BUSINESSPOINT¹

(A) Rates

| | | |
|---------------------------|-----------------------------------|---------|
| Complimentary Features | | N/C |
| Star Features | Per Occurrence | \$1.00 |
| Standard Features | Monthly Fee per Feature, per Line | \$3.50 |
| Deluxe Features | Monthly Fee per Feature, per Line | \$4.50 |
| Unlimited Feature Package | Monthly Fee per Line | \$5.00 |
| Inside Wire Maintenance | Monthly Fee per Line | \$4.50 |
| Basic Voicemail | Monthly Fee per Mailbox | \$6.95 |
| 4-1 Voicemail | Monthly Fee per Mailbox Group | \$9.95 |
| Extra Voicemail | Monthly Fee per Mailbox | \$9.95 |
| Plus Voicemail | Monthly Fee per Mailbox | \$12.95 |
| Deluxe Voicemail | Monthly Fee per Mailbox | \$15.00 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 103.1.1

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

5.2.2 BUSINESSPOINT¹, (Cont'd.)

(M)

(A) Rates, (Cont'd.)

BUSINESSPOINT Basic

| Pricing Zone | Month to Month | Monthly Service Fee per Line | | |
|--------------|----------------|------------------------------|---------|---------|
| | | 1 Year | 2 Year | 3 Year |
| Zone 1 | \$29.00 | \$26.00 | \$23.00 | \$20.00 |
| Zone 2 | \$31.00 | \$28.00 | \$24.00 | \$21.00 |
| Zone 3 | \$37.00 | \$34.00 | \$33.00 | \$31.00 |

BUSINESSPOINT Basic

| Pricing Zone | Local Calls | IntraLATA | Usage Rates per Minute | |
|--------------|-------------|-----------|------------------------|------------|
| | | | Intrastate | Interstate |
| Zone 1 | Included | \$0.039 | \$0.059 | \$0.049 |
| Zone 2 | Included | \$0.039 | \$0.059 | \$0.049 |
| Zone 3 | Included | \$0.039 | \$0.059 | \$0.049 |

BUSINESSPOINT Complete

| Pricing Zone | Month to Month | Monthly Service Fee per Line | | |
|--------------|----------------|------------------------------|---------|---------|
| | | 1 Year | 2 Year | 3 Year |
| Zone 1 | \$44.00 | \$41.00 | \$38.00 | \$35.00 |
| Zone 2 | \$47.00 | \$43.00 | \$39.00 | \$36.00 |
| Zone 3 | \$52.00 | \$49.00 | \$48.00 | \$46.00 |

BUSINESSPOINT Complete

| Pricing Zone | Usage Rates per Minute | | | |
|--------------|------------------------|-----------|------------|------------|
| | Local Calls | IntraLATA | Intrastate | Interstate |
| Zone 1 | Included | Included | Included | Included |
| Zone 2 | Included | Included | Included | Included |
| Zone 3 | Included | Included | Included | Included |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 4, Original Page 103.1.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

5.2.2 BUSINESSPOINT¹, (Cont'd.)

(M)

(A) Rates, (Cont'd.)

| | | |
|-------------------------------------|-----------------------------------|---------|
| Complimentary Features | | N/C |
| Star Features | Per Occurrence | \$1.00 |
| Standard Features | Monthly Fee per Feature, per Line | \$5.00 |
| Deluxe Features | Monthly Fee per Feature, per Line | \$7.50 |
| Basic Feature Package, choose three | Monthly Fee per Line | \$9.00 |
| Unlimited Feature Package | Monthly Fee per Line | \$12.00 |

Non-domestic U.S. Long Distance Rates (per minute)

| | |
|---------------------|-------------------|
| Alaska | \$0.20 per minute |
| Hawaii | \$0.20 per minute |
| U.S. Virgin Islands | \$0.22 per minute |
| Puerto Rico | \$0.22 per minute |

Optional Internet Service (Subject to Availability)

| | |
|--------------------------|---------|
| ADSL – 1.5M x up to 768K | \$59.95 |
| ADSL – 3.0M x up to 768K | \$69.95 |
| ADSL – 6.0M x up to 768K | \$79.95 |

| | | |
|---------------------------|----------|--|
| Static IP Address Upgrade | \$9.95 | API will assign 3 out of the block 8 static IP addresses for network use, leaving 5 useable IP addresses for the customer. |
| API Installation Service | \$149.00 | API Installation Service includes 2 hours of labor to install, connect and test API provided equipment. Additional hours will be billed at \$90.00 per hour. |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 4, 1st Revised Page 103.1.1.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

| | | |
|-------|--|---------|
| 5.2 | Resale Local Services (Cont'd.) | (M) |
| 5.2.3 | BUSINESSPOINT Centrex ¹ | |
| (A) | Rates | |
| | Local Service Features: | |
| | Star Features, per occurrence | \$1.00 |
| | Standard Features, each per line monthly | \$1.75 |
| | Deluxe Features, each per line monthly | \$2.00 |
| | Feature Package – Choose any five features, per line monthly | \$7.50 |
| | Unlimited Feature Package:, per line monthly included | \$12.00 |
| | Hunting:, per line monthly | \$4.00 |
| | Inside Wire Maintenance:, per line monthly | \$4.50 |
| | Voicemail Basic:, per line monthly | \$5.00 |
| | Voicemail Deluxe:, per line monthly | \$11.00 |
| | | (M) |

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates. (N)
 |
 (N)

Some material now found on this page moved from Section 4, 2nd Revised Page 103.2

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.) (M)

5.2.5 Local Service Features¹

| | |
|--|--------|
| Complimentary Features, per occurrence | |
| Operator Assisted Call Blocking | \$0.00 |
| International Call Blocking | \$0.00 |
| Directory Assistance Blocking | \$0.00 |
| Deny Call Block | \$0.00 |
| Deny Call Forwarding | \$0.00 |
| Deny Call Trace | \$0.00 |
| Collect Call Blocking | \$0.00 |
| 700 Block | \$0.00 |
| 900/976 Block | \$0.00 |
| Deny Call Return | \$0.00 |
| Deny Priority Call | \$0.00 |
| Deny Repeat Dial | \$0.00 |
| Block Caller ID | \$0.00 |

Star Features, per occurrence

All per call feature charges can be found in the respective products throughout the tariff.

*60 Call Block (80 deactivate)

*69 Call Return

*57 Call Trace

*66 Call Repeat (repeat dialing)

*61 Call Selector

* These Features are also available on a monthly subscription basis as a Standard Feature at \$1.75 per line. (M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates. (N)

Some material now found on this page moved from Section 4, 1st Revised Page 103.4

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

| | | | |
|-------|---|--------|-----|
| 5.2 | Resale Local Services (Cont'd.) | | (M) |
| 5.25. | Local Service Features ¹ (Cont'd.) | | |
| | Standard Features, Monthly per line | | |
| | Anonymous Call Rejection | \$1.75 | |
| | Call Forwarding | \$1.75 | |
| | Call Forwarding – Busy | \$1.75 | |
| | Call Forwarding – No Answer | \$1.50 | |
| | Call Forwarding – No Answer/Ring Control | \$1.75 | |
| | Call Forwarding – Busy Line Don't Answer | \$1.75 | |
| | Call Forwarding – Busy Line (customer controlled) | \$1.75 | |
| | Call Forwarding – No Answer (customer controlled) | \$1.75 | |
| | Distinctive Ring – 1 line | \$1.75 | |
| | Distinctive Ring – 2 lines | \$1.75 | |
| | Additional Listing | \$1.75 | |
| | Speed Dialing - 8 | \$1.75 | |
| | Priority Call | \$1.75 | |
| | All Call Block | \$1.75 | |
| | Call Block | \$1.75 | |
| | Call Selector | \$1.75 | |
| | Call Trace | \$1.75 | |
| | Preferred Call Forwarding | \$1.75 | |
| | Call Forwarding – Busy Line Multi-path | \$1.75 | |
| | Flexible Call Forwarding | \$1.75 | |
| | Remote Activation of Call Forwarding | \$1.75 | |
| | Call Waiting | \$1.75 | |
| | Internet Call Waiting | \$1.75 | |
| | Caller ID – Number Only | \$1.75 | |
| | Foreign Additional Listing | \$1.75 | |
| | Non-Published Number | \$1.75 | |
| | Non-Listed Number | \$1.75 | |
| | Three Way Calling | \$1.75 | |
| | Selective Class of Call Screening | \$1.75 | |
| | Remote Activation of Call Forwarding | \$1.75 | |
| | Call Waiting | \$1.75 | |
| | Caller ID – Number Only | \$1.75 | (M) |

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates. (N)

Some material now found on this page moved from Section 4, Original Page 103.5

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

| | | |
|-----|--|---------|
| 5.2 | Resale Local Services (Cont'd.) | (M) |
| | 5.25. Local Service Features ¹ (Cont'd.) | |
| | Deluxe Features, Monthly per line | |
| | Call Waiting Deluxe | \$2.00 |
| | Call Waiting ID – Name Only | \$2.00 |
| | Call Waiting Deluxe – Number Only | \$2.00 |
| | Caller ID Deluxe | \$2.00 |
| | Enhanced Caller ID | \$2.00 |
| | Caller ID Name & Number w/Anonymous Call Rejection | \$2.00 |
| | Flexible Call Forwarding | \$2.00 |
| | Flexible Call Forwarding w/Name | \$2.00 |
| | Flexible Call Forwarding w/Audio Calling Name | \$2.00 |
| | Three Way Calling w/Transfer | \$2.00 |
| | Speed Dialing - 30 | \$2.00 |
| | Monthly per line | |
| | 5 Feature Package – Choose any 5 standard or deluxe features | \$7.50 |
| | Feature Package – Choose any features (except Hunting or Inside Wiring) | \$12.00 |
| | Hunting | \$4.00 |
| | Inside Wire Maintenance | \$4.50 |
| | Basic Voicemail (includes 1 mailbox, 45 sec. greeting, 45 message storage, 2 min. message length. | \$5.00 |
| | Deluxe 4-1 Voicemail (includes 1 main mailbox, 3 submailboxes, 45 second greeting, 45 min. storage, 2 min. message length | \$11.00 |
| | | (M) |

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates. (N)

Some material now found on this page moved from Section 4, Original Page 103.6

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.6 BUSINESSPOINT Integrated¹

(A) Rates

| Package | Month to Month | Monthly Service Fee | | |
|----------------------------------|-------------------|---------------------|----------|----------|
| | | 1 Year | 2 Year | 3 Year |
| 256K & 8 Voice Channels | \$223.00 | \$220.00 | \$200.00 | \$180.00 |
| 384K & 8 Voice Channels | \$303.00 | \$300.00 | \$280.00 | \$260.00 |
| 512K & 6 Voice Channels | \$323.00 | \$320.00 | \$300.00 | \$280.00 |
| 768K & 6 Voice Channels | \$423.00 | \$420.00 | \$400.00 | \$360.00 |
| 1024K & 6 Voice Channels | \$483.00 | \$480.00 | \$460.00 | \$440.00 |
| Voice Trunk Monthly Service Fee | | | | |
| 6-15 Trunks | | \$29.99 | \$27.99 | \$25.99 |
| 16-20 Trunks | | \$25.99 | \$23.99 | \$21.99 |
| Installation Fee (non-recurring) | | \$595.00 | | |

Per Minute Toll Rates

All Packages

\$0.049 per minute

Long Distance Minute Packages

2,500 Minutes

Monthly

\$112.50

5,000 Minutes

\$195.00

7,500 Minutes

\$277.50

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, 1st Revised Page 103.7

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

5.2.6 BUSINESSPOINT Integrated¹ (Cont'd.)

(M)

(B) Service Features

Complimentary Features, per occurrence

| | |
|-------------------------------|--------|
| Hunting | \$0.00 |
| International Call Blocking | \$0.00 |
| Directory Assistance Blocking | \$0.00 |
| Deny Repeat Dial | \$0.00 |
| Block Caller ID | \$0.00 |
| Collect Call Blocking | \$0.00 |
| 700 Block | \$0.00 |
| 900/976 Block | \$0.00 |
| Deny Call Return | \$0.00 |

Star Features, per occurrence

| | |
|----------------------------------|--------|
| *69 Call Return | \$1.00 |
| Three Way Calling | \$1.00 |
| *66 Call Repeat (repeat dialing) | \$1.00 |

* These Features are also available on a monthly subscription basis as a Standard Feature at \$3.00 per line.

Standard Features, Monthly per line

| | |
|--------------------------------------|--------|
| Anonymous Call Rejection | \$3.00 |
| Call Forwarding | \$3.00 |
| Call Forwarding – Busy | \$3.00 |
| Call Forwarding – No Answer | \$3.00 |
| Remote Activation of Call Forwarding | \$3.00 |
| Call Waiting | \$3.00 |
| Caller ID – Number Only | \$3.00 |
| Additional Listing | \$3.00 |
| Non-Published Number | \$3.00 |
| Non-Listed Number | \$3.00 |
| Three Way Calling | \$3.00 |
| Call Repeat | \$3.00 |
| Call Return | \$3.00 |
| Speed Dialing – 8 numbers | \$3.00 |
| Speed Dialing – 30 numbers | \$3.00 |

Deluxe Features, Monthly per line

| | |
|---------------------------|---------|
| Call ID Name | \$12.00 |
| Caller ID Name and Number | \$12.00 |
| Basic Voicemail | \$7.50 |
| Deluxe Voicemail | \$10.75 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, 1st Revised Page 103.8

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.7 VPOINT¹

(A) Rates

| | | |
|---------------------------|--------------------------------------|---------|
| Complimentary Features | | N/C |
| Star Features | Per Occurrence | \$1.00 |
| Standard Features | Monthly Fee per Feature, per Line | \$3.50 |
| Deluxe Features | Monthly Fee per Feature, per Line | \$4.50 |
| Unlimited Feature Package | Monthly Fee per Line | \$15.00 |
| Inside Wire Maintenance | Monthly Fee per Line | \$4.50 |
| Basic Voicemail | Monthly Fee per Mailbox | \$5.95 |
| Plus Voicemail | Monthly Fee per Mailbox | \$7.95 |
| Voicemail Features | Monthly Fee per Feature, per Mailbox | \$2.50 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 103.12

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.7 VPOINT¹, (Cont'd.)

(A) Rates, (Cont'd.)

VPOINT Basic

| Pricing Zone | Month to Month | Monthly Service Fee per Line | | |
|--------------|----------------|------------------------------|---------|---------|
| | | 1 Year | 2 Year | 3 Year |
| Zone 4 | \$37.00 | \$34.00 | \$31.00 | \$28.00 |
| Zone 5 | \$43.00 | \$40.00 | \$36.00 | \$32.00 |
| Zone 6 | \$62.00 | \$59.00 | \$57.00 | \$54.00 |

VPOINT Basic

| Pricing Zone | Local Calls | Usage Rates per Minute | | |
|--------------|-------------|------------------------|------------|------------|
| | | IntraLATA | Intrastate | Interstate |
| Zone 4 | Included | \$0.039 | \$0.059 | \$0.049 |
| Zone 5 | Included | \$0.039 | \$0.059 | \$0.049 |
| Zone 6 | Included | \$0.039 | \$0.059 | \$0.049 |

VPOINT Complete

| Pricing Zone | Month to Month | Monthly Service Fee per Line | | |
|--------------|----------------|------------------------------|---------|---------|
| | | 1 Year | 2 Year | 3 Year |
| Zone 4 | \$52.00 | \$49.00 | \$46.00 | \$43.00 |
| Zone 5 | \$58.00 | \$55.00 | \$51.00 | \$47.00 |
| Zone 6 | \$77.00 | \$74.00 | \$72.00 | \$69.00 |

VPOINT Complete

| Pricing Zone | Local Calls | Usage Rates per Minute | | |
|--------------|-------------|------------------------|------------|------------|
| | | IntraLATA | Intrastate | Interstate |
| Zone 4 | Included | Included | Included | Included |
| Zone 5 | Included | Included | Included | Included |
| Zone 6 | Included | Included | Included | Included |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 4, 1st Revised Page 103.11.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.7 VPOINT¹, (Cont'd.)

(A) Rates, (Cont'd.)

| | | |
|-------------------------------------|-----------------------------------|---------|
| Complimentary Features | | N/C |
| Star Features | Per Occurrence | \$1.00 |
| Standard Features | Monthly Fee per Feature, per Line | \$5.00 |
| Deluxe Features | Monthly Fee per Feature, per Line | \$7.50 |
| Basic Feature Package, choose three | Monthly Fee per Line | \$9.00 |
| Unlimited Feature Package | Monthly Fee per Line | \$15.00 |

Non-domestic U.S. Long Distance Rates (per minute)

| | |
|---------------------|-------------------|
| Alaska | \$0.20 per minute |
| Hawaii | \$0.20 per minute |
| U.S. Virgin Islands | \$0.22 per minute |
| Puerto Rico | \$0.22 per minute |

| | |
|--------------------------|---------|
| ADSL – 1.5M x up to 768K | \$59.95 |
| ADSL – 3.0M x up to 768K | \$69.95 |
| ADSL – 6.0M x up to 768K | \$79.95 |

Static IP Address Upgrade \$9.95 API will assign 3 out of the block 8 static IP addresses for network use, leaving 5 useable IP addresses for the customer.

API Installation Service \$149.00 API Installation Service includes 2 hours of labor to install, connect and test API provided equipment. Additional hours will be billed at \$90.00 per hour.

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 4, 1st Revised Page 103.12.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.8 EPOINT¹

(A) Rates

| | | |
|---------------------------|--------------------------------------|--------|
| Complimentary Features | | N/C |
| Star Features | Per Occurrence | \$1.00 |
| Standard Features | Monthly Fee per Feature, per Line | \$3.50 |
| Deluxe Features | Monthly Fee per Feature, per Line | \$4.50 |
| Unlimited Feature Package | Monthly Fee per Line | \$8.00 |
| Inside Wire Maintenance | Monthly Fee per Line | \$4.50 |
| Basic Voicemail | Monthly Fee per Mailbox | \$8.95 |
| Voicemail Features | Monthly Fee per Feature, per Mailbox | \$1.50 |

(M)

¹ Effective September 14, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

Some material now found on this page moved from Section 4, Original Page 103.14

Issued: September 13, 2010

Effective: September 14, 2010

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1001

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.8 EPOINT¹, (Cont'd.)

(A) Rates, (Cont'd.)

EPOINT Basic

| Pricing Zone | Month to Month | Monthly Service Fee per Line | | |
|--------------|----------------|------------------------------|---------|---------|
| | | 1 Year | 2 Year | 3 Year |
| Zone 7 | \$26.00 | \$23.00 | \$21.00 | \$19.00 |
| Zone 8 | \$33.00 | \$30.00 | \$27.00 | \$24.00 |
| Zone 9 | \$34.00 | \$31.00 | \$30.00 | \$28.00 |
| Zone 10 | \$67.00 | \$64.00 | \$61.00 | \$58.00 |

EPOINT Basic

| Pricing Zone | Local Calls | Usage Rates per Minute | | |
|--------------|-------------|------------------------|------------|------------|
| | | IntraLATA | Intrastate | Interstate |
| Zone 7 | Included | \$0.069 | \$0.069 | \$0.059 |
| Zone 8 | Included | \$0.069 | \$0.069 | \$0.059 |
| Zone 9 | Included | \$0.069 | \$0.069 | \$0.059 |
| Zone 10 | Included | \$0.069 | \$0.069 | \$0.059 |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)
 |
 (N)

(M) - Material found on this page moved from Section 4, 1st Revised Page 103.13.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

(M)

5.2.8 EPOINT¹, (Cont'd.)

(A) Rates, (Cont'd.)

EPOINT Complete

| Pricing Zone | Month to Month | Monthly Service Fee per Line | | |
|--------------|----------------|------------------------------|---------|---------|
| | | 1 Year | 2 Year | 3 Year |
| Zone 7 | \$46.00 | \$43.00 | \$41.00 | \$39.00 |
| Zone 8 | \$53.00 | \$50.00 | \$47.00 | \$44.00 |
| Zone 9 | \$54.00 | \$51.00 | \$50.00 | \$48.00 |
| Zone 10 | \$87.00 | \$84.00 | \$81.00 | \$78.00 |

EPOINT Complete

| Pricing Zone | Local Calls | Usage Rates per Minute | | |
|--------------|-------------|------------------------|------------|------------|
| | | IntraLATA | Intrastate | Interstate |
| Zone 7 | Included | Included | Included | Included |
| Zone 8 | Included | Included | Included | Included |
| Zone 9 | Included | Included | Included | Included |
| Zone 10 | Included | Included | Included | Included |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)
 |
 (N)

(M) - Material found on this page moved from Section 4, 1st Revised Page 103.13.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

| | | |
|-------|--|--|
| 5.2 | Resale Local Services (Cont'd.) | (M) |
| 5.2.8 | EPOINT ¹ , (Cont'd.) | |
| (A) | Rates, (Cont'd.) | |
| | Complimentary Features | N/C |
| | Star Features | Per Occurrence \$1.00 |
| | Standard Features | Monthly Fee per Feature, per Line \$5.00 |
| | Deluxe Features | Monthly Fee per Feature, per Line \$7.50 |
| | Basic Feature Package, Choose Three | Monthly Fee per Line \$9.00 |
| | Unlimited Feature Package | Monthly Fee per Line \$12.00 |
| | Non-domestic U.S. Long Distance Rates (per minute) | |
| | Alaska | \$0.20 per minute |
| | Hawaii | \$0.20 per minute |
| | U.S. Virgin Islands | \$0.22 per minute |
| | Puerto Rico | \$0.22 per minute |

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates. (N)

(M) - Material found on this page moved from Section 4, 1st Revised Page 103.14.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Resale Local Services (Cont'd.)

5.2.9 VPoint Basic ¹

(T)

A. Rates

(M)

Monthly Service Fee per Line – VPoint Basic

| | <u>Zone 4</u> | <u>Zone 5</u> | <u>Zone 6</u> |
|----------------|---------------|---------------|---------------|
| Month to Month | \$37.50 | \$46.50 | \$59.50 |
| 1 Year | \$34.00 | \$42.00 | \$54.00 |
| 2 Years | \$32.00 | \$41.00 | \$53.00 |
| 3 Years | \$30.00 | \$40.00 | \$52.00 |

(M)

Usage Rate per Minute - See Section 4.4.14

(T)

Features - See Section 4.4.14

(T)

¹ Effective June 25, 2015, these rates are grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current rates and charges.

(N)

|

(N)

(M) - Material on this page moved from Section 4, Page 103.11.

Issued: June 24, 2015

Effective: June 25, 2015

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

| | | | | | | |
|--------|---|---------------|---------------|---------------|----------------|-----|
| 5.2 | Resale Local Services (Cont'd.) | | | | | (T) |
| 5.2.10 | EPoint* | | | | | (T) |
| A. | Rates | | | | | (M) |
| | Monthly Service Fee per Line: EPoint Basic | | | | | |
| | | <u>Zone 7</u> | <u>Zone 8</u> | <u>Zone 9</u> | <u>Zone 10</u> | |
| | Month to Month | \$27.50 | \$36.50 | \$46.50 | \$41.00 | |
| | 1 Year | \$25.00 | \$33.00 | \$42.00 | \$37.00 | |
| | 2 Year | \$24.00 | \$32.00 | \$41.00 | \$36.00 | |
| | 3 Year | \$23.00 | \$31.00 | \$40.00 | \$35.00 | (M) |
| | Usage Rates per Minute – See Section 4.4.15 | | | | | (T) |
| | Features – See Section 4.4.15 | | | | | (T) |

* *Effective December 2, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.* (N)
 (N)

(M) - Material on this page moved from Section 4, Page 103.13. (M)

Issued: December 1, 2015

Effective: December 2, 2015

Issued by: Jason Brown, Regulatory Affairs
 1100 Crescent Green, Suite 109
 Cary, NC 27518

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service

(M)

5.3.1 BUSINESSPOINT¹

BUSINESSPOINT service combines local and long distance telecommunications service into one telecommunications package. BUSINESSPOINT service includes unlimited calling in the local calling area and low rates for IntraLATA and Long Distance Calls. A Monthly Service charge applies for this service. Customers will be billed one month in advance. A minimum one year term agreement applies.

IntraLATA calls are billed in 1 minute increments. All calls outside of the Home Region are billed at long distance rates. All long distance calls are billed in six (6) second increments with a minimum billing period of 18 seconds.

(A) General

1. BUSINESSPOINT service is available only in designated service areas.
2. BUSINESSPOINT service requires that the main telephone line and all other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines must be billed at the BUSINESSPOINT rate plan.
3. Monthly fees per telephone line for all service packages above apply to service delivered via LEC 1MB circuits only. Other circuit types may be available at different monthly fees.
4. Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.
5. Service rates are based on the customer's zone location. The zone will be determined at the time of service agreement.

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, 1st Revised Page 68.1.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.1 BUSINESSPOINT¹, (Cont'd.)

(B) Plan Terms and Conditions

BUSINESSPOINT is to be used for Voice Service only. Customer using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.

All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.

Toll Free minutes of usage will be billed at the rates listed in Section 4 based on the origin of the call for all BUSINESSPOINT rate plans.

International calls are billed at individual rates for each country per the published API World Access rate plan.

Optional local service features are available.

Regulatory charges and Taxes apply to this service.

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.1.1.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.1 BUSINESSPOINT¹, (Cont'd.)

(C) Service Features

Toll Blocking:

700 Block
900/976 Block
Collect Call Block
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Complementary Features

Denial of Use of Features:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial
Deny Select Forward

Star Features

*577 Call Trace
*60 Call Block (*80 Deactivate)
*61 Call Selector (*1 Deactivate)
*66 Call Repeat (Repeat Dialing)
*69 Call Return

*These features are also available on a monthly subscription basis as a Standard Feature.

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.1.2.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.1 BUSINESSPOINT¹, (Cont'd.)

(C) Service Features, (Cont'd.)

| | <u>Standard Features</u> |
|---|---|
| Call Block | Preferred Call Forwarding |
| Call Forwarding Variable | Remote Activation Of Call Forwarding |
| Call Forwarding Variable Multi-Path | Repeat Dialing |
| Call Forwarding – Busy Line | Speed Dialing – 8 Number |
| Call Forwarding – Busy Line Multi-Path | Speed Dialing – 30 Number |
| Call Forwarding Don't Answer | Selective Class Of Call Screening |
| Call Forwarding Don't Answer (Customer Ring Control) | Three Way Calling |
| Call Forwarding Don't Answer Multi-Path (Customer Ring Control) | Three Way Calling W/Transfer |
| Call Pickup | User Transfer/Conferencing |
| Call Return | User Transfer/Conference W/Hold |
| Call Selector | User Transfer/Conference W/Call Pickup |
| Call Trace | User Transfer/Conference W/Hold And Call Pickup |
| Call Waiting | |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.1.2.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd) (M)

5.3.1 BUSINESSPOINT¹, (Cont'd.)

(C) Service Features, (Cont'd.)

Deluxe Features

| | |
|--|---|
| Caller ID – basic (number only) | Enhanced caller ID (anonymous call rejection) |
| Caller ID deluxe (with anonymous call rejection) | Enhanced caller ID (call management) |
| Distinctive ring – 1 telephone number | Hunting |
| Distinctive ring – 2 telephone number | Star 98 access |

Unlimited Feature Package – Choose Any Features (Excludes Inside Wire Maintenance An Voicemail Boxes)

Voicemail

| | |
|------------------|--|
| Basic Voicemail | Includes 1 mailbox, 45 second greeting, 30 message storage, 2 minute meeting length |
| 4-1 Voicemail | Includes 1 main mailbox with 3 sub-mailboxes, 45 section greeting, 45 message storage, 2 minute message length |
| Extra Voicemail | Includes 1 main mailbox, 45 second greeting, 30 message storage, 2 minute meeting length, pager notification and auto attendant |
| Plus Voicemail | Includes 1 mailbox, 90 second greeting, 30 message storage, 2 minute meeting length, pager notification, auto attendant, future message delivery |
| Deluxe Voicemail | Includes 1 mailbox, 45 second greeting, 30 message storage, 3 minute meeting length, pager notification, auto attendant, future message delivery, group distribution lists |

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates. (N)

(M) - Material found on this page moved from Section 3, Original Page 68.1.3.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.2 *EPoint*¹

EPoint combines local and long distance service into one telecommunications package. A Monthly Service charge applies for this service. Customers will be billed one month in advance. A minimum one year term agreement applies.

IntraLATA calls are billed in 1 minute increments. All calls outside of the Home Region are billed at long distance rates. All long distance calls are billed in six (6) second increments with a minimum billing period of 18 seconds.

(A) General

1. *EPoint* is available only in designated service areas.
2. *EPoint* service requires that the main telephone line and all other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines must be billed at the *EPoint* rate plan.
3. Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.
4. Service rates are based on the customer's zone location. The zone will be determined at the time of service agreement.

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.13.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.2 EPoint¹, (Cont'd.)

(B) Plan Terms and Conditions

1. BUSINESSPOINT is to be used for Voice Service only. Customer using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
2. All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
3. Toll Free minutes of usage will be billed at the rates listed in Section 4 based on the origin of the call for all BUSINESSPOINT rate plans.
4. International calls are billed at individual rates for each country per the published API World Access rate plan.
5. Optional local service features are available.
6. Regulatory charges and Taxes apply to this service.

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.13.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.2 EPoint¹, (Cont'd.)

(C) Service Features

Complimentary Features

Toll Blocking:

700 Block
900/976 Block
Collect Call Blocking
Directory Assistance Blocking
International Call Blocking
operator Assisted Call Blocking

Denial of Use Features:

Block Caller ID
Deny Call Return
Deny Call Trace
Deny Repeat Dial

Star Features

* 57 Call Trace
* 60 Call Block (*80 deactivated)
* These features are also available on a monthly subscription basis as a Standard Feature

* 66 Call Repeat (repeat dialing)
* 69 Call Return

Standard Features

Anonymous Call Rejection
Call Block
Call Forwarding Variable
Call Forwarding Variable Multi-path
Call Forwarding - Busy Line
Call Forwarding - Busy Line Multi-path
Call Forwarding Don't Answer
Call Return
Call Waiting

Remote Activation of Call Forwarding
Repeat Dialing
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection
Selective Call Ring
Speed Dialing - 8 Number
Speed Dialing - 30 Number
Three Way Calling

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.14.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

| | | | |
|-------|--|---|-----|
| 5.3 | Description of Service, (Cont'd) | | (M) |
| 5.3.2 | <i>EPoint</i> ¹ , (Cont'd.) | | |
| (C) | Service Features, (Cont'd.) | | |
| | | <u>Deluxe Features</u> | |
| | Caller ID Number Only | Enhanced Caller ID (Caller ID with Name, Number and ACR) | |
| | Distinctive Ring - 1 Telephone Number | Hunting | |
| | Distinctive Ring - 2 Telephone Number | | |
| | Basic Voicemail | Includes 1 mailbox, 60 second greeting, 15 Message storage, 2 minute message length and applicable call forwarding features | |
| | Optional Voicemail Features | Zero Out Redirect | (M) |

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates. (N)
|
(N)

(M) - Material found on this page moved from Section 3, Original Page 68.15.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.3 VPOINT¹

VPOINT service combines local and long distance telecommunications service into one telecommunications package. VPOINT service includes unlimited calling in the local calling area and low rates for IntraLATA and Long Distance Calls. A Monthly Service charge applies for this service. Customers will be billed one month in advance. A minimum one year term agreement applies.

IntraLATA calls are billed in 1 minute increments. All calls outside of the Home Region are billed at long distance rates. All long distance calls are billed in six (6) second increments with a minimum billing period of 18 seconds.

(A) General

1. VPOINT service is available only in designated service areas.
2. VPOINT service requires that the main telephone line and all other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines must be billed at the VPOINT rate plan.
3. Monthly fees per telephone line for all service packages above apply to service delivered via LEC 1MB circuits only. Other circuit types may be available at different monthly fees.
4. Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.
5. Service rates are based on the customer's zone location. The zone will be determined at the time of service agreement.

(M)

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(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.9.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.3 VPOINT¹, (Cont'd.)

(B) Plan Terms and Conditions

BUSINESSPOINT is to be used for Voice Service only. Customer using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.

All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.

Toll Free minutes of usage will be billed at the rates listed in Section 4 based on the origin of the call for all BUSINESSPOINT rate plans.

International calls are billed at individual rates for each country per the published API World Access rate plan.

Optional local service features are available.

Regulatory charges and Taxes apply to this service.

(M)

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(N)

(N)

(M) - -Material found on this page moved from Section 3, Original Page 68.10.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.3 VPOINT¹, (Cont'd.)

(C) Service Features

Complementary Features

Toll Blocking:

700 Block
900/976 Block
Collect Call Block
Directory Assistance Blocking
International Call Blocking
Operator Assisted Call Blocking

Denial of Use of Features:

Block Caller ID
Deny Call Return
Deny Call Trace

Star Features

*577 Call Trace
*60 Call Block (*80 Deactivate)
*66 Call Repeat (Repeat Dialing)
*69 Call Return

*These features are also available on a monthly subscription basis as a Standard Feature.

Standard Features

| | |
|--|--------------------------------------|
| Anonymous Call Rejection | Call Trace |
| Call Block | Call Waiting |
| Call Forwarding Variable | Remote Activation Of Call Forwarding |
| Call Forwarding Variable Multi-Path | Repeat Dialing |
| Call Forwarding – Busy Line | Speed Dialing – 8 Number |
| Call Forwarding – Busy Line Multi-Path | Speed Dialing – 30 Number |
| Call Forwarding Don't Answer | Selective Call Forwarding |
| Call Forwarding Don't Answer (Customer Ring Control) | Three Way Calling |
| Call Return | |

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

(N)

(N)

(M) - Material found on this page moved from Section 3, Original Page 68.11.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201

LOCAL EXCHANGE SERVICES

SECTION 5.0 - GRANDFATHERED SERVICES (CONT'D.)

5.3 Description of Service, (Cont'd)

(M)

5.3.3 VPOINT¹, (Cont'd.)

(C) Service Features, (Cont'd.)

Deluxe Features
Caller ID Name and Number Enhanced caller ID (anonymous call rejection)
Distinctive ring – 1 telephone number Hunting
Distinctive ring – 2 telephone number
Unlimited Feature Package – Choose Any Features (Excludes Inside Wire Maintenance An Voicemail Boxes)

Voicemail
Basic Voicemail Includes 1 mailbox, 120 second greeting, 20 message storage, 2 minute meeting length
Plus Voicemail Includes 1 mailbox, 120 second greeting, 30 message storage, 2 minute meeting length
Voicemail Features Audible Ring Burst
Customer control of Ring Count
Visual Message Waiting Indicator

(M)

¹ Effective January 18, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. The Customer can renew at the current services and rates.

(N)
|
(N)

(M) - Material found on this page moved from Section 3, Original Page 68.12.

Issued: January 17, 2012

Effective: January 18, 2012

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

FLf1201