
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

*This Price List, Florida Price List No. 4, issued by
Birch Telecom of the South, LLC d/b/a Birch Telecom d/b/a Birch d/b/a Birch Communications
replaces in its entirety
FL P.S.C. Price List No. 2 issued by
Birch Telecom of the South, Inc. d/b/a Birch Telecom d/b/a Birch d/b/a Birch Communications*

**Birch Telecom of the South, LLC
d/b/a Birch Telecom
d/b/a Birch
d/b/a Birch Communications
Local Exchange Services Price List**

This Price List, filed with the Florida Public Service Commission, contains the terms and conditions applicable to local exchange telecommunication services in the State of Florida by Birch Telecom of the South, LLC d/b/a Birch Telecom d/b/a Birch d/b/a Birch Communications (“Company”). The Company provides exchange telecommunications services on resale and facilities-based bases. Copies of this Price List may be inspected during normal business hours at the Company’s principal place of business located at:

Birch Telecom of the South, LLC
2323 Grand Blvd Suite 925
Kansas City, MO 64108
888-275-0777

Wherever in this Tariff or its headings, the term “Company” or the name Birch Telecom of the South, LLC, “Birch Telecom” or “Birch Communications” appears, that shall mean and shall refer to Birch Telecom of the South, LLC. d/b/a Birch Telecom d/b/a Birch d/b/a Birch Communications.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

PRICE LIST FORMAT

PAGE NUMBERING - Sheet numbers appear in the upper right corner of the sheet. 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 page added between pages 1 and 2 would be page 1.1.

PAGE REVISION NUMBERS - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc., that the Commission follows in their Price List approval process, the most current sheet number on file with the Commission is not always the sheet in effect. Consult the Check Sheet currently in effect.

CHECK SHEETS - When a Price List filing is made with the Commission, 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 sheets 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 this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels are indicated on some sheets). The Price List user should refer to the latest check sheet to find if a particular sheet is the most current on file with the Commission.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

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

- (C) Changed rule or regulation
- (D) Discontinued rate or regulation
- (I) Increased rate
- (M) Moved text or section without change
- (N) New rate or regulation
- (R) Reduced rate
- (T) Change in text but no change in rate or regulation

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

APPLICATION OF PRICE LIST

This Price List contains the regulations, terms, conditions, services offerings, rates and charges applicable to **Birch Telecom of the South, LLC**'s ("Company") furnishing of local exchange and intrastate intraLATA toll telephone service to customers in the State of Florida. The rates and rules contained herein are subject to change pursuant to the statutes, rules and regulations of the State of Florida.

This Price List is on file with the Florida Public Service Commission at 2540 Shumard Oak Boulevard, Gerald Gunter Building, Tallahassee, Florida 323399. In addition, this Price List is available for review at the Company's corporate headquarters located at 2323 Grand Blvd., Suite 925, Kansas City, MO 64108.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

The following terms, whether or not capitalized in this Price List, shall have the meanings set forth below:

Anonymous Call Rejection – Allows a customer to automatically reject calls from parties who have a privacy feature that prevents the delivery of the calling number to the called.

Auto Redial – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

Busy Redial – Enables the customer to retry a busy line on demand. When a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available. If the caller activates Busy Connect service, the status of the called party's line will be monitored for thirty minutes and the call completed when the line is available.

Call Blocker – Enables the customer to block calls from preselected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Forwarding – Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user's station is idle or busy. The subscriber may change the designated answering point using the telephone key pad.

Call Forwarding-Busy Line – Automatically routes incoming calls to a pre-designated answering point when the called line is busy.

Call Forwarding-Busy Line/Don't Answer – Allows incoming calls that encounter a busy condition or are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e. g., tolls charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded.

Call Forwarding-Don't Answer – Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Call Return – Enables a Customer to automatically redial the telephone number of the last incoming call. If that telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

Call Selector – Provides a distinctive ring pattern for calls received from up to six different telephone numbers.

Call Transfer – Provides the capability to transfer or add a third party, using the same line.

Call Tracing—Enables a customer to initiate an automatic trace of the last call received.

Call Transfer Disconnect – Enables business customers to add on another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking, thereby freeing their line for the purpose of originating another call. The Call Transfer Disconnect feature cannot be used to expand a calling scope and is, therefore, not available to customers subscribing to an optional flat-rate local, toll or expanded calling plans. Call Transfer Disconnect cannot be used to avoid toll charges. Call Transfer Disconnect customers are responsible for any toll or other charges associated with calls they originate.

Call Waiting – Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Deluxe – Residential only feature, allows forwarding and Call Waiting as well as allowing subscriber to receive notification on a busy line that there is another incoming call. Gives out Caller ID information on Second Caller.

Call Waiting ID Options – Allows Call Waiting ID customer to identify the name and/or number of an incoming caller when already talking on the telephone and receive another phone call on customer's CPE. The customer may decide how to handle the second caller from a menu choice known as Disposition Codes appearing on the customer's CPE as menu options.

Cancel Call Waiting – Allows a user to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Caller ID Deluxe – Displays the name and number of the incoming call and rejects blocked numbers

Caller ID – Number – Identifies the 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Caller ID – Name – Identifies the name associated with the calling number before the phone is answered. This feature requires Caller ID – Number.

Calling Number and Name Delivery Blocking, per call – Blocks delivery of name and number information to Caller ID.

Caller ID on Call Waiting – Allows for the display of the name and/or number of a new caller when user is already talking on the telephone and receives another phone call on the customer's CPE and allows the customer to decide to answer the new incoming call or not.

Caller ID Blocking – Blocks the delivery of the number and name to the called party on a per call basis. Can either be "selective" or "complete."

Calling Features – Optional telephone services allowing customers to efficiently manage the call flow generated over their exchange access lines.

Collect Call – Denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a calling card or third party number. In the case of a telephone, which is identified as Customer-Owned Pay Telephone Service, the charges must be billed to a calling card or third number, or the call may be reoriginated from the called service point.

Company, the – Birch Telecom of the South, LLC d/b/a Birch Telecom d/b/a Birch d/b/a Birch Communications, unless the context indicates otherwise.

Commission – The Florida Public Service Commission, unless the context indicates otherwise.

CPE – Customer Provided Equipment.

Customer – The Person which orders or uses the service and is responsible for the payment of rates and charges and compliance with Price List regulations.

Customer Account – A customer's record relating to the service or equipment billed to a single telephone number. Service may be all on one premises or extended to other premises as long as it is part of the main telephone system and billed to the main telephone number.

Customer Alerting Enablement – Allows business lines to receive an audible alerting tone (intermittent dial tone) transmitted from the central office.

Customer Premises – One Customer Premises is all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on the same property.

Customer Provided Equipment (CPE) – Equipment provided by the Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Demarcation Point – That point of interconnection between the Company's facilities and the wiring at the Customer Premises. The Demarcation Point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission's rules and regulations (a network interface).

The network interface may be located at a point other than the normal demarcation point where the network interface is already established by the presence of network equipment on the effective date of this Price List. For multi-unit structures (e.g., apartments, college campuses, shopping centers), the structure owner shall make the final decision on whether the structure shall be treated as a multi-unit structure with one Demarcation Point per unit or, as a single unit with one Demarcation Point for the entire structure. The structure owner shall have the option of having the Demarcation Point placed at a location other than that determined by the Company, provided the structure owner pays any additional construction costs and such location is consistent with the minimum point of entry standard.

With regard to premises for any structure that is built to be mobile (e.g., mobile homes, recreational vehicles), the Company may place the Demarcation Point on a post or pole at or near the pad where such structure is intended to rest. Boat docks and similar premises may be treated by the Company as a single unit premises, with the Demarcation Point being placed on the shore.

Direct Outward Dialing (DOD) – A service attribute that routes outgoing calls directly to the exchange network without attendant assistance.

Directory Assistance – Service whereby Customers may request assistance in determining telephone numbers when the listed name is provided.

Directory Assistance Call Completion (DACC) – Service whereby customers may request completion of local or intraLATA long distance calls to a requested number by either the Directory Assistance operator (Semi-Automated) or the Directory Assistance audio response system that provides the requested directory number (Fully Automated).

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing

Directory Listing – The publication in the Bell South Telecommunications, Inc. White Pages directory of information relative to the customers' telephone numbers ("the Directory"), by which telephone users are enabled to ascertain the telephone number of a desired telephone.

Additional Listings – A separate and alphabetically distinct listing for the names of anyone else living at the end user's home or, for example, partners in a business.

Additional Main Listings- A no charge listing associated with a ring master number. Additional main listings are not entitled to a free yellow page listing.

Alternate Listings – A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Caption Listings- A caption is a listing set arrangement composed of a caption header and indented listings. A caption benefits the use by simplifying the appearance of the listing.

Example:

Atlanta Braves Baseball Club-
General Office.....404-777-1000
Braves Clubhouse Store..404-777-1020

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing (Cont'd.)

Cross Reference Listing- A Cross Reference Listing may be furnished when it is necessary to refer the directory user to another directory listing.

Example:

Maryville Lumber.....See Drake Lumber

Foreign Listings – Allows the Customer to have a Directory Listing outside of his/her local area.

Free Additional Listing- A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. There is no charge for this listing.

Non-listed Service – A listing, in the alphabetical section of the Company's directory, maintained on directory assistance records that will be furnished upon the request of the calling party.

Non-published Exchange Service – A listing, not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of the calling party.

Primary Listing – One listing in the Directory, at no charge, when applying for telephone service.

Stylist Service Listing- Where available, a subscriber may request to have the assigned telephone number listed in the directory using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Stylist service is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "*" symbols be used. The digits "0" or "1" may not be used to represent the letters "O" or "I" in a Stylist service listing.

Example:

Simmons, Shawn 297-Home

Telephone Answering Service Listing- A client of a telephone answering service may list the telephone number of the answering service with his name, or business name.

Titles and Suffixes

A title of address that precedes a name, such as Mrs., Rev., Capt., may be included in a residence, business or personal name listing. A professional designation or an educational , such as MD, CPA, CREA, or JP are suffixes that may be included in a residence or business personal name listing as a suffix. A maximum of 3 titles and /or suffix are allowed per each residence or business personal name listing.

There are four types of titles:

Title of Lineal Descent (JR, II, etc)

Titles of Address (Rev, Dr, etc)

Military Titles (Adm, Lt Col, etc)

Degrees/Professional Affiliation (PhD, RN, etc)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Disconnection – The temporary cessation of telecommunications service.

Distinctive Ringing – Allows customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

DN – Dependent Number. See “Multi-Directory Numbers.

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

Exchange – A telephone system which provides for service within a specified area known as the “Exchange Area.”

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Price List.

Extended Area Service – A Local Exchange Service that is provided between two or more contiguous exchange areas.

Flat Rate Service – Exchange Service furnished for a specified sum without regard to the amount of use.

Hunting – Series – A hunting arrangement that provides for sequential hunt over members identified within the hunt group. The hunt for an idle line begins at the telephone number dialed and proceeds sequentially through the lines identified in the hunt group until an idle line is found or the last assigned number within the hunt group is reached. If an idle line is found, the hunt stops and the idle line is rung. If all lines are busy, the caller receives a busy signal.

Hunting – Circle – A hunting arrangement similar to sequential hunting except, if no idle line is found by the time the last line in the group is reached, the hunt circles back to the first line in the group and hunts up to but not including the line where the hunt started.

Hunting – Preferential – Some or all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multiline hunt group.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

Intercept Referral Service-Basic – Used when a customer disconnects service or changes his telephone number. Calls to the intercepted telephone number are referred to an operator or a recorded message. The caller is provided with information such as a new telephone number and/or name and/or address. This service is provided to customers for a minimum of 30 days, while capacity on facilities exists.

Interexchange Channel – That portion of a channel which interconnects exchanges in which the stations are located.

LATA – Local Access and Transport Area (LATA) denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

Multi-Directory Numbers – Allows customers to establish up to three telephone numbers on the same access line. Each number is assigned a distinctive ring. The billing telephone number is the “master” number and has a standard ring. The other number(s) are dependent numbers and are assigned individual distinctive rings.

Multiline Hunt Group – Rotary (hunting) service provided in Electronic Switching System (ESS) offices where a standard seven-digit number is assigned only to the first line in a customer’s number group. Subsequent lines are designated by using two-, three- or four-digit numbers dependent on the type of ESS office. The Company reserves the right to determine when Multiline Hunt Group numbers are assigned.

Night Number Service – Allows calls to be routed to a specific line or trunk in a hunt group. The Night Number is strapped in the Central Office to either a telephone number of a terminal working at the end user’s location. Night numbers associated with a terminal will not hunt.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

Semi-Automated – Where the personal originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

Preferred Call Forwarding - Allows the customer to transfer up to 6 telephone numbers on a screening list to another number.

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

Priority Call – Provides the customer with a distinctive ring or Call Waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from preselected telephone numbers. The customer can construct or modify the telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the screening list and provide a distinctive ring for telephone numbers on the list.

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer. __

Repeat Dialing – Enables the customer to automatically redial the last outgoing telephone number. When the telephone number is busy, the Company's equipment will keep trying to call the number being redialed for a maximum of 30 minutes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Remote Access to Call Forwarding – Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

Selective Call Forwarding – Enables the customer to forward incoming calls from preselected telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The Company equipment will screen incoming calls against the customer's list and forward only those telephone numbers on the list.

Sent-Paid – Denotes a billing arrangement whereby a call is charged to the service point originating the call.

Series Completion – Telephone numbers assigned in a rotary (hunting) number group where each number assigned is a standard seven-digit number. The Company reserves the right to determine when series completion numbers are assigned.

Simultaneous Call Forwarding – Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The line/trunks at the Simultaneous Call Forwarding customer's terminating location must equal or exceed the aggregated number of potential originating calls from all customer locations. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e. g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone and the line to which the call is being forwarded. This service cannot be used to avoid toll.

Speed Calling – Allows a subscriber to establish a speed calling list, which associates telephone numbers with a unique 2-digit speed calling code. Initial entry and changes to the speed calling list are directly input from the associated subscriber line. This feature is available as a thirty code list. Code lists may include local and/or toll telephone numbers.

Station – Telephone equipment from or to which calls are placed.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Three-Way Calling – Allows a station in the talking state to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Toll Restriction – Allows the customer to establish, on a per line basis, call restrictions by the calling party.

Trunk – A commercial channel between two switching (i.e., Central Office, PBX) systems.

Termination – The permanent cessation of telecommunications service.

Two-Point Service, Person-to-Person – That service where the person originating the call specifies to the Company operator a particular person, department or office to be reached.

Two-Point Service, Station-to-Station – That service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired service point, or gives only the name and address under which the number of the service point is listed, and does not specify a particular person, department or office to be reached.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1 The Company undertakes to furnish telecommunications service pursuant to the terms of this Price List in connection with one-way and/or two-way information transmission between points within a calling scope in portions of the State of Florida, as specified herein.
- 2.1.2 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.
- 2.1.3 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.
- 2.1.4 The Company may undertake service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive 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. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
- 2.1.5 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.
- 2.1.6 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Limitations of Service

- 2.2.1 The Company offers service to all Persons who desire to purchase service from the Company consistent with all provisions of this Price List. Persons interested in the Company's services shall submit information to the Company which fully satisfies the Company and identifies the services requested.
- 2.2.2 Service is offered subject to the availability of the necessary facilities and equipment, necessary arrangements with other carriers and billing capabilities, and is subject to the provisions of this Price List. The Company reserves the right not to provide service to or from a location where legally prohibited.
- 2.2.3 The Company reserves the right to discontinue furnishing service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of any provision in this Price List, the rules and regulations of the Commission, or the law.
- 2.2.4 Title to all facilities provided by the Company under this Price List remains with the Company. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Price List shall apply to all such permitted assignees or transferees, as well as all conditions for service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Use of Service

2.3.1 Permitted Uses

Service may not be used for any unlawful purposes, or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier.

2.3.2 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in this Price List.

2.3.3 Fixed Service Period

If Customer and the Company have agreed to a specified term of service under any service order, then following expiration of the initial term of service, or any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice.

2.3.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under this Price List or in any service order 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.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability

- 2.4.1 The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Price List or any service order shall not exceed the amount of the credit allowance described in Section 2.6.3 herein. The extension of credit allowances as described in Section 2.6.3 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Price List or any service order. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost business, goodwill, income or profits, even if advised of the possibility of the same.
- 2.4.2 The Company shall not be liable for any claim or loss, expense, or damage for any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Price List or any service order, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

- 2.4.3 The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:
- A. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by the Company under this Price List;
 - B. Connecting, combining, or adapting the Company's facilities with Customer's apparatus or systems;
 - C. Any loss, destruction or damage to property of the Company, the Customer, or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives, family members or invitees;
 - D. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of the Company or any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by this Price List or any agreement between the Customer and the Company; or
 - E. Any personal injury or death of any person or for any loss of or damage to Customer Premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.4 Emergency 911 Service (E911) is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agencies of any one of them.

When a Customer with a non-published telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this Price List, Customer acknowledges and agrees with the release of information as described above.

The Company will supply subscriber information to update the Emergency 911 Service database at the time the Company submits subscriber orders for basic local exchange telecommunications service to BellSouth Telecommunications, Inc..

At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. At that time, the Company will be obligated to provide facilities to route calls from the end users to the proper PSAP.

The Company recognizes the authority of the E911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental agency.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.5 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.4.6 THE COMPANY MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THIS PRICE LIST, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

2.5 Interruption of Service

Customer will be entitled to a credit allowance for an interruption of service, which is not caused by or does not result from the negligence or act of Customer or to the failure of channels, equipment, power supplies, and/or communications systems provided by Customer or Persons other than the Company. A credit allowance is subject to the provisions of this section and the other sections of this Price List, including, but not limited to, the general liability provisions set forth in Section 2.4 herein and the terms of Section 2.6 herein. Customer is obligated to notify the Company immediately of any interruption in service for which the Customer desires a credit allowance. Before giving such notice, Customer shall ascertain that the interruption is not being caused by any action or omission of Customer within his or her control, or is not in wiring on Customer's side of the Demarcation Point or equipment, power supplies, or communications systems, if any, furnished by Customer or Persons other than the Company.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer

2.6.1 All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communications systems provided by others are connected to the Company's facilities, Customer assumes additional responsibilities.

Customers are responsible for:

- A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; and assuring that its users comply with regulations.
- B. Providing:
 - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
 - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
- C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:
 - 1. the negligence or willful act of Customer or user;
 - 2. improper use of service; or
 - 3. any use of equipment or service provided by others.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.1 (Cont'd.)

- D. Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate the Company's facilities and equipment installed on the Customer Premises, and the level of heating and air conditioning necessary to maintain a proper operating environment on such premises.
- E. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide service to the Customer from the cable building entrance or property line to the location of the equipment space described above. Any 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.
- F. Providing the Company's authorized employees, contractors, or agents access to the Customer's premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service.
- G. 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 the Company's facilities and equipment in any Customer Premises or the rights-of-way for which the Customer is responsible under this section; and granting or obtaining permission for the Company's employees, contractors, or agents to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or, upon termination service as stated herein, removing the facilities or equipment of the Company, and not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
- H. A Customer who subscribes to the Company's Exchange Service and resells these services to others shall be responsible for complying with all laws and regulations of the State of Florida, which relate in any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, Price Listing obligations, and payment of applicable taxes. The Company has no obligation to provide notice to, or otherwise communicate with, Customers regarding local telephone service provided by another carrier.
- I. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees, contractors, or agents shall be installing or maintaining the Company's facilities and equipment.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.6.3 Credit Allowances

- A. Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided and billed for, by the Company.
- B. Credit allowances for failure of service or equipment starts when Customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
- C. Customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment, any act or omission of the Customer, or in wiring or equipment located on the Customer's side of the Demarcation Point.
- D. Only those portions of the service or equipment disabled will be credited. No credit allowances will be made for:
 - 1. interruptions of service resulting from the Company performing routine maintenance;
 - 2. interruptions of service for implementation of a Customer order for a change in the service;
 - 3. interruptions caused by the negligence or willful act of omission of Customer or its authorized user; or
 - 4. interruptions of service because of the failure of service or equipment provided by Customer, authorized user, or other carriers.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.3 Credit Allowances (Cont'd.)

E. Credit Allowance – Directory

For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

Subject to the provision of Section 2.4 of this Price List, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

1. For listings in alphabetical telephone directories furnished at additional charge, as set forth herein, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
2. For listings in the information records furnished at additional charge, as set forth herein, an amount not in excess of the charge for the listing during the period of omission or error.

2.6.4 Cancellation by Customer

- A. Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or other fixed term service contract.
- B. If Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and the Company, a charge will be made to Customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, the non-recoverable cost of such construction shall be borne by Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and non-recurring bases. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Price List.
- B. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
- C. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, toll free; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and non-recurring charges for services ordered will be billed monthly in advance.
- D. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
- E. Customer is liable for all costs associated with collecting past due charges, including all attorneys' fees.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service (Cont'd.)

- F. Billing information provided to each customer on a monthly basis shall include but not be limited to:
1. The number of access lines for which charges are stated.
 2. Each applicable telephone number and/or account number.
 3. The beginning or ending dates of the billing period.
 4. The date the bill becomes delinquent if not paid on time.
 5. The unpaid balance (if any).
 6. The amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
 7. An itemization of the amount due for taxes, franchise fees, 911 surcharges, universal service fund charge, local number portability charge, end user common line charges, primary interexchange carrier charges and other surcharges as may be necessary and appropriate, including any of the foregoing charges passed through to the Company by Bell South Telecommunications, Inc.
 8. The total amount due.
 9. If applicable, the amount of a deposit and interest accrued on a deposit, which has been credited to the charges stated.
 10. A telephone number where inquiries may be made.
 11. If a deposit is held by the company.
 12. Optional services may be billed as a total of all optional services for which a flat monthly charge is made.
 13. Credit for service outages will also be reflected.
- G. During the first billing period in which a customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.
- H. If notice of a dispute as to charges is not received in writing, in person or via telephone message by the Company within 30 days after billing is received by the Customer, the invoice shall be considered correct and binding on the Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and the Company may be forwarded to the Commission's Consumer Services Division.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits

A. Advance Payments

The Company may require a Customer or applicant for service to make an advance payment (1) if the applicant is unable to establish that he had a previous account with a telephone utility for a period of at least 12 months for which all undisputed charges were satisfactorily paid, or (2) if the applicant has had no previous telephone service or has had previous telephone service of less than 12 months, the applicant's credit record will be accessed and evaluated by means of a mechanized retrieval system between the Company and nationally recognized credit bureaus. No security payment will be required of those applicants who meet the Company's criteria, as evaluated by the scoring model. The criteria used in assessing a score is as follows: collection judgments, written-off accounts, outstanding collection accounts, various degrees of delinquency history from 30-180 days and not paid in full or current at the time of scoring, bankruptcies, liens, other public records. The advance payment will not exceed an amount equal to all non-recurring charges and two month's estimated recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and two month's estimated recurring charges. The advance payment will be credited to the Customer's initial bill and, to the extent that a credit balance remains after the amount of the initial bill has been satisfied, then the credit balance will be applied to subsequent bills in the same manner until there is no balance remaining on the advance payment.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

B. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed one month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Cash Deposits will accrue interest at a rate that shall be equal to the current interest rate established by the Director of the Public Utility Division for consumer deposits. If the deposit is refunded within six (6) months of receipt of deposit, no interest payment will be paid. If the Company retains the deposit more than six (6) months, payment of interest shall be made retroactive to the date of deposit.

Payment of the interest to the customer shall be annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account. The deposit shall cease to draw interest on the date it is returned or credited to the customer's account. The deposit shall cease to draw interest after the discontinuance of service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

B. Deposits (Cont'd.)

If Customer pays all undisputed charges for 12 consecutive billing cycles, the deposit shall be promptly refunded along with accrued interest, or credited to future charges on subsequent bills.

1. Business Customers Requirements

If the credit of an applicant for Business Service has not been established satisfactorily to the Company, the applicant may be required to make a deposit.

2. Existing Customers Requirements

A present customer may be required to post a new or additional deposit as a condition of continued service if undisputed charges have become delinquent in two out of the last 12 billing periods or if the customer has had service disconnected during the last 12 months, has presented a dishonored check or has had significant changes in toll or recurring charges.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

B. Deposits (Cont'd.)

3. Refund of Deposits or Return of Guaranty Contracts

If service is not connected, or after disconnection of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection for application of deposits, and no additional deposit may be required unless otherwise permitted.

When the customer has paid bills for 12 consecutive months without having service disconnected for nonpayment and without having more than two occasions in which a bill was delinquent, and has not presented a dishonored check, and when the customer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest in the form of a credit to the customer's bill, or void the guarantee. If the customer does not meet these refund criteria, the deposit and interest may be retained.

The deposit and interest may be retained pending the resolution of a dispute with respect to charges secured by the deposit.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.7 Returned Check Charge

The Company will bill Customer a one-time charge of \$25.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution

2.6.8 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the "Due Before Date" in funds, which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by the date due. On all unpaid business bills a \$15.00 charge or 1.5% of the unpaid balance will be applied, whichever is higher. A charge of \$5.00 will be applicable on all residential bills if unpaid. A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as at the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

Collection procedures are unaffected by the application of the late payment or finance charge. The late payment charge does not apply to final amounts.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company

2.7.1 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Price List and applicable rules of the Commission.
- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby materially reduce the technical parameters of the service provided to the Customer.
- D. Subject to the arrangement 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 that construction undertaken and characterized by one or more of the following:
 - 1. Facilities requested are not presently available, and there is no other requirement for the facilities so constructed.
 - 2. Facilities requested are of a type other than that which the Company would normally utilize in the furnishing of its services.
 - 3. Facilities requested are over a route other than that which the Company would normally utilize in the furnishing of its services.
 - 4. Facilities requested are in a quantity greater than that which the Company would normally construct.
 - 5. Facilities are requested on an expedited basis.
 - 6. Facilities are requested on a temporary basis until permanent facilities are available.
 - 7. Facilities are requested in advance of normal construction.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.2 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.3, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than twenty- four hours.
- B. Customer will be credited at the proportionate monthly charge involved for each twenty-four hours or fraction thereof of interruption.

2.7.3 Cancellation of Credit

Where the Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company

- A .The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:
1. Nonpayment of a bill for regulated telecommunications services within the period;
 2. Failure to make a security deposit;
 3. Violation of or non-compliance with any provision of law, or of the Price Lists or terms and conditions of service of the telecommunications service provider filed with and approved by the Commission;
 4. Refusal to permit the telecommunications service provider reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof;
 5. Interconnection of a device, line, or channel to telecommunications service provider facilities or equipment contrary to the telecommunications service provider's terms and conditions of service on file with and approved by the Commission.
 6. Use of telephone service in such manner as to interfere with reasonable service to other end-users.

At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise it of the proposed discontinuance and what steps must be taken to avoid it.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company (Cont'd.)

B. Insufficient reasons for denial or disconnection of service:

1. Nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates provided the applicant enters into a deferred payment plan. The Company shall not disconnect or suspend service without mailing or delivering a bill to the customer for the amount due.
2. Service will not be withheld from a customer whose name was fraudulently used to obtain service at another location without the end user's permission or knowledge.
3. The Company shall not deny service to a customer for nonpayment of an amount past due for more than three (3) years, if the company cannot substantiate the charges with a copy of the customer's bill.
4. Service shall not be discontinued to a current customer in good standing who accepts an additional household member owing a previous bill to the Company, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the customer at a different or same location.
5. The Company shall not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the State of Florida.
6. Local exchange service shall not be denied or terminated for nonpayment of non-regulated services or disputed charges.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company (Cont'd.)

C. The Company's Notice of Disconnection shall contain the following information:

The words "NOTICE OF DISCONNECTION" or words with the same meaning, in print type larger than the print type of the notice text.

The name, address and telephone number of the Customer.

A statement of the reason for the proposed disconnection and the cost (to the Customer) for reconnection.

The date on or after which service will be disconnected unless appropriate action is taken.

The telephone number in bold print of the Company where the customer may make an inquiry.

A statement that the customer must contact the Company regarding the disconnection, prior to contacting the Commission's Consumer Services Division.

The address and telephone number of the Commission's Consumer Services Division, in print size, which is smaller than the print size used for the Company's telephone number

The services that are being disconnected, whether local and/or toll, and if the service to be disconnected is local service, a statement that the customer must also contact their IXC if such customer wishes to terminate such service in order to avoid incurring additional charges for such service.

The following additional information shall be in the notice unless said information can be obtained in the telephone directory and the notice refers the customer to the location in the directory where the information can be obtained:

1. A statement of how a customer may avoid the disconnection of service, including a statement that the customer must notify the Company on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of the Company.
2. A statement that informs the customer where payments may be made or how to obtain a listing of authorized payment agencies.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.5 Equal Access

The Company will allow Customers the choice of intraLATA and interLATA interexchange carriers.

2.8 Restoration of Service

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with this Price List and the service has been terminated through the completion of the Company's service order, service will be reestablished only upon a basis of an application for new service.

During the period of disconnection, Customer's telephone number will not be reassigned. Once service has been terminated, the telephone number may be reassigned to another Customer.

2.9 Taxes and Surcharges

2.9.1 Customer will be billed and is responsible for payment of applicable E911, Telecommunications Relay Service (TRS), universal service fund charges, local number portability charge, end user common line charges, primary interexchange carrier charges, and all federal, state and local taxes, fees, assessments and surcharges assessed in conjunction with service used. In addition to any of the foregoing charges paid directly by the Company, the Company will also pass through to the Customer an amount equal to the government fees, taxes, and surcharges that the Company pays through BellSouth Telecommunications, Inc..

2.9.2 All taxes, surcharges and assessments (i.e., sales tax, municipal utilities tax, franchise fee, E911, TRS) will be listed as separate line items and are not included in the quoted rates.

2.10 Start of Billing

For billing purposes, the start of service is the day of acceptance by the Customer of the Company's service or equipment.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.11 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Price List. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Price List, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service the Company may remove any and all of its property located at the Customer Premises, as provided for in this Price List.

No equipment apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Price List. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or suspend the service during the continuance of said attachment or connection; or to terminate the service.

2.12 Telephone Number Intercept

Whenever a Customer's telephone number is changed after a directory is published, the Company will intercept all calls to the former number for 30 days and give the calling party the new number, provided existing central office equipment will permit and the Customer so desires.

2.13 Disputes

In the event of a dispute between a customer and the Company regarding any bill for telephone service, the Company shall make an investigation as required by the particular case, and report the results to the customer. In the event the dispute is not resolved, the Company shall inform the customer of the complaint procedures of the Commission.

Notwithstanding any other section of the Company's Price Lists, the customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed 60 days. The customer is obligated to pay any billings not disputed.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Dispute Resolution

No Dispute may be joined with another lawsuit, claim, dispute, or arbitration brought by any other person, or resolved on a class-wide basis. The arbitrator may not award damages that are barred by this tariff and may not award punitive damages.

If any party files a judicial or administrative action to resolve a Dispute without first complying with the provisions of this Section and another party successfully stays such action and/or compels arbitration, the party filing that judicial or administrative action must pay the other party's costs and expenses incurred in seeking such stay and/or compelling arbitration, including attorney's fees.

Notwithstanding the provisions of this Section, the Customer may file a complaint with the Commission.

If any portion of this Section is determined to be invalid or unenforceable, the remainder of this Section and this Tariff shall remain in full force and effect.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS

3.1 Service Areas Defined (1)

| | | | | |
|--|---|--|--|---|
| <u>FLMIAC</u> Coral Spring Deerfield Beach Ft. Lauderdale Hollywood Homestead Miami North Dade Perrine Pompano Beach | <u>FLMIA1</u> Boca Raton Boynton Beach Jupiter West Palm Beach | <u>FLMIA2</u> Delray Beach | <u>FLMIA3</u> Hobe Sound Port St. Lucie Sebastian Stuart | <u>FLMIA4</u> Fort Pierce Jensen Beach Keys Vero Beach |
| <u>FLMIA5</u> Belle Glade Pahokee | <u>FLORLC</u> Orlando Oviedo | <u>FLORL1</u> Sanford | <u>FLORL2</u> Cocoa Cocoa Beach Eau Gallie Melbourne | <u>FLORL3</u> Debary Titusville |
| <u>FLDAYC</u> Daytona Beach | <u>FLDAY1</u> De Land | <u>FLDAY2</u> New Smyrna Beach | <u>FLDAY3</u> De Leon Spring Flagler Beach Palm Coast | <u>FLGANC</u> Gainesville |
| <u>FLGAN1</u> Brooksville | <u>FLJACC</u> Jacksonville Beach Jacksonville Jurlington Orange Park | <u>FLJAC2</u> St. Augustine | <u>FLPENC</u> Gulf Breeze Holley Navarre Pace Pensacola | <u>FLPEN1</u> Lynn Haven Panama City Panama City Beach |
| <u>FLOTHLO2</u> Cross City Old Town | <u>FLOTHLO3</u> Fernadina Beach Bunnell Chiefland Keystone Heights ChIPLEY Graceville Sunny Hills Vernon | <u>FLOTHLO4</u> Oak Hill Pierson Yankeetown Lake City Palatka Pomona Park Welaka | <u>FLOTHLO5</u> Archer Hawthorne Newberry Youngstouwn- Fountain | |

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.1 Service Areas Defined (Cont'd.) (1)

| | | | | |
|-----------------|-----------------|-----------------|-----------------|------------------|
| FLOTHLO6 | FLOTHLO7 | FLOTHLO8 | FLOTHLO9 | FLOTHLO11 |
| Dunnellon | Geneva | Yulee | Baldwin | St. Johns |
| Havana | | | Maxville | East Orange |
| Milton | | | Middleburg | |
| Munson | | | | |
| FLOTHLOX | | | | |
| Bronson | | | | |
| Trenton | | | | |
| Jay | | | | |
| Green Cove | | | | |
| Spring | | | | |

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.2 Service Area by Rate Group (1)

| | | | |
|---|---|---|---|
| <u>A</u> FLMIA5 | <u>B</u> FLDAY2 FLDAY3 FLJAC2 | <u>C</u> FLDAY1 FLGAN1 FLMIA4 FLORL3 FLPEN1 | <u>D</u> FLDAYC FLGANC FLMIA3 FLORL2 FLPENC |
| <u>E</u> FLMIA2 FLORL1 | <u>F</u> FLJACC FLMIA1 FLMIAC FLORLC | <u>G</u> FLOTHLO6 FLOTHLO7 FLOTHLO8 | <u>H</u> FLOTHLO9 FLOTHLO11 FLOTHLOX |
| <u>I</u> FLOTHLO3 FLOTHLO4 | <u>J</u> FLOTHLO5 | <u>K</u> FLOTHLO2 | |

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (1)

3.3.1 Daytona Beach FL LATA

| | | |
|-------------------|----------------------|----------------|
| Bunnell, FL | De Leon Springs, FL | Oak Hill, FL |
| Daytona Beach, FL | Flagler Beach, FL | Palm Coast, FL |
| De Land, FL | New Smyrna Beach, FL | Pierson, FL |

3.3.2 Gainesville FL LATA

| | | |
|-------------------|------------------------|---------------------------|
| Archer, FL | Eustis, FL | Ocala, FL |
| Astor, FL | Forest, FL | Oklawaha, FL |
| Belleview, FL | Gainesville, FL | Old Town, FL |
| Beverly Hills, FL | Groveland, FL | Orange Springs, FL |
| Bronson, FL | Hawthorne, FL | Salt Springs, FL |
| Brooker, FL | Homosassa Springs, FL | San Antonio, FL |
| Brooksville, FL | Howey-in-the-Hills, FL | Silver Springs Shores, FL |
| Bushnell, FL | Inverness, FL | Tavares, FL |
| Cedar Key, FL | Keystone Heights, FL | Trenton, FL |
| Chiefland, FL | Lady Lake, FL | Trillacoochee, FL |
| Citra, FL | Leesburg, FL | Umatilla, FL |
| Clermont, FL | McIntosh, FL | Waldo, FL |
| Cross City, FL | Melrose, FL | Weekiwachee Springs, FL |
| Crystal River, FL | Micanopy, FL | Wildwood, FL |
| Dade City, FL | Mount Dora, FL | Williston, FL |
| Dunnellon, FL | Newberry, FL | Yankeetown, FL |

3.3.3 Jacksonville FL LATA

| | | |
|-------------------------------|------------------------|-----------------------|
| Alachua, FL | Jacksonville, FL | Orange Park, FL |
| Baldwin, FL | Jacksonville Beach, FL | Palatka, FL |
| Branford, FL | Jasper, FL | Pomona Park, FL |
| Callahan, FL | Jennings, FL | Ponte Vedra Beach, FL |
| Crescent City, FL | Julington, FL | Raiford, FL |
| Dowling Park, FL | Kingsley Lake, FL | Sanderson, FL |
| Fernandina Beach, FL | Lake Butler, FL | St. Augustine, FL |
| Fla. Sheriff's Boys Ranch, FL | Lake City, FL | St. Johns, FL |
| Florahome, FL | Lawtey, FL | Starke, FL |
| Fort White, FL | Live Oak, FL | Welaka, FL |
| Green Cove Springs, FL | Luraville, FL | Wellborn, FL |
| Hastings, FL | Macclenny, FL | White Springs, FL |
| High Springs, FL | Maxville, FL | Yulee, FL |
| Hilliard, FL | Mayo, FL | |
| Interlachen, FL | Middleburg, FL | |

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (Cont'd.) (1)

3.3.4 Mobile, AL LATA

| | | |
|--------------------|------------------------|---------------------|
| Atmore, AL | Finchburg, AL | McCullough, AL |
| Bay Minette, AL | Flomaton, AL | McIntosh, AL |
| Bayou La Batre, AL | Foley, AL | Millry, AL |
| Beatrice, AL | Fort Morgan, AL | Mobile, AL |
| Belle Fontaine, AL | Fowl River, AL | Monroeville, AL |
| Bon Secour, AL | Frankville, AL | Mount Vernon, AL |
| Brewton, AL | Frisco City, AL | Orange Beach, AL |
| Castleberry, AL | Fruitdale, AL | Peterman, AL |
| Century, FL | Gilbertown, AL | Pine Apple, AL |
| Chatom, AL | Gospport, AL | Repton, AL |
| Citronelle, AL | Grand Bay, AL | Robertsdale, AL |
| Coffeeville, AL | Grove Hill, AL | Seminole, AL |
| Dauphin Island, AL | Gulf Shores, AL | Silas, AL |
| Davisville, FL | Huxford, AL | Summerdale, AL |
| Deer Park, AL | Irvington-St. Elmo, AL | Tanner-Williams, MS |
| Elberta, AL | Jackson, AL | Uriah, AL |
| Evergreen, AL | Lillian, AL | Walnut Hill, FL |
| Excel, AL | Loxley, AL | |
| Fairhope, AL | Magnolia Springs, AL | |

3.3.5 Orlando, FL LATA

| | | |
|-----------------|----------------------|--------------------|
| Apopka, FL | Kenansville, FL | Reedy Creek, FL |
| Celebration, FL | Kissimmee, FL | Sanford, FL |
| Cocoa, FL | Lake Buena Vista, FL | St. Cloud, FL |
| Cocoa Beach, FL | Melbourne, FL | Titusville, FL |
| De Bary, FL | Montverde, FL | West Kissimmee, FL |
| East Orange, FL | Orange City, FL | Windermere, FL |
| Eau Gallie, FL | Orlando, FL | Winter Garden, FL |
| Geneva, FL | Oviedo, FL | Winter Park, FL |

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (Cont'd.) (1)

3.3.6 Panama City, FL LATA

| | | |
|---------------------|-----------------------|----------------------------|
| Alford, FL | Graceville, FL | Port St. Joe, FL |
| Alligator Point, FL | Grand Ridge, FL | Quincy, FL |
| Altha, FL | Greensboro, FL | Reynolds Hill, FL |
| Apalachicola, FL | Greenwood, FL | Sneads, FL |
| Blountstown, FL | Gretna, FL | Sunny Hills, FL |
| Bonifay, FL | Havanna, FL | The Beaches, FL |
| Bristol, FL | Hosford, FL | Tyndall Air Force Base, FL |
| Carrabelle, FL | Lynn Haven, FL | Vernon, FL |
| Chattahoochee, FL | Malone, FL | Westville, FL |
| Chipley, FL | Marianna, FL | Wewahitchka, FL |
| Cottondale, FL | Panama City, FL | Youngstown-Fountain, FL |
| East Point, FL | Panama City Beach, FL | |

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.3 Local Access and Transport Areas (LATA) and Exchanges within each LATA (1)

3.3.7 Pensacola FL LATA

| | | |
|-----------------------|--------------------|----------------------|
| Baker, FL | Glendale, FL | Paxton, FL |
| Cantonment, FL | Gulf Breeze, FL | Pensacola, FL |
| Clear Springs, AL | Holley Navarre, FL | Ponce De Leon, FL |
| Crestview, FL | Jay, FL | Santa Rosa Beach, FL |
| De Funiak Springs, FL | Laurelhill, FL | Seagrove Beach, FL |
| Destin, FL | Milton, FL | Shalimar, FL |
| Floral, AL | Molino, FL | Valparaiso, FL |
| Fort Walton Beach, FL | Munson, FL | Wing, AL |
| Freeport, FL | Pace, FL | |

3.3.8 Southeast FL LATA

| | | |
|---------------------|------------------|---------------------|
| Belle Glade, FL | Hollywood, FL | Perrine, FL |
| Boca Raton, FL | Homestead, FL | Pompano Beach, FL |
| Boynton Beach, FL | Indiantown, FL | Port St. Lucie, FL |
| Coral Springs, FL | Jensen Beach, FL | Sebastian, FL |
| Deerfield Beach, FL | Jupiter, FL | Stuart, FL |
| Delray Beach, FL | Keys, FL | Vero Beach, FL |
| Fort Lauderdale, FL | Miami, FL | West Palm Beach, FL |
| Fort Pierce, FL | North Dade, FL | |
| Hobe Sound, FL | Pahokee, FL | |

3.4 [Reserved for future use]

(1) Effective August 22, 2008, these service areas are no longer used, see Section 3.4 Service Areas by CLLI.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.5 AT&T CLLI's and Cost Zones

| <u>CLLI</u> | <u>Cost Zone</u> | <u>CLLI</u> | <u>Cost Zone</u> | <u>CLLI</u> | <u>Cost Zone</u> |
|-------------|------------------|-------------|------------------|-------------|------------------|
| ARCHFLMA | 3 | FLBHFLMA | 2 | JAY FLMA | 3 |
| BCRTFLBT | 1 | FRBHFLFP | 2 | JCBHFLAB | 2 |
| BCRTFLMA | 1 | FTGRFLMA | 3 | JCBHFLMA | 2 |
| BCRTFLSA | 2 | FTLDFL92 | 1 | JCBHFLSP | 1 |
| BGPIFLMA | 3 | FTLDFLCR | 1 | JCVLFLAR | 2 |
| BKVLFLJF | 3 | FTLDFLCY | 1 | JCVLFLBW | 2 |
| BLDWFLMA | 3 | FTLDFLJA | 2 | JCVLFLCL | 1 |
| BLGLFLMA | 2 | FTLDFLMR | 1 | JCVLFLFC | 1 |
| BNNLFLMA | 3 | FTLDFLOA | 1 | JCVLFLGH | 1 |
| BRSNFLMA | 3 | FTLDFLPL | 2 | JCVFLIA | 2 |
| BYBHFLMA | 2 | FTLDFLSF | 1 | JCVLFLJB | 1 |
| CCBHFLAF | 2 | FTLDFLSG | 1 | JCVLFLJT | 1 |
| CCBHFLMA | 2 | FTLDFLSU | 1 | JCVLFLKJ | 1 |
| CDKYFLMA | 3 | FTLDFLWA | 1 | JCVLFLLF | 3 |
| CFLDFLMA | 3 | FTLDFLWN | 2 | JCVLFLNO | 2 |
| CHPLFLJA | 3 | FTMYFLXB | 1 | JCVLFLOW | 3 |
| CNTMFLLE | 3 | FTPRFLMA | 3 | JCVLFLRV | 2 |
| COCOFLMA | 2 | GCSPFLCN | 3 | JCVLFLSJ | 2 |
| COCOFLME | 2 | GCVLFLMA | 3 | JCVLFLSM | 1 |
| COCYFL13 | 1 | GENVFLMA | 3 | JCVLFLWC | 2 |
| CSCYFLBA | 3 | GLBRFLMC | 2 | JCVMFLED | 1 |
| DBRYFLDL | 2 | GSVLFLMA | 2 | JPTRFLMA | 2 |
| DBRYFLMA | 2 | GSVLFLNW | 2 | KYHGFLMA | 3 |
| DELDFLBG | 1 | HAVNFLMA | 3 | KYLRFLLS | 2 |
| DELDFLMA | 2 | HBSDFLMA | 2 | KYLRFLMA | 2 |
| DLBHFLKP | 2 | HLHLFL02 | 1 | KYWSFLMA | 1 |
| DLBHFLMA | 2 | HLNVFLMA | 3 | LKCYFLMA | 3 |
| DLSPFLMA | 3 | HLWDFLHA | 1 | LKMRFLHE | 2 |
| DNLNFLWM | 3 | HLWDFLMA | 1 | LKMRFLMA | 2 |
| DRBHFLMA | 2 | HLWDFLPE | 2 | LYHNFLOH | 3 |
| DYBHFLDU | 1 | HLWDFLWH | 2 | MCNPFLMA | 3 |
| DYBHFLFN | 1 | HMSTFLAF | 3 | MDBGFLPM | 3 |
| DYBHFLMA | 2 | HMSTFLEA | 3 | MIAMFLAE | 1 |
| DYBHFL0B | 2 | HMSTFLHM | 3 | MIAMFLAL | 2 |
| DYBHFL0S | 2 | HMSTFLNA | 3 | MIAMFLAP | 1 |
| DYBHFLPO | 2 | HTISFLMA | 2 | MIAMFLBA | 1 |
| EGLLFLBG | 2 | HWTHFLMA | 3 | MIAMFLBC | 1 |
| EGLLFLIH | 2 | IONAFLXA | 1 | MIAMFLBR | 1 |
| EORNFLMA | 3 | ISLMFLMA | 2 | MIAMFLCA | 2 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.5 AT&T CLLI's and Cost Zones (Cont'd.)

| <u>CLLI</u> | <u>Cost Zone</u> | <u>CLLI</u> | <u>Cost Zone</u> | <u>CLLI</u> | <u>Cost Zone</u> |
|-------------|------------------|-------------|------------------|-------------|------------------|
| MIAMFLDB | 1 | OLTWFLLN | 3 | SNFRFLMA | 2 |
| MIAMFLFL | 1 | ORLDFLAC | 1 | STAGFLBS | 2 |
| MIAMFLGR | 1 | ORLDFLAP | 2 | STAGFLMA | 3 |
| MIAMFLHL | 2 | ORLDFLCL | 2 | STAGFLSH | 2 |
| MIAMFLIC | 1 | ORLDFLMA | 1 | STAGFLWG | 3 |
| MIAMFLKE | 1 | ORLDFLPC | 2 | STRTFLLMA | 2 |
| MIAMFLME | 1 | ORLDFLPH | 2 | SYHSFLCC | 3 |
| MIAMFLNM | 1 | ORLDFLSA | 2 | TRENFLMA | 3 |
| MIAMFLNS | 2 | ORLEFLIQ | 1 | TTVLFLMA | 2 |
| MIAMFLOL | 2 | ORPKFLMA | 2 | VERNFLMA | 3 |
| MIAMFLPB | 1 | ORPKFLRW | 2 | VRBHFLBE | 2 |
| MIAMFLPL | 1 | OVIDFLCA | 2 | VRBHFLMA | 2 |
| MIAMFLRR | 2 | PACEFLPV | 3 | WELKFLMA | 3 |
| MIAMFLSH | 2 | PAHKFLMA | 2 | WNPKFLXE | 1 |
| MIAMFLSO | 2 | PCBHFLNT | 2 | WPBHFLAN | 1 |
| MIAMFLWD | 1 | PLCSFLMA | 3 | WPBHFLGA | 2 |
| MIAMFLWM | 1 | PLTKFLMA | 3 | WPBHFLGR | 2 |
| MIANFLWK | 1 | PMBHFLCS | 2 | WPBHFLHH | 2 |
| MIAPFLYO | 1 | PMBHFLFE | 2 | WPBHFLLE | 2 |
| MIAQFL06 | 2 | PMBHFLMA | 2 | WPBHFLRB | 2 |
| MICCFLLB | 2 | PMBHFLNP | 1 | WPBHFLRP | 3 |
| MLBRFLMA | 2 | PMBHFLTA | 1 | WWSPFLHI | 3 |
| MLTNFLRA | 3 | PMPKFLMA | 3 | WWSPFLSH | 2 |
| MNDRFLAV | 2 | PNCYFLCA | 3 | YNFNFLMA | 3 |
| MNDRFLLO | 2 | PNCYFLMA | 2 | YNTWFLMA | 3 |
| MNDRFLW | 3 | PNSCFLBL | 2 | YULEFLMA | 3 |
| MNSNFLMA | 3 | PNSCFLFP | 2 | | |
| MRDCFLXA | 1 | PNSCFLHC | 2 | | |
| MRTHFLVE | 2 | PNSCFLPB | 2 | | |
| MXVLFLMA | 3 | PNSCFLWA | 2 | | |
| NDADFLAC | 1 | PNVDFLMA | 2 | | |
| NDADFLBR | 2 | PRRNFLMA | 2 | | |
| NDADFLGG | 2 | PRSNFLFD | 3 | | |
| NDADFLLO | 1 | PTSLFLMA | 3 | | |
| NKLRFLMA | 2 | PTSLFLSO | 2 | | |
| NSBHFLMA | 2 | SBSTFLFE | 3 | | |
| NWBYFLMA | 3 | SBSTFLMA | 3 | | |
| OALFLXJ | 1 | SCPKFLXA | 1 | | |
| OKHLFLMA | 3 | SGKYFLMA | 3 | | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.6 Embarq CLLI's and Rate Bands

| <u>CLLI</u> | <u>Rate Band</u> | <u>CLLI</u> | <u>Rate Band</u> | <u>CLLI</u> | <u>Rate Band</u> | <u>CLLI</u> | <u>Rate Band</u> |
|-------------|------------------|-------------|------------------|-------------|------------------|-------------|------------------|
| ALFRFLXA | 4 | EVRGFLXA | 4 | LSBGFLXA | 3 | SLHLFLXA | 4 |
| ALSPFLXA | 2 | FRPTFLXA | 4 | LWTYFLXA | 4 | SNANFLXA | 4 |
| ALVAFLXA | 4 | FTMBFLXA | 2 | MALNFLXA | 4 | SNDSFLXA | 4 |
| APPKFLXA | 3 | FTMDFLXA | 4 | MDSNFLXA | 4 | SNISFLXA | 3 |
| ARCDFLXA | 4 | FTMYFLXA | 2 | MNTIFLXA | 4 | SNRSFLXA | 4 |
| ASTRFLXA | 4 | FTMYFLXC | 2 | MOISFLXA | 3 | SPCPFLXA | 4 |
| AVPKFLXA | 4 | FTWBFLXA | 2 | MRHNFLXA | 4 | SSPRFLXA | 4 |
| BAKRFLXA | 4 | FTWBFLXB | 2 | MRNNFLXA | 4 | STCDFLXA | 4 |
| BCGRFLXA | 2 | FTWBFLXC | 2 | MTDRFLXA | 3 | STMKFLXA | 4 |
| BLVWFLXA | 3 | GDRGFLXA | 4 | MTLDFLXA | 1 | STRKFLXA | 4 |
| BNFYFLXA | 4 | GLDLFLXA | 4 | MTVRFLXA | 4 | SVSPFLXA | 4 |
| BNSPFLXA | 2 | GLGCFLXA | 3 | NFMYFLXA | 3 | SVSSFLXA | 3 |
| BSHNFLXA | 4 | GLRDFLXA | 2 | NFMYFLXB | 3 | TLCHFLXA | 4 |
| BVHLFLXA | 3 | GNVFLXA | 4 | NNPLFLXA | 2 | TLHSFLXA | 1 |
| BWLGFLXA | 4 | GNWDFLXA | 4 | NPLSFLXC | 3 | TLHSFLXB | 2 |
| CFVLFLXA | 4 | GVLDFLXA | 4 | NPLSFLXD | 2 | TLHSFLXC | 3 |
| CHLKFLXA | 4 | HMSPLXA | 4 | OCALFLXA | 3 | TLHSFLXD | 2 |
| CHSWFLXA | 3 | HOWYFLXA | 4 | OCALFLXB | 3 | TLHSFLXE | 1 |
| CLMTFLXA | 3 | IMKLFLXA | 4 | OCALFLXC | 2 | TLHSFLXF | 3 |
| CLTNFLXA | 4 | INVRFLXA | 4 | OCNFFLXA | 4 | TLHSFLXG | 4 |
| CPCRFLXA | 2 | KGLKFLXA | 4 | OKCBFLXA | 4 | TLHSFLXH | 3 |
| CPCRFLXB | 3 | KNVLFLXA | 4 | OKLWFLXA | 4 | TVRSFLXA | 3 |
| CPHZFLXA | 4 | KSSMFLXA | 3 | ORCYFLXA | 2 | UMTLFLXA | 4 |
| CRRVFLXA | 4 | KSSMFLXB | 3 | ORCYFLXC | 3 | VLPRFLXA | 2 |
| CRVWFLXA | 3 | KSSMFLXC | 3 | PANCFLXA | 4 | VLPRFLXB | 2 |
| CSLBFLXA | 2 | KSSMFLXD | 2 | PNGRFLXA | 4 | WCHLFLXA | 4 |
| CTDLFLXA | 4 | LBLLFLXA | 4 | PNISFLXA | 4 | WLSTFLXA | 4 |
| CYLKFLXA | 3 | LDLKFLXA | 2 | PNLNFLXA | 4 | WLWDFLXA | 4 |
| CYLKFLXB | 2 | LEE FLXA | 4 | PTCTFLXA | 3 | WNDRFLXA | 2 |
| DDCYFLXA | 4 | LHACFLXA | 4 | RYHLFLXA | 4 | WNGRFLXA | 2 |
| DESTFLXA | 2 | LKBRFLXA | 2 | SBNGFLXA | 4 | WNPKFLXA | 2 |
| DFSPFLXA | 4 | LKHLFLXA | 4 | SGBHFLXA | 4 | WSTVFLXA | 4 |
| ESTSFLXA | 4 | LKPCFLXA | 4 | SHLMFLXA | 1 | ZLSPFLXA | 4 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICE AREAS (CONT'D.)

3.7 Frontier CLLI's and Cost Zones

| <u>CLLI</u> | <u>Cost Zone</u> | <u>CLLI</u> | <u>Cost Zone</u> | <u>CLLI</u> | <u>Cost Zone</u> |
|-------------|------------------|-------------|------------------|-------------|------------------|
| ABDLFLXA | 3 | LGBKFLXA | 3 | SEKYFLXA | 3 |
| ALFAFLXA | 3 | LKALFLXA | 3 | SGBEFLXA | 3 |
| ALTRFLXA | 3 | LKLDLFLXA | 1 | SKWYFLXA | 2 |
| ANMRFLXA | 3 | LKLDLFLXE | 2 | SLSPFLXA | 1 |
| BARTFLXA | 3 | LKLDLFLXN | 3 | SMNLFLXA | 3 |
| BAYUFLXA | 2 | LKWFLFLXA | 3 | SNSPFLXA | 3 |
| BBPKFLXA | 3 | LKWFLFLXE | 3 | SPBGFLXA | 1 |
| BHPKFLXA | 1 | LLMNFLXA | 1 | SPBGFLXS | 1 |
| BRBAFLXA | 2 | LNLKFLXA | 3 | SPRGFLXA | 2 |
| BRJTFLXA | 3 | LRGOFLXA | 1 | SRSTFLXA | 1 |
| BRNDFLXA | 1 | LUTZFLXA | 3 | SSDSFLXA | 1 |
| BRTNFLXX | 2 | MLBYFLXA | 3 | STGRFLXA | 1 |
| BYSHFLXA | 3 | MNLKFLXA | 3 | SWTHFLXA | 1 |
| CLWRFLXA | 1 | MYCYFLXA | 3 | TAMPFLXA | 1 |
| CNSDFLXA | 1 | NGBHFLXA | 1 | TAMPFLXE | 1 |
| CRWDFLXA | 1 | NPRCFLXA | 1 | TAMPFLXX | 1 |
| CYGRFLXA | 3 | NRPTFLXA | 3 | THNTFLXA | 3 |
| DNDNFLXA | 1 | NRSDFLXA | 2 | TMTRFLXA | 1 |
| DUNDFLXA | 3 | OLDSFLXA | 3 | TRSPFLXA | 2 |
| ENWDFLXA | 2 | OSPRFLXA | 3 | UNVRFLXA | 1 |
| FHSDFLXA | 1 | PKCYFLXA | 3 | VENCFLXA | 2 |
| FRSTFLXA | 3 | PLMTFLXA | 3 | VENCFLXS | 3 |
| GNDYFLXA | 1 | PLSLFLXA | 2 | WIMMFLXA | 3 |
| HDSNFLXA | 2 | PNCRFLXA | 3 | WLCHFLXA | 3 |
| HGLDFLXA | 2 | PNLSFLXA | 1 | WLCRFLXA | 1 |
| HNCYFLXA | 3 | POINFLXA | 3 | WNHNFLXC | 2 |
| HNCYFLXN | 3 | PRSHFLXA | 3 | WSSDFLXA | 1 |
| HYPKFLXA | 2 | PSDNFLXA | 2 | YBCTFLXA | 1 |
| INLKFLXA | 3 | PTCYFLXA | 2 | ZPHYFLXA | 3 |
| INRKFLXX | 2 | RSKNFLXA | 3 | | |
| KYSTFLXA | 3 | SARKFLXA | 3 | | |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 - SERVICES

4.1 [Reserved for future use]

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services

4.2.1 Birch Basic Business Line (12)

A. Birch Basic Business Line is available within the Exchange Areas as defined in Section 3 of this Price List.

1. Monthly Rates

| | Flat Rate 1-Party Line | Flat Rate 1-Party Line 1-2 Line (1) | Flat Rate 1-Party Line 1 to 3 Lines | Flat Rate 1-Party Line 4+ Lines |
|---------------------|------------------------------|--|--|--|
| Rate Group A | \$25.00 | \$25.00 | | |
| Rate Group B | \$25.00 | \$25.00 | | |
| Rate Group B-1 (2) | -- | -- | \$26.00 | \$33.00 |
| Rate Group C | \$25.00 | \$26.00 | | |
| Rate Group C-1 (3) | -- | -- | \$26.00 | \$33.00 |
| Rate Group C-2 (4) | -- | -- | \$27.00 | \$34.00 |
| Rate Group D | \$27.00 | \$28.00 | | |
| Rate Group D-1 (5) | -- | -- | -- | \$34.00 |
| Rate Group D-2 (6) | -- | -- | -- | \$34.00 |
| Rate Group E | \$28.00 | \$29.00 | | |
| Rate Group F | \$29.50 | \$30.50 | | |
| Rate Group F-1 (7) | -- | -- | -- | \$33.50 |
| Rate Group G | \$32.00 | \$33.00 | | |
| Rate Group H | \$35.00 | \$36.00 | | |
| Rate Group I | \$28.00 | \$29.00 | | |
| Rate Group I-1 (8) | -- | -- | -- | \$31.00 |
| Rate Group J | \$29.50 | \$30.50 | | |
| Rate Group J-1 (9) | -- | -- | -- | \$30.50 |
| Rate Group K | \$25.50 | \$26.50 | | |
| Rate Group K-1 (10) | -- | -- | -- | \$30.50 |

See Section 4.2.1.A.4 for footnotes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.1 Birch Basic Business Line (12) (Cont'd.)

A. Birch Basic Business Line is available within the Exchange Areas as defined in Section 3 of this Price List.

2. 12-month Rates (11)

Flat Rate 1-Party Line

| | |
|--------------|---------|
| Rate Group A | \$23.00 |
| Rate Group B | \$24.00 |
| Rate Group C | \$25.00 |
| Rate Group D | \$27.00 |
| Rate Group E | \$28.00 |
| Rate Group F | \$29.50 |
| Rate Group G | \$32.00 |
| Rate Group H | \$35.00 |
| Rate Group I | \$28.00 |
| Rate Group J | \$29.50 |
| Rate Group K | \$25.50 |

3. 24-month Rates (11)

Flat Rate 1-Party Line

| | |
|--------------|---------|
| Rate Group A | \$19.00 |
| Rate Group B | \$20.00 |
| Rate Group C | \$20.50 |
| Rate Group D | \$22.00 |
| Rate Group E | \$23.00 |
| Rate Group F | \$24.50 |
| Rate Group G | \$30.00 |
| Rate Group H | \$33.00 |
| Rate Group I | \$26.00 |
| Rate Group J | \$27.50 |
| Rate Group K | \$23.50 |

See Section 4.2.1.A.4 for footnotes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.1 Birch Basic Business Line (12) (Cont'd.)

4. Footnotes—Birch Basic Business Line

- (1) Effective March 1, 2004, this charge will only be applied to existing 1-2 line customers.
- (2) Rate Group B-1 comprises lines in CLLIs DLSPFLMA, PLCSFLMA, and STAGFLMA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group B, as applicable.
- (3) Rate Group C-1 comprises lines in CLLIs BKVLFLJF, WWPFLHI, LYHNFLOH, and PNCYFLCA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group C, as applicable.
- (4) Rate Group C-2 comprises lines in CLLIs FTPRFLMA, BGPIFLMA, and SGKYFLMA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group C, as applicable.
- (5) Rate Group D-1 comprises lines in CLLIs PTSFLMA, SBSTFLFE, and SBSTFLMA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group D, as applicable.
- (6) Rate Group D-2 comprises lines in CLLIs HLNVLMA and PACEFLPV, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group D, as applicable.
- (7) Rate Group F-1 comprises lines in CLLIs FTGRFLMA, JCVLFLLF, JCVLFLOW, MNDRFLLW, WPBHFLRP, HMSTFLEA, HMSTFLHM, and HMSTFLNA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group F, as applicable.
- (8) Rate Group I-1 comprises lines in CLLIs BNNLFLMA, CFLDFLMA, CHPLFLJA, GCVLFLMA, KYHGFLMA, SYHSFLCC, and VERNFLMA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group I, as applicable.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.1 Birch Basic Business Line (12) (Cont'd.)

4. Footnotes—Birch Basic Business Line (Cont'd.)

- (9) Rate Group J-1 comprises lines in CLLIs ARCHFLMA, HWTHFLMA, NWBYFLMA, and YNFNFLMA, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group J, as applicable.
- (10) Rate Group K-1 comprises lines in CLLIs CSCYFLBA and OLTWFLLN, for which the rates shown will be effective June 1, 2005 for existing lines of all existing Customers on Birch service as of March 31, 2005. All other pricing remains the same as for Rate Group K, as applicable.
- (11) Due to the Company's increased costs for providing voice services, the term contracts will expire at the end of the current terms and will not be renewable for customers' lines which are located in CLLIs DLSPFLMA, PLCSFLMA, and STAGFLMA (Rate Group B); BKVFLJF, WWSPFLHI, LYHNFLOH, PNCYFLCA, FTFRFLMA, BGPIFLMA, and SGKYFLMA (Rate Group C); PTSFLMA, SBSTFLFE, SBSTFLMA, HLNVFLMA and PACEFLPV (Rate Group D); FTGRFLMA, JCVLFLLF, JCVLFLOW, MNDRFLLW, WPBHFLRP, HMSTFLEA, HMSTFLHM, and HMSTFLNA (Rate Group F); BNNLFLMA, CFLDFLMA, CHPLFLJA, GCVLFLMA, KYHGFLMA, SYHSFLCC, and VERNFLMA (Rate Group I); ARCHFLMA, HWTHFLMA, NWBYFLMA, and YNFNFLMA (Rate Group J); and CSCYFLBA and OLTWFLLN (Rate Group K), and the lines' monthly recurring rate will default to the then-tariffed month-to-month rate.
- (12) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.1 Birch Basic Business Line (Cont'd.) (5)

A. Birch Basic Business Line is available within the Exchange Area as defined in Section 3 of this Price List.

5. Non-recurring charges

| | |
|--|---------|
| Custom work order number | (1) |
| Establish dual service – Basic Line | \$60.00 |
| Expedited service charge | \$60.00 |
| Feature add/change | \$19.00 |
| Hunting add/change | \$10.00 |
| Invoice change | \$60.00 |
| Move, per first line (4) | \$70.00 |
| Installation of new first line (2)(4) | \$70.00 |
| Move, per add'l line (3) | \$70.00 |
| Installation of new add'l line (2)(3) | \$70.00 |
| Transfer of service | \$10.00 |
| Service change, all other, per line | \$19.00 |
| Telephone number change | \$46.00 |
| Telephone number search Original 20 free | \$15.00 |

- (1) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and /or maintain local service required of the Company by the Customer. Customer must agree to the charges provided by the Company prior to the work beginning.
- (2) Installation charges on account will be waived when service is converted from the Customer's current local exchange carrier to Birch.
- (3) The additional non-recurring charge is only applicable when two or more lines are ordered at the time Birch service is established. The additional non-recurring charge is applied only to lines beyond the first one line ordered. The customer's invoice will show a discount per additional line ordered.
- (4) The installation charge will apply for new Birch lines that are not converted from an existing local exchange carrier. The charge will be added at the time of service.
- (5) Effective August 22, 2008, this service is no longer offered.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.2 Birch Basic Business Line - Feature List (5)

A. Monthly Rate

Any of the following calling features may be added to the Birch Basic Business Line. The following rates apply only when these calling features are added to the Birch Basic Business Line. To add calling features to any other service, please refer to Section 4.2.1.A.2 for applicable rates.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.2 Birch Basic Business Line - Feature List (5)

A. Monthly Rate

Footnotes—Business Rates & Charges—Calling Features

- (1) This rate is inclusive of the Cancel Call Waiting option where available.
- (2) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Price List. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (3) One Call Forwarding feature is applicable per line arranged.
- (4) One Simultaneous Call Forwarding feature and one Call Forwarding feature are applicable per line (non-hunting) used to establish connection.
- (5) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.2 Birch Basic Business Line - Feature List (1)

B. Activation Charges

The following features are available on a per-activation basis at the rates indicated below. The charges are per event up to eight (8) in a month. After 8th charge, there is no charge per event in a month

| <u>Feature</u> | <u>All Rate Groups</u> |
|-------------------|------------------------|
| Auto Redial | \$2.00 |
| Call Return | 2.00 |
| Three-Way Calling | 2.00 |

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.3 Birch 3 Feature Value Package (2)

Birch 3 Feature Value Package is available within the Exchange Areas as defined in Section 3 of this Price List.

| | <u>Monthly Rate</u> | <u>Non- recurring Charge</u> |
|---|---------------------|------------------------------|
| Any three features from the Birch 3 Feature Value Package Feature List below. | \$11.95 | \$10.00 ¹ |

Any of the following calling features may be added to the Birch 3 Feature Value Package. The following rates apply only when these calling features are added to Birch 3 Feature Value Package. To add calling features to any other service, please refer to Section 4.2.1.A.4 for applicable rates.

Birch 3 Feature Value Package Feature List

Anonymous Call Reject
Auto Redial
Call Blocker
Call Forwarding – Variable
Call Forwarding Busy Line/No Answer
Caller ID Name & Number
Call Return
Call Waiting
Priority Call
Remote Access to Call Forwarding
Selective Call Forwarding
Simultaneous Call Forwarding
Speed Calling 30
Three Way Calling

- (1) Non- recurring Charges are assessed per order, installation or feature change.
- (2) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.4 Birch 7 Feature Value Package (2)

Birch 7 Feature Value Package is available within Exchange Areas as defined in Section 3 of this Price List.

| | <u>Monthly</u> <u>Rate</u> | <u>Non- recurring</u> <u>Charge</u> |
|--|-------------------------------|--|
| Any seven features from the Birch 7 Feature Value Package Feature List | \$17.95 | \$10.00 ¹ |

Any of the following calling features may be added to the Birch 7 Feature Value Package. The following rates apply only when these calling features are added to the Birch 7 Feature Value Package. To add calling features to any other service, please refer to Section 4.2.1A.4 for applicable rates.

Birch 7 Feature Value Package Feature List

Anonymous Call Reject
Auto Redial
Call Blocker
Call Forwarding – Variable
Call Forwarding – Busy Line/No Answer
Caller ID Name & Number
Call Waiting with Caller ID Options
Call Return
Call Transfer Disconnect
Call Waiting
Distinctive Ring 2nd and 3rd
Priority Call
Remote Access to Call Forwarding
Selective Call Forwarding
Simultaneous Call Forwarding
Speed Calling 30
Three Way Calling

- (1) Non- recurring Charges are assessed per installation, order, or feature change.
- (2) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.5 Reserved for Future Use

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.6 Birch Price Protection Plan (1)

- A. Birch offers optional discounts for Customers that agree to a term commitment of 12 months and 24 months. Customer is eligible for Price Protection Plan (“PPP”) term pricing only where Customer has a minimum of three Birch Basic Business Lines within an account. The 24-month commitment also qualifies Customers for an Interexchange Service discount and a separate 12-month discount is also available for Interexchange Services as provided in Birch’s FL P.S.C. Tariff No. 1.
- B. Customers subscribing to the PPP must commit to a written term service agreement in a form designated by Birch, which shall include, without limitation, Customer’s term selection.
- C. The term will commence on the billing date for the first new line or the first billing date after Customer executes a term service agreement if the service is currently being provided to Customer.
- D. All rules, regulations, fees, charges, taxes and surcharges normally applicable to Birch Basic Business Line services shall apply. Any charges in any proposal or quotation are exclusive of taxes and surcharges. Term pricing may not be combined with any other offer.
- E. If monthly term rates as specified in Section 4.2.1 decrease during the term period, Customer may elect to obtain the new rates by executing a new term service agreement with the new rates, with a new term commencement date, and an agreement to the same or greater commitment term period.
- F. For Customers who establish a term service agreement, monthly Birch Basic Business Lines rates will not change as a result of a Birch-initiated increase; however, if a Local Exchange Rate Group Reclassification occurs, as set forth in this Price List, an adjustment for the remaining term of the term service agreement will be made.
- G. If Customer disconnects Services or otherwise terminates its term service agreement prior to the end of the current term for any reason except for a failure by Birch to meet the terms of the Term Customer Service Level Objectives specified below, Customer agrees on the next monthly invoice to pay a termination charge as liquidated damages and not as a penalty, equal to the greater of:
 - 1. \$50.00 per terminated line, or
 - 2. \$10.00 per terminated line multiplied by the number of months remaining in the current term.

(1) Effective August 22, 2008, this service is no longer offered

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.6 Birch Price Protection Plan (Cont'd.) (1)

- H. Customer may add or terminate new voice lines without termination liability, provided that Customer maintains service to its primary billed telephone number for the remainder of the term commitment and remits payment for any applicable charges, surcharges and fees
- I. Customer may add or terminate new voice lines without termination liability, provided that Customer maintains service to its primary billed telephone number for the remainder of the term commitment and remits payment for any applicable charges, surcharges and fees
- J. The following Service Level Objectives apply to the PPP only, and are subject to all other provisions of this Price List, including specifically but without limitation, any and all limitations of liability. Birch will use commercially reasonable efforts to provide Services in accordance with the following Service Level Objectives:
 - 1. Complete loss of Service caused solely by a Birch network problem will be remedied within 8 business hours from Customer notification to Birch Network Maintenance (“BNM”).
 - 2. Partial loss of Service caused solely by a Birch network problem will be remedied within 12 business hours from notification to BNM.
 - 3. Noise or static caused solely by a Birch network problem will be remedied within 16 business hours from notification to BNM.
- K. As Customer’s sole remedy for any failure to meet any of the above Service Level Objectives, unless such Service Level Objective is caused by an event outside the reasonable control of Birch, any event of force majeure, or any failure resulting from facilities, inside wiring or equipment of Customer or third parties, Customer may terminate its term commitment obligation without incurring termination liability. If Customer continues to use Birch service following any such notice of termination, Customer may continue to receive term pricing and pricing update notices.
- L. A Service Level Objective failure shall be deemed to commence upon the opening of a trouble ticket with BNM, as requested by Customer, and shall be deemed to terminate upon the clearing of the same trouble ticket. No failure shall be deemed to have occurred unless Customer has provided reasonable assistance in an effort to diagnose the reported problem. Reasonable assistance includes, but is not limited to, requesting the opening of a trouble ticket from BNM promptly, providing Birch access to Customer’s premises, if necessary, and assisting Birch with problem identification and resolution.

(1) Effective August 22, 2008, this service is no longer offered .

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.6 Birch Price Protection Plan (Cont'd.) (1)

- M. Customer shall be responsible at all times for the proper installation, operation and maintenance of any Customer-provided equipment used in connection with the Services. In addition, Customer shall ensure that all such equipment is technically and operationally compatible with the Services and in compliance with applicable laws and regulations.
- N. If Customer relocates to another location in a Birch market where the same Services are available, Customer may transfer Services to the new location if the new Services equal or exceed the number of lines at the old location, upon payment of installation charges for the new location, if applicable; however, rates may vary by location, and Customer's rates may increase.
- O. Services are for Customer's use only and may not be resold, and the term service agreement may not be transferred or assigned, by operation of law or otherwise, without Birch's prior written approval. Any attempted assignment or transfer without Birch's prior written approval shall be void.
- P. In the event a governmental agency determines the term service agreement violates any law, rule or regulation, Birch shall have the option of terminating the term service agreement without further obligation to Customer or revising such agreement to comply with such law, rule or regulation.

4.2.7 Reserved for Future Use

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.8 Birchual Office Service

Birchual Office Service is a service whereby calls placed to a business customer's telephone number (the Birchual Office number) in one exchange are automatically forwarded to a telephone number (the terminating number) in another exchange. The Birchual Office number does not involve telephone equipment, a physical location, or manual input to initiate the forwarding of calls to the terminating number. When a Birchual Office number is called, it is intercepted at the local central office and automatically routed to whatever terminating number the customer designates. The forwarded calls can be local or toll, depending on the type of service to which the customer subscribes. The Birchual Office customer is responsible for any local usage or toll charges incurred between the customer's Birchual Office number and the terminating number. The Birchual Office number includes one path, which allows for one call to be forwarded at a time. Additional paths can be ordered to allow additional calls to be forwarded simultaneously. Birchual Office Service is available to Birch business customers only.

Birchual Office Service is available in the following packages:

- Local Birchual Office Service
- Long Distance Birchual Office Service

A. Local Birchual Office Service

- The Birchual Office number and the terminating number are within the same local calling area.
- Unlimited local calling will be allowed between the Birchual Office number and the terminating number.

| | <u>Monthly Rate</u> | <u>Service Charge</u> |
|--------------------------------------|---------------------|-----------------------|
| Local Birchual Office, with one path | \$18.50 | \$15.00 |
| Additional Local Path | 18.50 | 15.00 |

See Sheet No. 64 for footnotes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.8 Birchual Office Service

B. Long Distance Birchual Office Service (2)(3)

- a. The Birchual Office number and the terminating number are not within the same local calling area and the Birchual Office number forwards to the terminating number outside of the local calling area.
- b. Applicable toll charges will be incurred.

| | <u>Monthly Rate</u> | <u>Service Charge</u> |
|--|---------------------|-----------------------|
| Long Distance Birchual Office, with one path | \$18.50 | \$15.00 |
| Additional Long Distance Path | 18.50 | 15.00 |

C. Regulations

1. A Birchual Office number cannot terminate on a public or semi-public service (coin telephone).
2. Birchual Office Service does not provide caller identification of the originating number to the terminating number.
3. A Birchual Office number is not suitable for data transmission.
4. The Birchual Office path is not released when the call is forwarded.
5. Birchual Office Service is subject to the availability of facilities.
6. Birchual Office Service cannot be suspended (vacation service).
7. Calls will only be allowed to be forwarded to a business line
8. Collect and third-party calls will be billed to the Birchual Office number.
9. Custom calling features are not available on a Birchual Office number.
10. The Birchual Office number cannot terminate to another such number, whether a Birchual Office number or the same such service of another service provider.
11. Call Forward Variable should not be offered on the terminating line. Customers are allowed to have Call Forward Busy/No Answer on the terminating number for voice mail purposes.
12. Birchual Office can terminate to a distinctive ring number. The distinctive ring number must be different than the Birchual Office number.
13. Birchual Office may only be used for the communications of a single end use. It may not be used to aggregate the long distance communications of multiple end users for resale or to provision communications services for others.

See Sheet No. 64 for footnotes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.8 Birchual Office Service (Cont'd.)

D. Directory Listing

One listing in the directory covering the exchange in which the *Birchual Office* number is located is provided without additional charge. Additional listings and other Directory Listing products may be purchased for the *Birchual Office* number.

- (1) The Service Charge applies to an order for new *Birchual Office Service*, to change the *Birchual Office* number, to change the number to which the number is forwarded, and to add additional paths, whether ordered at the time of conversion of service or on a subsequent order. Only one Service Charge will apply per request, regardless of the number of additions or changes made by the request. The Service Charge will not apply to convert the service and its existing path(s) to Birch or on outside moves of customer's other service if there is no *Birchual Office* number or terminating number change.
- (2) The customer may select Birch long distance service to carry the traffic from the *Birchual Office* number to the terminating number. When Birch is selected as customer's long distance carrier for service other than its *Birchual Office Service*, as well as for its *Birchual Office Service*, the *Birchual Office* number long distance usage will be invoiced at the customer's plan rate, as applicable, and any usage will contribute to the customer's volume commitment, if any. When Birch is selected as the customer's long distance carrier for its *Birchual Office Service* only, the default Birch long distance rate, as set forth in the Company's Interexchange Tariff, FL P.S.C. No. 2, in Section 4.4.1, will apply to any long distance usage billed.
- (3) All Rules and Regulations found in the Company's Interexchange Tariff, FL P.S.C. No. 2, will apply to long distance services.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.9 Birch SmartBiz Bundles (7)

Birch SmartBiz Bundles are available in the following package:

- SmartBiz Premier

A. Birch SmartBiz Premier Bundle is equipped with:

Basic Business Line (1)
Caller ID
Call Waiting ID Options (2)
Call Forward Variable
100 Minutes Long Distance Block of Time (3)

Monthly Recurring Charge

| | | 1-2 Line (6) |
|--------------|---------|--------------|
| Rate Group A | \$30.00 | \$31.00 |
| Rate Group B | \$31.00 | \$32.00 |
| Rate Group C | \$32.00 | \$33.00 |
| Rate Group D | \$34.00 | \$35.00 |
| Rate Group E | \$35.00 | \$36.00 |
| Rate Group F | \$36.50 | \$37.50 |
| Rate Group G | N/A | N/A |
| Rate Group H | N/A | N/A |
| Rate Group I | N/A | N/A |
| Rate Group J | N/A | N/A |
| Rate Group K | N/A | N/A |

See Section 4.2.9.D for footnotes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.9 Birch SmartBiz Bundles (Cont'd.)

B. Birch Long Distance Blocks of Time for Birch SmartBiz Bundles (4):

| <u>Package</u> | <u>Block of Time Per Month</u> | <u>Overage Usage Rate per Minute</u> |
|------------------|------------------------------------|--|
| SmartBiz Premier | 100 | \$.079 |

C. Birch SmartBiz Feature List (5)

Customer may exchange the Caller ID, Call Waiting ID Options and Call Forward Variable features with any of the features listed below:

- Anonymous Call Rejection
- Auto Redial
- Call Blocker
- Call Forward Busy/No Answer
- Call Return
- Call Transfer Disconnect
- Distinctive Ring
- Distinctive Ring Additional
- Priority Call
- Remote Access to Call Forward
- Selective Call Forward
- Simultaneous Call Forward
- Speed Call 30
- Three Way Calling

See Section 4.2.9.D for footnotes.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.9 Birch SmartBiz Bundles (Cont'd.)

D. Footnotes for Birch SmartBiz Bundles

- (1) Rate Groups are defined in Section 3 of this Price List.

This service is limited to one-line business customers. Customers may order an additional line to be added to the service at the rates specified elsewhere in this Price List. Once the customer's service exceeds two lines, its options and pricing revert to those specified in this Price List.

The installation charges specified elsewhere in this Price List apply to installation of Birch SmartBiz Bundles.

SmartBiz lines will automatically be blocked for 900/976 calling.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial, Call Return and Three Way Calling. The customer will be charged \$.50 per usage.

- (2) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
- (3) Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use.

All other types of calls (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at standard rates according to the Rules and Regulations found in the Company's Interexchange Tariff, FL P.S.C. No. 1.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.9 Birch SmartBiz Bundles (Cont'd.)

D. Footnotes for Birch SmartBiz Bundles (Cont'd.)

(4) Long Distance minutes apply per Customer account. All Rules and Regulations found in the Company's Interexchange Tariff, FL P.S.C. No. 1 will apply to long distance services.

(5) Optional Features can be added to a SmartBiz Bundle or an additional line at the rates specified elsewhere in this Price List.

Feature Change Charge, Section 4.2.1, applies to any feature change.

Birch 3 Feature Value Package or Birch 7 Feature Value Package feature packages are not available with the SmartBiz Bundle packages.

(6) Effective March 9, 2004, these rates are applicable to 1-2 line customers who signed up for service prior to March 9, 2004.

(7) Smart Biz Bundles are not available to new customers effective December 11, 2006

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line:

A. BirchNet Basic Line is equipped with:

Basic Business or Residential Line
 Unlimited Local, Intra-LATA Long Distance
 Caller ID – Name and Number
 Call Waiting
 Hunting (Business only)

B. Rates and Charges

1. Business Monthly Recurring Charges – AT&T CLLI's*

| CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month | CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month |
|-----------|------------------------------------|------------------------------------|------------------------------------|----------|------------------------------------|------------------------------------|------------------------------------|
| ARCHFLMA | \$74.95 | \$73.95 | \$73.95 | DYBHFLFN | \$58.95 | \$57.95 | \$57.95 |
| BCRTFLBT | \$58.95 | \$57.95 | \$57.95 | DYBHFLMA | \$58.95 | \$57.95 | \$57.95 |
| BCRTFLMA | \$49.95 | \$47.95 | \$47.95 | DYBHFLMB | \$58.95 | \$57.95 | \$57.95 |
| BCRTFLSA | \$58.95 | \$57.95 | \$57.95 | DYBHFLMS | \$58.95 | \$57.95 | \$57.95 |
| BGPIFLMA | \$74.95 | \$73.95 | \$73.95 | DYBHFLPO | \$58.95 | \$57.95 | \$57.95 |
| BKVLFLJF | \$74.95 | \$73.95 | \$73.95 | EGLLFLBG | \$58.95 | \$57.95 | \$57.95 |
| BLDWFLMA | \$74.95 | \$73.95 | \$73.95 | EGLLFLIH | \$58.95 | \$57.95 | \$57.95 |
| BLGLFLMA | \$58.95 | \$57.95 | \$57.95 | EORNFLMA | \$74.95 | \$73.95 | \$73.95 |
| BNNLFLMA | \$74.95 | \$73.95 | \$73.95 | FLBHFLMA | \$58.95 | \$57.95 | \$57.95 |
| BRSNFLMA | \$74.95 | \$73.95 | \$73.95 | FRBHFLFP | \$58.95 | \$57.95 | \$57.95 |
| BYBHFLMA | \$58.95 | \$57.95 | \$57.95 | FTGRFLMA | \$74.95 | \$73.95 | \$73.95 |
| CCBHFLAF | \$58.95 | \$57.95 | \$57.95 | FTLDFL92 | \$58.95 | \$57.95 | \$57.95 |
| CCBHFLMA | \$58.95 | \$57.95 | \$57.95 | FTLDFLCR | \$49.95 | \$47.95 | \$47.95 |
| CDKYFLMA | \$74.95 | \$73.95 | \$73.95 | FTLDFLCY | \$49.95 | \$47.95 | \$47.95 |
| CFLDFLMA | \$74.95 | \$73.95 | \$73.95 | FTLDFLJA | \$51.95 | \$49.95 | \$49.95 |
| CHPLFLJA | \$74.95 | \$73.95 | \$73.95 | FTLDFLMR | \$49.95 | \$47.95 | \$47.95 |
| CNTMFLLE | \$74.95 | \$73.95 | \$73.95 | FTLDFLOA | \$58.95 | \$57.95 | \$57.95 |
| COCOFLMA | \$58.95 | \$57.95 | \$57.95 | FTLDFLPL | \$51.95 | \$49.95 | \$49.95 |
| COCOFLME | \$58.95 | \$57.95 | \$57.95 | FTLDFLSF | \$58.95 | \$57.95 | \$57.95 |
| CSCYFLBA | \$74.95 | \$73.95 | \$73.95 | FTLDFLSG | \$58.95 | \$57.95 | \$57.95 |
| DBRYFLDL | \$58.95 | \$57.95 | \$57.95 | FTLDFLSU | \$49.95 | \$47.95 | \$47.95 |
| DBRYFLMA | \$58.95 | \$57.95 | \$57.95 | FTLDFLWA | \$58.95 | \$57.95 | \$57.95 |
| DELDFLBG | \$58.95 | \$57.95 | \$57.95 | FTLDFLWN | \$58.95 | \$57.95 | \$57.95 |
| DELDFLMA | \$58.95 | \$57.95 | \$57.95 | FTPRFLMA | \$74.95 | \$73.95 | \$73.95 |
| DLBHFLKP | \$58.95 | \$57.95 | \$57.95 | GCSPFLCN | \$74.95 | \$73.95 | \$73.95 |
| DLBHFLMA | \$58.95 | \$57.95 | \$57.95 | GCVLFLMA | \$74.95 | \$73.95 | \$73.95 |
| DLSPLFLMA | \$74.95 | \$73.95 | \$73.95 | GENVFLMA | \$74.95 | \$73.95 | \$73.95 |
| DNLNFLWM | \$74.95 | \$73.95 | \$73.95 | GLBRFLMC | \$58.95 | \$57.95 | \$57.95 |
| DRBHFLMA | \$51.95 | \$49.95 | \$49.95 | GSVLFLMA | \$58.95 | \$57.95 | \$57.95 |
| DYBHFLDU | \$87.95 | \$84.95 | \$82.95 | GSVLFLNW | \$58.95 | \$57.95 | \$57.95 |

*See Section 3.5 for list of CLLI's and Cost Zones.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

B. Rates and Charges (Cont'd.)

1. Business Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month | CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 24 Month |
|-------------|---|---|---|-------------|---|---|---|
| HAVNFLMA | \$74.95 | \$73.95 | \$73.95 | KYHGFLMA | \$74.95 | \$73.95 | \$73.95 |
| HBSDFLMA | \$58.95 | \$57.95 | \$57.95 | KYLRFLLS | \$58.95 | \$57.95 | \$57.95 |
| HLHLFL02 | \$58.95 | \$57.95 | \$57.95 | KYLRFLMA | \$58.95 | \$57.95 | \$57.95 |
| HLNVFLMA | \$74.95 | \$73.95 | \$73.95 | KYWSFLMA | \$58.95 | \$57.95 | \$57.95 |
| HLWDFLHA | \$58.95 | \$57.95 | \$57.95 | LKCYFLMA | \$74.95 | \$73.95 | \$73.95 |
| HLWDFLMA | \$58.95 | \$57.95 | \$57.95 | LKMRFLHE | \$58.95 | \$57.95 | \$57.95 |
| HLWDFLPE | \$58.95 | \$57.95 | \$57.95 | LKMRFLMA | \$58.95 | \$57.95 | \$57.95 |
| HLWDFLWH | \$58.95 | \$57.95 | \$57.95 | LYHNFLOH | \$74.95 | \$73.95 | \$73.95 |
| HMSTFLAF | \$74.95 | \$73.95 | \$73.95 | MCNPFLMA | \$74.95 | \$73.95 | \$73.95 |
| HMSTFLEA | \$74.95 | \$73.95 | \$73.95 | MDBGFLPM | \$74.95 | \$73.95 | \$73.95 |
| HMSTFLHM | \$74.95 | \$73.95 | \$73.95 | MIAMFLAE | \$49.95 | \$47.95 | \$47.95 |
| HMSTFLNA | \$74.95 | \$73.95 | \$73.95 | MIAMFLAL | \$51.95 | \$49.95 | \$49.95 |
| HTISFLMA | \$58.95 | \$57.95 | \$57.95 | MIAMFLAP | \$49.95 | \$47.95 | \$47.95 |
| HWTHFLMA | \$74.95 | \$73.95 | \$73.95 | MIAMFLBA | \$49.95 | \$47.95 | \$47.95 |
| ISLMFLMA | \$58.95 | \$57.95 | \$57.95 | MIAMFLBC | \$49.95 | \$47.95 | \$47.95 |
| JAY FLMA | \$74.95 | \$73.95 | \$73.95 | MIAMFLBR | \$49.95 | \$47.95 | \$47.95 |
| JCBHFLAB | \$58.95 | \$57.95 | \$57.95 | MIAMFLCA | \$51.95 | \$49.95 | \$49.95 |
| JCBHFLMA | \$58.95 | \$57.95 | \$57.95 | MIAMFLDB | \$58.95 | \$57.95 | \$57.95 |
| JCBHFLSP | \$58.95 | \$57.95 | \$57.95 | MIAMFLFL | \$49.95 | \$47.95 | \$47.95 |
| JCVLFLAR | \$58.95 | \$57.95 | \$57.95 | MIAMFLGR | \$49.95 | \$47.95 | \$47.95 |
| JCVLFLBW | \$58.95 | \$57.95 | \$57.95 | MIAMFLHL | \$51.95 | \$49.95 | \$49.95 |
| JCVLFLCL | \$58.95 | \$57.95 | \$57.95 | MIAMFLIC | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLFC | \$58.95 | \$57.95 | \$57.95 | MIAMFLKE | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLGH | \$58.95 | \$57.95 | \$57.95 | MIAMFLME | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLIA | \$58.95 | \$57.95 | \$57.95 | MIAMFLNM | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLJB | \$58.95 | \$57.95 | \$57.95 | MIAMFLNS | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLJT | \$58.95 | \$57.95 | \$57.95 | MIAMFLOL | \$51.95 | \$49.95 | \$49.95 |
| JCVLFLKJ | \$58.95 | \$57.95 | \$57.95 | MIAMFLPB | \$49.95 | \$47.95 | \$47.95 |
| JCVLFLLF | \$74.95 | \$73.95 | \$73.95 | MIAMFLPL | \$49.95 | \$47.95 | \$47.95 |
| JCVLFLNO | \$58.95 | \$57.95 | \$57.95 | MIAMFLRR | \$51.95 | \$49.95 | \$49.95 |
| JCVLFLOW | \$74.95 | \$73.95 | \$73.95 | MIAMFLSH | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLRV | \$58.95 | \$57.95 | \$57.95 | MIAMFLSO | \$51.95 | \$49.95 | \$49.95 |
| JCVLFLSJ | \$58.95 | \$57.95 | \$57.95 | MIAMFLWD | \$58.95 | \$57.95 | \$57.95 |
| JCVLFLSM | \$58.95 | \$57.95 | \$57.95 | MIAMFLWM | \$49.95 | \$47.95 | \$47.95 |
| JCVLFLWC | \$58.95 | \$57.95 | \$57.95 | MIANFLWK | \$58.95 | \$57.95 | \$57.95 |
| JCVMFLED | \$58.95 | \$57.95 | \$57.95 | MIAPFLYO | \$58.95 | \$57.95 | \$57.95 |
| JPTRFLMA | \$58.95 | \$57.95 | \$57.95 | MIAQFL06 | \$58.95 | \$57.95 | \$57.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

B. Rates and Charges (Cont'd.)

1. Business Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month | CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month |
|-------------|---|---|---|-------------|---|---|---|
| MICCFLLBB | \$58.95 | \$57.95 | \$57.95 | PMBHFLNP | \$58.95 | \$57.95 | \$57.95 |
| MLBRFLMA | \$58.95 | \$57.95 | \$57.95 | PMBHFLTA | \$58.95 | \$57.95 | \$57.95 |
| MLTNFLRA | \$74.95 | \$73.95 | \$73.95 | PMPKFLMA | \$74.95 | \$73.95 | \$73.95 |
| MNDRFLAV | \$58.95 | \$57.95 | \$57.95 | PNCYFLCA | \$74.95 | \$73.95 | \$73.95 |
| MNDRFLLO | \$58.95 | \$57.95 | \$57.95 | PNCYFLMA | \$58.95 | \$57.95 | \$57.95 |
| MNDRFLW | \$74.95 | \$73.95 | \$73.95 | PNSCFLBL | \$58.95 | \$57.95 | \$57.95 |
| MNSNFLMA | \$74.95 | \$73.95 | \$73.95 | PNSCFLFP | \$58.95 | \$57.95 | \$57.95 |
| MRTHFLVE | \$58.95 | \$57.95 | \$57.95 | PNSCFLHC | \$58.95 | \$57.95 | \$57.95 |
| MXVFLMA | \$74.95 | \$73.95 | \$73.95 | PNSCFLPB | \$58.95 | \$57.95 | \$57.95 |
| NDADFLAC | \$49.95 | \$47.95 | \$47.95 | PNSCFLWA | \$58.95 | \$57.95 | \$57.95 |
| NDADFLBR | \$51.95 | \$49.95 | \$49.95 | PNVDFLMA | \$58.95 | \$57.95 | \$57.95 |
| NDADFLGG | \$51.95 | \$49.95 | \$49.95 | PRRNFLMA | \$51.95 | \$49.95 | \$49.95 |
| NDADFLLOL | \$49.95 | \$47.95 | \$47.95 | PRSNFLFD | \$74.95 | \$73.95 | \$73.95 |
| NKLRFLMA | \$58.95 | \$57.95 | \$57.95 | PTSLFLMA | \$71.95 | \$69.95 | \$69.95 |
| NSBHFLMA | \$58.95 | \$57.95 | \$57.95 | PTSLFLSO | \$58.95 | \$57.95 | \$57.95 |
| NWBYFLMA | \$74.95 | \$73.95 | \$73.95 | SBSTFLFE | \$74.95 | \$73.95 | \$73.95 |
| OKHLFLMA | \$74.95 | \$73.95 | \$73.95 | SBSTFLMA | \$74.95 | \$73.95 | \$73.95 |
| OLTWFLLN | \$74.95 | \$73.95 | \$73.95 | SGKYFLMA | \$74.95 | \$73.95 | \$73.95 |
| ORLDFLAC | \$58.95 | \$57.95 | \$57.95 | SNFRFLMA | \$58.95 | \$57.95 | \$57.95 |
| ORLDFLAP | \$58.95 | \$57.95 | \$57.95 | STAGFLBS | \$58.95 | \$57.95 | \$57.95 |
| ORLDFLCL | \$58.95 | \$57.95 | \$57.95 | STAGFLMA | \$74.95 | \$73.95 | \$73.95 |
| ORLDFLMA | \$58.95 | \$57.95 | \$57.95 | STAGFLSH | \$58.95 | \$57.95 | \$57.95 |
| ORLDFLPC | \$58.95 | \$57.95 | \$57.95 | STAGFLWG | \$74.95 | \$73.95 | \$73.95 |
| ORLDFLPH | \$58.95 | \$57.95 | \$57.95 | STRTFLMA | \$58.95 | \$57.95 | \$57.95 |
| ORLDFLSA | \$58.95 | \$57.95 | \$57.95 | SYHSFLCC | \$74.95 | \$73.95 | \$73.95 |
| ORLEFLIQ | \$58.95 | \$57.95 | \$57.95 | TRENFLMA | \$74.95 | \$73.95 | \$73.95 |
| ORPKFLMA | \$58.95 | \$57.95 | \$57.95 | TTVLFLMA | \$58.95 | \$57.95 | \$57.95 |
| ORPKFLRW | \$58.95 | \$57.95 | \$57.95 | VERNFLMA | \$74.95 | \$73.95 | \$73.95 |
| OVIDFLCA | \$58.95 | \$57.95 | \$57.95 | VRBHFLBE | \$58.95 | \$57.95 | \$57.95 |
| PACEFLPV | \$74.95 | \$73.95 | \$73.95 | VRBHFLMA | \$58.95 | \$57.95 | \$57.95 |
| PAHKFLMA | \$58.95 | \$57.95 | \$57.95 | WELKFLMA | \$74.95 | \$73.95 | \$73.95 |
| PCBHFLNT | \$58.95 | \$57.95 | \$57.95 | WPBHFLAN | \$58.95 | \$57.95 | \$57.95 |
| PLCSFLMA | \$74.95 | \$73.95 | \$73.95 | WPBHFLGA | \$58.95 | \$57.95 | \$57.95 |
| PLTKFLMA | \$74.95 | \$73.95 | \$73.95 | WPBHFLGR | \$51.95 | \$49.95 | \$49.95 |
| PMBHFLCS | \$51.95 | \$49.95 | \$49.95 | WPBHFLHH | \$58.95 | \$57.95 | \$57.95 |
| PMBHFLFE | \$51.95 | \$49.95 | \$49.95 | WPBHFLLE | \$58.95 | \$57.95 | \$57.95 |
| PMBHFLMA | \$51.95 | \$49.95 | \$49.95 | WPBHFLRB | \$58.95 | \$57.95 | \$57.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

B. Rates and Charges (Cont'd.)

1. Business - Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month | CLLI | BirchNet Basic Line 12 Month | BirchNet Basic Line 24 Month | BirchNet Basic Line 36 Month |
|-------------|---|---|---|-------------|---|---|---|
| WPBHFLRP | \$74.95 | \$73.95 | \$73.95 | YNFNFLMA | \$74.95 | \$73.95 | \$73.95 |
| WWSPFLHI | \$74.95 | \$73.95 | \$73.95 | YNTWFLMA | \$74.95 | \$73.95 | \$73.95 |
| WWSPFLSH | \$58.95 | \$57.95 | \$57.95 | YULEFLMA | \$74.95 | \$73.95 | \$73.95 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

B. Rates and Charges (Cont'd.)

2. Residential - Monthly Recurring Charges – AT&T CLLI's

| CLLI | BirchNet Basic 12/24/36Month | CLLI | BirchNet Basic 12/24/36Month | CLLI | BirchNet Basic 12/24/36Month |
|-------------|---|-------------|---|-------------|---|
| ARCHFLMA | \$59.95 | FRBHFLFP | \$46.95 | JCBHFLSP | \$44.95 |
| BCRTFLBT | \$44.95 | FTGRFLMA | \$59.95 | JCVLFLAR | \$46.95 |
| BCRTFLMA | \$44.95 | FTLDFL92 | \$44.95 | JCVLFLBW | \$46.95 |
| BCRTFLSA | \$46.95 | FTLDFLCR | \$44.95 | JCVLFLCL | \$46.95 |
| BGPIFLMA | \$59.95 | FTLDFLCY | \$44.95 | JCVLFLFC | \$44.95 |
| BKVLFLJF | \$59.95 | FTLDFLJA | \$46.95 | JCVLFLGH | \$44.95 |
| BLDWFLMA | \$59.95 | FTLDFLMR | \$44.95 | JCVLFLIA | \$46.95 |
| BLGLFLMA | \$46.95 | FTLDFLOA | \$44.95 | JCVLFLJB | \$44.95 |
| BNNLFLMA | \$59.95 | FTLDFLPL | \$46.95 | JCVLFLJT | \$44.95 |
| BRSNFLMA | \$59.95 | FTLDFLSF | \$44.95 | JCVLFLKJ | \$44.95 |
| BYBHFLMA | \$46.95 | FTLDFLSG | \$44.95 | JCVLFLLF | \$59.95 |
| CCBHFLAF | \$46.95 | FTLDFLSU | \$44.95 | JCVLFLNO | \$46.95 |
| CCBHFLMA | \$46.95 | FTLDFLWA | \$44.95 | JCVLFLOW | \$59.95 |
| CDKYFLMA | \$59.95 | FTLDFLWN | \$46.95 | JCVLFLRV | \$46.95 |
| CFLDFLMA | \$59.95 | FTPRFLMA | \$59.95 | JCVLFLSJ | \$46.95 |
| CHPLFLJA | \$59.95 | GCSPLFCN | \$59.95 | JCVLFLSM | \$44.95 |
| CNTMFLLE | \$59.95 | GCVLFLMA | \$59.95 | JCVLFLWC | \$46.95 |
| COCOFLMA | \$46.95 | GENVFLMA | \$59.95 | JCVMFLED | \$44.95 |
| COCOFLME | \$46.95 | GLBRFLMC | \$46.95 | JPTRFLMA | \$46.95 |
| CSCYFLBA | \$59.95 | GSVLFLMA | \$46.95 | KYHGFLMA | \$59.95 |
| DBRYFLDL | \$46.95 | GSVLFLNW | \$46.95 | KYLRFLLS | \$46.95 |
| DBRYFLMA | \$46.95 | HAVNFLMA | \$59.95 | KYLRFLMA | \$46.95 |
| DELDFLBG | \$44.95 | HBSDFLMA | \$46.95 | KYWSFLMA | \$44.95 |
| DELDFLMA | \$46.95 | HLHLFL02 | \$44.95 | LKCYFLMA | \$59.95 |
| DLBHFLKP | \$46.95 | HLNVFLMA | \$59.95 | LKMRFLHE | \$46.95 |
| DLBHFLMA | \$46.95 | HLWDFLHA | \$44.95 | LKMRFLMA | \$46.95 |
| DLSPFLMA | \$59.95 | HLWDFLMA | \$44.95 | LYHNFLOH | \$59.95 |
| DNLNFLWM | \$59.95 | HLWDFLPE | \$46.95 | MCNPFLMA | \$59.95 |
| DRBHFLMA | \$46.95 | HLWDFLWH | \$46.95 | MDBGFLPM | \$59.95 |
| DYBHFLDU | \$87.95 | HMSTFLAF | \$59.95 | MIAMFLAE | \$44.95 |
| DYBHFLFN | \$44.95 | HMSTFLEA | \$59.95 | MIAMFLAL | \$46.95 |
| DYBHFLMA | \$46.95 | HMSTFLHM | \$59.95 | MIAMFLAP | \$44.95 |
| DYBHFLMB | \$46.95 | HMSTFLNA | \$59.95 | MIAMFLBA | \$44.95 |
| DYBHFLS | \$46.95 | HTISFLMA | \$46.95 | MIAMFLBC | \$44.95 |
| DYBHFLPO | \$46.95 | HWTHFLMA | \$59.95 | MIAMFLBR | \$44.95 |
| EGLLFLBG | \$46.95 | ISLMFLMA | \$46.95 | MIAMFLCA | \$46.95 |
| EGLLFLIH | \$46.95 | JAY FLMA | \$59.95 | MIAMFLDB | \$44.95 |
| EORNFLMA | \$59.95 | JCBHFLAB | \$46.95 | MIAMFLFL | \$44.95 |
| FLBHFLMA | \$46.95 | JCBHFLMA | \$46.95 | MIAMFLGR | \$44.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

B. Rates and Charges (Cont'd.)

2. Residential - Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet Basic 12/24/36Month | CLLI | BirchNet Basic 12/24/36Month | CLLI | BirchNet Basic 12/24/36Month |
|-------------|---|-------------|---|-------------|---|
| MIAMFLHL | \$46.95 | ORLDFLPC | \$46.95 | SYHSFLCC | \$59.95 |
| MIAMFLIC | \$44.95 | ORLDFLPH | \$46.95 | TRENFLMA | \$59.95 |
| MIAMFLKE | \$44.95 | ORLDFLSA | \$46.95 | TTVLFLMA | \$46.95 |
| MIAMFLME | \$44.95 | ORLEFLIQ | \$44.95 | VERNFLMA | \$59.95 |
| MIAMFLNM | \$44.95 | ORPKFLMA | \$46.95 | VRBHFLBE | \$46.95 |
| MIAMFLNS | \$46.95 | ORPKFLRW | \$46.95 | VRBHFLMA | \$46.95 |
| MIAMFLOL | \$46.95 | OVIDFLCA | \$46.95 | WELKFLMA | \$59.95 |
| MIAMFLPB | \$44.95 | PACEFLPV | \$59.95 | WPBHFLAN | \$44.95 |
| MIAMFLPL | \$44.95 | PAHKFLMA | \$46.95 | WPBHFLGA | \$46.95 |
| MIAMFLRR | \$46.95 | PCBHFLNT | \$46.95 | WPBHFLGR | \$46.95 |
| MIAMFLSH | \$46.95 | PLCSFLMA | \$59.95 | WPBHFLHH | \$46.95 |
| MIAMFLSO | \$46.95 | PLTKFLMA | \$59.95 | WPBHFLLE | \$46.95 |
| MIAMFLWD | \$44.95 | PMBHFLCS | \$46.95 | WPBHFLRB | \$46.95 |
| MIAMFLWM | \$44.95 | PMBHFLFE | \$46.95 | WPBHFLRP | \$59.95 |
| MIANFLWK | \$44.95 | PMBHFLMA | \$46.95 | WWSPFLHI | \$59.95 |
| MIAPFLYO | \$44.95 | PMBHFLNP | \$44.95 | WWSPFLSH | \$46.95 |
| MIAQFL06 | \$46.95 | PMBHFLTA | \$44.95 | YNFNFLMA | \$59.95 |
| MICCFLLB | \$46.95 | PMPKFLMA | \$59.95 | YNTWFLMA | \$59.95 |
| MLBRFLMA | \$46.95 | PNCYFLCA | \$59.95 | YULEFLMA | \$59.95 |
| MLTNFLRA | \$59.95 | PNCYFLMA | \$44.95 | | |
| MNDRFLAV | \$46.95 | PNSCFLBL | \$46.95 | | |
| MNDRFLLO | \$46.95 | PNSCFLFP | \$46.95 | | |
| MNDRFLLW | \$59.95 | PNSCFLHC | \$46.95 | | |
| MNSNFLMA | \$59.95 | PNSCFLPB | \$46.95 | | |
| MRTHFLVE | \$46.95 | PNSCFLWA | \$44.95 | | |
| MXVLFLMA | \$59.95 | PNVDFLMA | \$46.95 | | |
| NDADFLAC | \$44.95 | PRRNFLMA | \$46.95 | | |
| NDADFLBR | \$46.95 | PRSNFLFD | \$59.95 | | |
| NDADFLGG | \$46.95 | PTSLFLMA | \$59.95 | | |
| NDADFLLOL | \$44.95 | PTSLFLSO | \$46.95 | | |
| NKLRFLMA | \$46.95 | SBSTFLFE | \$59.95 | | |
| NSBHFLMA | \$46.95 | SBSTFLMA | \$59.95 | | |
| NWBYFLMA | \$59.95 | SGKYFLMA | \$59.95 | | |
| OKHLFLMA | \$59.95 | SNFRFLMA | \$46.95 | | |
| OLTWFLLN | \$59.95 | STAGFLBS | \$46.95 | | |
| ORLDFLAC | \$44.95 | STAGFLMA | \$59.95 | | |
| ORLDFLAP | \$46.95 | STAGFLSH | \$46.95 | | |
| ORLDFLCL | \$46.95 | STAGFLWG | \$59.95 | | |
| ORLDFLMA | \$44.95 | STRTFLMA | \$46.95 | | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

B. Rates and Charges (Cont'd.)

3. Residential and Business - Monthly Recurring Charges – Century Link CLLI's*

| <u>Rate Band</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$56.95 | \$53.95 | \$53.95 |
| 2 | \$66.95 | \$63.95 | \$63.95 |
| 3 | \$74.95 | \$71.95 | \$71.95 |
| 4 | \$106.95 | \$103.95 | \$103.95 |

4. Residential and Business - Monthly Recurring Charges – Verizon CLLI's**

| <u>Cost Zone</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$50.95 | \$49.95 | \$45.95 |
| 2 | \$62.95 | \$59.95 | \$56.95 |
| 3 | \$87.95 | \$84.95 | \$82.95 |

5. Birch Long Distance Rates for BirchNet Basic Line:

| <u>Birch Long Distance per Minute Rate</u> | <u>Business</u> | <u>Residential</u> |
|--|-----------------|--------------------|
| All Long Distance Minutes | \$.049 | \$.060 |
| Out of Contract Long Distance | \$.075 | \$.075 |

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

6. Other charges located in Miscellaneous Charges Section 4.2.12.

* See Section 3.6 for list of CLLI's and Rate Bands.

** See Section 3.7 for list of CLLI's and Cost Zones

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

C. BirchNet Basic Line - Feature List

Any of the following calling features may be added to the Birch Basic Line. The following rates apply only when these calling features are added to the Birch Basic Line. To add calling features to any other service, please refer to Section 4.2.12.A.4 for applicable rates.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

D. Optional Calling Features

Features Offered on a Usage Sensitive Basis

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

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

E. Footnotes for BirchNet Basic Line:

- (1) BirchNet Basic Line is available to business and residential customers.

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

Early Termination Fees are calculated using the following formula:
\$100 x Months Remaining

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

This rate is inclusive of the Cancel Call Waiting option where available.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Basic Line bundle, standard rates located in section 4.2.12 will apply.
- (3) The availability of certain features is dependent on ILEC feature availability.
- (4) Some features are only available to residential customers.
- (5) Some features are only available to business customers.
- (6) Product may not be available in all CLLIs.
- (7) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- (8) An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their BirchNet Basic Line.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Line (Cont'd.)

E. Footnotes for BirchNet Basic Line (Cont'd.)

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

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

- (10) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their BirchNet Basic Line.
- (11) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (12) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
- (13) The following products of **Birch Telecom of the South, LLC** have changed their name to BirchNet Basic Line. The services and rates for each product have previously been grandfathered.

| | |
|---------------------------------|------------------------------|
| Home Connection | Access Complete Local |
| Business Plus Service, Option 2 | Access Spectrum Plus Service |
| BirchNet Basic Line | Basic Line w/o Features |
| Basic Connections | |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10.1 BirchNet Basic Plus

A. BirchNet Basic Plus is equipped with:

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10.1 BirchNet Basic Plus (Cont'd.)

B. Residential and Business Monthly Recurring Charges

| CLLI | 1. <u>AT&T CLLIs</u> | | | | | |
|----------|----------------------------------|----------------------------------|----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| | Business 12 Month | Business 24 Month | Business 36 Month | Residential 12 Month | Residential 24 Month | Residential 36 Month |
| ARCHFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| BCRTFLBT | \$58.95 | \$57.95 | \$57.95 | \$44.95 | \$44.95 | \$44.95 |
| BCRTFLMA | \$49.95 | \$47.95 | \$47.95 | \$44.95 | \$44.95 | \$44.95 |
| BCRTFLSA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| BGPIFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| BKVLFLJF | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| BLDWFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| BLGLFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| BNNLFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| BRSNFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| BYBHFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| CCBHFLAF | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| CCBHFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| CDKYFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| CFLDFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| CHPLFLJA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| CNTMFLLE | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| COCOFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| COCOFLME | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| CSCYFLBA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| DBRYFLDL | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| DBRYFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| DELDFLBG | \$58.95 | \$57.95 | \$57.95 | \$44.95 | \$44.95 | \$44.95 |
| DELDFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| DLBHFLKP | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| DLBHFLMA | \$58.95 | \$57.95 | \$57.95 | \$46.95 | \$46.95 | \$46.95 |
| DLSPFLMA | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| DNLNFLWM | \$74.95 | \$73.95 | \$73.95 | \$59.95 | \$59.95 | \$59.95 |
| DRBHFLMA | \$51.95 | \$49.95 | \$49.95 | \$46.95 | \$46.95 | \$46.95 |
| DYBHFLDU | \$87.95 | \$84.95 | \$82.95 | \$87.95 | \$87.95 | \$87.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10 BirchNet Basic Plus (Cont'd.)

B. Residential and Business Monthly Recurring Charges (Cont'd.)

1. AT&T CLLIs (Cont'd.)

| CLLI | Business | Business | Residential | Residential | CLLI | Business | Business | Residential | Residential |
|----------|----------|----------|-------------|-------------|----------|----------|----------|-------------|-------------|
| | 12 | 24/36 | 12 | 24/36 | | 12 | 24/36 | 12 | 24/36 |
| Month | Month | Month | Month | Month | Month | Month | Month | Month | Month |
| HAVNFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | KYHGFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| HBSDFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | KYLRFLLS | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| HLHLFL02 | \$58.95 | \$57.95 | \$44.95 | \$44.95 | KYLRFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| HLNVFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | KYWSFLMA | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| HLWDFLHA | \$58.95 | \$57.95 | \$44.95 | \$44.95 | LKCYFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| HLWDFLMA | \$49.95 | \$47.95 | \$44.95 | \$44.95 | LKMRFLHE | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| HLWDFLPE | \$51.95 | \$49.95 | \$46.95 | \$46.95 | LKMRFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| HLWDFLWH | \$51.95 | \$49.95 | \$46.95 | \$46.95 | LYHNFLOH | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| HMSTFLAF | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MCNPFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| HMSTFLEA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MDBGFLPM | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| HMSTFLHM | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MIAMFLAE | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| HMSTFLNA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MIAMFLAL | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| HTISFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLAP | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| HWTHFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MIAMFLBA | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| ISLMFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLBC | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JAY FLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MIAMFLBR | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JCBHFLAB | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLCA | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| JCBHFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLDB | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCBHFLSP | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAMFLFL | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JCVLFLAR | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLGR | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JCVLFLBW | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLHL | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| JCVLFLCL | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLIC | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCVLFLFC | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAMFLKE | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCVLFLGH | \$48.95 | \$47.95 | \$34.95 | \$34.95 | MIAMFLME | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCVLFLIA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLNM | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCVLFLJB | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAMFLNS | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| JCVLFLJT | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAMFLOL | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| JCVLFLKJ | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAMFLPB | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JCVLFLLF | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MIAMFLPL | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JCVLFLNO | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLRR | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| JCVLFLOW | \$74.95 | \$73.95 | \$59.95 | \$59.95 | MIAMFLSH | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| JCVLFLRV | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLSO | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| JCVLFLSJ | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAMFLWD | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCVLFLSM | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAMFLWM | \$49.95 | \$47.95 | \$44.95 | \$44.95 |
| JCVLFLWC | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIANFLWK | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| JCVMFLED | \$58.95 | \$57.95 | \$44.95 | \$44.95 | MIAPFLYO | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| JPTRFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | MIAQFL06 | \$58.95 | \$57.95 | \$46.95 | \$46.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10.1 BirchNet Basic Plus (Cont'd.)

B. Residential and Business Monthly Recurring Charges (Cont'd.)

1. AT&T CLLIs (Cont'd.)

| CLLI | Business 12 Month | Business 24/36 Month | Residential 12 Month | Residential 24/36 Month | CLLI | Business 12 Month | Business 24/36 Month | Residential 12 Month | Residential 24/36 Month |
|-----------|-------------------------|----------------------------|----------------------------|-------------------------------|----------|-------------------------|----------------------------|----------------------------|-------------------------------|
| MICCFLLB | \$58.95 | \$57.95 | \$46.95 | \$46.95 | PNCYFLCA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| MLBRFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | PNCYFLMA | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| MLTNFLRA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | PNSCFLBL | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| MNDRFLAV | \$58.95 | \$57.95 | \$46.95 | \$46.95 | PNSCFLFP | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| MNDRFLLO | \$58.95 | \$57.95 | \$46.95 | \$46.95 | PNSCFLHC | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| MNDRFLW | \$74.95 | \$73.95 | \$59.95 | \$59.95 | PNSCFLPB | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| MNSNFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | PNSCFLWA | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| MRTFLVE | \$58.95 | \$57.95 | \$46.95 | \$46.95 | PNVDFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| MXVFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | PRRNFLMA | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| NDADFLAC | \$49.95 | \$47.95 | \$44.95 | \$44.95 | PRSNFLFD | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| NDADFLBR | \$51.95 | \$49.95 | \$46.95 | \$46.95 | PTSLFLMA | \$71.95 | \$69.95 | \$59.95 | \$59.95 |
| NDADFLGG | \$51.95 | \$49.95 | \$46.95 | \$46.95 | PTSLFLSO | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| NDADFLLOL | \$49.95 | \$47.95 | \$44.95 | \$44.95 | SBSTFLFE | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| NKLRFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | SBSTFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| NSBHFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | SGKYFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| NWBYFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | SNFRFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| OKHLFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | STAGFLBS | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| OLTWFLLN | \$74.95 | \$73.95 | \$59.95 | \$59.95 | STAGFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| ORLDFLAC | \$58.95 | \$57.95 | \$44.95 | \$44.95 | STAGFLSH | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| ORLDFLAP | \$58.95 | \$57.95 | \$46.95 | \$46.95 | STAGFLWG | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| ORLDFLCL | \$58.95 | \$57.95 | \$46.95 | \$46.95 | STRTFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| ORLDFLMA | \$58.95 | \$57.95 | \$44.95 | \$44.95 | SYHSFLCC | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| ORLDFLPC | \$58.95 | \$57.95 | \$46.95 | \$46.95 | TRENFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| ORLDFLPH | \$58.95 | \$57.95 | \$46.95 | \$46.95 | TTVLFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| ORLDFLSA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | VERNFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| ORLEFLIQ | \$58.95 | \$57.95 | \$44.95 | \$44.95 | VRBHFLBE | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| ORPKFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | VRBHFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| ORPKFLRW | \$58.95 | \$57.95 | \$46.95 | \$46.95 | WELKFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| OVIDFLCA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | WPBHFLAN | \$58.95 | \$57.95 | \$44.95 | \$44.95 |
| PACEFLPV | \$74.95 | \$73.95 | \$59.95 | \$59.95 | WPBHFLGA | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| PAHKFLMA | \$58.95 | \$57.95 | \$46.95 | \$46.95 | WPBHFLGR | \$51.95 | \$49.95 | \$46.95 | \$46.95 |
| PCBHFLNT | \$58.95 | \$57.95 | \$46.95 | \$46.95 | WPBHFLHH | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| PLCSFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | WPBHFLLE | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| PLTKFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | WPBHFLRB | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| PMBHFLCS | \$51.95 | \$49.95 | \$46.95 | \$46.95 | WPBHFLRP | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| PMBHFLFE | \$51.95 | \$49.95 | \$46.95 | \$46.95 | WWSPLHI | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| PMBHFLMA | \$51.95 | \$49.95 | \$46.95 | \$46.95 | WWSPLSH | \$58.95 | \$57.95 | \$46.95 | \$46.95 |
| PMBHFLNP | \$58.95 | \$57.95 | \$44.95 | \$44.95 | YNFNFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| PMBHFLTA | \$58.95 | \$57.95 | \$44.95 | \$44.95 | YNTWFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |
| PMPKFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 | YULEFLMA | \$74.95 | \$73.95 | \$59.95 | \$59.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT’D.)

4.2 General Exchange Services (Cont’d.)

4.2.10.1 BirchNet Basic Plus (Cont’d.)

B. Residential and Business Monthly Recurring Charges (Cont’d.)

2. CenturyLink CLLI’s*

| <u>Rate Band</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$56.95 | \$53.95 | \$53.95 |
| 2 | \$66.95 | \$63.95 | \$63.95 |
| 3 | \$74.95 | \$71.95 | \$71.95 |
| 4 | \$106.95 | \$103.95 | \$103.95 |

3. Verizon CLLI’s**

| <u>Cost Zone</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$50.95 | \$49.95 | \$45.95 |
| 2 | \$62.95 | \$59.95 | \$56.95 |
| 3 | \$87.95 | \$84.95 | \$82.95 |

C. Birch Long Distance Rates for BirchNet Basic Plus:

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

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

b. Toll Free service is available with this product see “Toll Free Service”.

D. BirchNet Basic Plus – Previous Product Names

The following products of **Birch Telecom of the South, LLC** have changed their name to BirchNet Basic Plus. The services and rates for each product have previously been grandfathered.

| | |
|----------------------|---------------------------|
| America Basic | All Access Lite Package |
| America Choice | Choice Solution 1 Package |
| SmartBiz Premier | Access Complete Plus |
| Home Connection Plus | Basic Line w/Features |
| BirchNet Basic Plus | Complete Choice Plan |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10.1 BirchNet Basic Plus (Cont'd.)

E. Footnotes for BirchNet Basic Plus:

1. BirchNet Basic Plus applies to business and residential customers.
 - All customers will be required to sign a 12, 24 or 36 month term agreement.
 - Early Termination Fees are calculated using the following formula:
 - \$50 x Months Remaining (Per Location)
 - The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.

This rate is inclusive of the Cancel Call Waiting option where available.

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Basic Plus bundle, standard rates located in section will apply.

3. The availability of certain features is dependent on ILEC feature availability.

Some features are only available to residential customers.

Some features are only available to business customers.
Product may not be available in all CLLIs.

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

4. An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic Plus. There is a maximum of 3 extensions per voicemail box. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their BirchNet Basic Plus.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.10.1 BirchNet Basic Plus (Cont'd.)

E. Footnotes for BirchNet Basic Plus (Cont'd.)

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

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

- (6) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their BirchNet Basic Plus.
- (7) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (8) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
- (9) Effective XX, this product is grandfathered and no longer available for new sales.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials

A. BirchNet Essentials is equipped with:

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

B. Rates and Charges

1. Business Monthly Recurring Charges – AT&T CLLI's

| CLLI | BirchNet Essentials 12 Month | BirchNet Essentials 24 Month | BirchNet Essentials 36 Month | CLLI | BirchNet Essentials 12 Month | BirchNet Essentials 24 Month | BirchNet Essentials 36 Month |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------|-------------------------------------|-------------------------------------|-------------------------------------|
| ARCHFLMA | \$77.95 | \$75.95 | \$75.95 | DNLNFLWM | \$77.95 | \$75.95 | \$75.95 |
| BCRTFLBT | \$61.95 | \$59.95 | \$59.95 | DRBHFLMA | \$54.95 | \$52.95 | \$52.95 |
| BCRTFLMA | \$54.95 | \$52.95 | \$52.95 | DYBHFLDU | \$91.95 | \$88.95 | \$86.95 |
| BCRTFLSA | \$61.95 | \$59.95 | \$59.95 | DYBHFLFN | \$61.95 | \$59.95 | \$59.95 |
| BGPIFLMA | \$77.95 | \$75.95 | \$75.95 | DYBHFLMA | \$61.95 | \$59.95 | \$59.95 |
| BKVLFLJF | \$77.95 | \$75.95 | \$75.95 | DYBHFLFLOB | \$61.95 | \$59.95 | \$59.95 |
| BLDWFLMA | \$77.95 | \$75.95 | \$75.95 | DYBHFLFLOS | \$61.95 | \$59.95 | \$59.95 |
| BLGLFLMA | \$61.95 | \$59.95 | \$59.95 | DYBHFLPO | \$61.95 | \$59.95 | \$59.95 |
| BNNLFLMA | \$77.95 | \$75.95 | \$75.95 | EGLLFLBG | \$61.95 | \$59.95 | \$59.95 |
| BRSNFLMA | \$77.95 | \$75.95 | \$75.95 | EGLLFLIH | \$61.95 | \$59.95 | \$59.95 |
| BYBHFLMA | \$61.95 | \$59.95 | \$59.95 | EORNFLMA | \$77.95 | \$75.95 | \$75.95 |
| CCBHFLAF | \$61.95 | \$59.95 | \$59.95 | FLBHFLMA | \$61.95 | \$59.95 | \$59.95 |
| CCBHFLMA | \$61.95 | \$59.95 | \$59.95 | FRBHFLFP | \$61.95 | \$59.95 | \$59.95 |
| CDKYFLMA | \$77.95 | \$75.95 | \$75.95 | FTGRFLMA | \$77.95 | \$75.95 | \$75.95 |
| CFLDFLMA | \$77.95 | \$75.95 | \$75.95 | FTLDFL92 | \$61.95 | \$59.95 | \$59.95 |
| CHPLFLJA | \$77.95 | \$75.95 | \$75.95 | FTLDFLCR | \$54.95 | \$52.95 | \$52.95 |
| CNTMFLLE | \$77.95 | \$75.95 | \$75.95 | FTLDFLCY | \$54.95 | \$52.95 | \$52.95 |
| COCOFLMA | \$61.95 | \$59.95 | \$59.95 | FTLDFLJA | \$54.95 | \$52.95 | \$52.95 |
| COCOFLME | \$61.95 | \$59.95 | \$59.95 | FTLDFLMR | \$54.95 | \$52.95 | \$52.95 |
| CSCYFLBA | \$77.95 | \$75.95 | \$75.95 | FTLDFLOA | \$61.95 | \$59.95 | \$59.95 |
| DBRYFLDL | \$61.95 | \$59.95 | \$59.95 | FTLDFLPL | \$54.95 | \$52.95 | \$52.95 |
| DBRYFLMA | \$61.95 | \$59.95 | \$59.95 | FTLDFLSF | \$61.95 | \$59.95 | \$59.95 |
| DELDFLBG | \$61.95 | \$59.95 | \$59.95 | FTLDFLSG | \$54.95 | \$52.95 | \$52.95 |
| DELDFLMA | \$61.95 | \$59.95 | \$59.95 | FTLDFLSU | \$54.95 | \$52.95 | \$52.95 |
| DLBHFLKP | \$61.95 | \$59.95 | \$59.95 | FTLDFLWA | \$61.95 | \$59.95 | \$59.95 |
| DLBHFLMA | \$61.95 | \$59.95 | \$59.95 | FTLDFLWN | \$61.95 | \$59.95 | \$59.95 |
| DLSNFLMA | \$77.95 | \$75.95 | \$75.95 | FTPRFLMA | \$77.95 | \$75.95 | \$75.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

B. Rates and Charges (continued)

1. Business Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet | BirchNet | BirchNet | CLLI | BirchNet | BirchNet | BirchNet |
|----------|------------|------------|------------|----------|------------|------------|------------|
| | Essentials | Essentials | Essentials | | Essentials | Essentials | Essentials |
| | 12 Month | 24 Month | 36 Month | | 12 Month | 24 Month | 36 Month |
| GCSPFLCN | \$77.95 | \$75.95 | \$75.95 | JCVLFLNO | \$61.95 | \$59.95 | \$59.95 |
| GCVLFLMA | \$77.95 | \$75.95 | \$75.95 | JCVLFLOW | \$77.95 | \$75.95 | \$75.95 |
| GENVFLMA | \$77.95 | \$75.95 | \$75.95 | JCVLFLRV | \$61.95 | \$59.95 | \$59.95 |
| GLBRFLMC | \$61.95 | \$59.95 | \$59.95 | JCVLFLSJ | \$61.95 | \$59.95 | \$59.95 |
| GSVLFLMA | \$61.95 | \$59.95 | \$59.95 | JCVLFLSM | \$61.95 | \$59.95 | \$59.95 |
| GSVLFLNW | \$61.95 | \$59.95 | \$59.95 | JCVLFLWC | \$61.95 | \$59.95 | \$59.95 |
| HAVNFLMA | \$77.95 | \$75.95 | \$75.95 | JCVMFLED | \$61.95 | \$59.95 | \$59.95 |
| HBSDFLMA | \$61.95 | \$59.95 | \$59.95 | JPTRFLMA | \$61.95 | \$59.95 | \$59.95 |
| HLHLFL02 | \$61.95 | \$59.95 | \$59.95 | KYHGFLMA | \$77.95 | \$75.95 | \$75.95 |
| HLNVFLMA | \$77.95 | \$75.95 | \$75.95 | KYLRFLLS | \$61.95 | \$59.95 | \$59.95 |
| HLWDFLHA | \$61.95 | \$59.95 | \$59.95 | KYLRFLMA | \$61.95 | \$59.95 | \$59.95 |
| HLWDFLMA | \$54.95 | \$52.95 | \$52.95 | KYWSFLMA | \$61.95 | \$59.95 | \$59.95 |
| HLWDFLPE | \$54.95 | \$52.95 | \$52.95 | LKCYFLMA | \$77.95 | \$75.95 | \$75.95 |
| HLWDFLWH | \$54.95 | \$52.95 | \$52.95 | LKMRFLHE | \$61.95 | \$59.95 | \$59.95 |
| HMSTFLAF | \$77.95 | \$75.95 | \$75.95 | LKMRFLMA | \$61.95 | \$59.95 | \$59.95 |
| HMSTFLEA | \$77.95 | \$75.95 | \$75.95 | LYHNFLOH | \$77.95 | \$75.95 | \$75.95 |
| HMSTFLHM | \$77.95 | \$75.95 | \$75.95 | MCNPFLMA | \$77.95 | \$75.95 | \$75.95 |
| HMSTFLNA | \$77.95 | \$75.95 | \$75.95 | MDBGFLPM | \$77.95 | \$75.95 | \$75.95 |
| HTISFLMA | \$61.95 | \$59.95 | \$59.95 | MIAMFLAE | \$54.95 | \$52.95 | \$49.95 |
| HWTHFLMA | \$77.95 | \$75.95 | \$75.95 | MIAMFLAL | \$54.95 | \$52.95 | \$49.95 |
| ISLMFLMA | \$61.95 | \$59.95 | \$59.95 | MIAMFLAP | \$54.95 | \$52.95 | \$49.95 |
| JAY FLMA | \$77.95 | \$75.95 | \$75.95 | MIAMFLBA | \$54.95 | \$52.95 | \$49.95 |
| JCBHFLAB | \$61.95 | \$59.95 | \$59.95 | MIAMFLBC | \$54.95 | \$52.95 | \$49.95 |
| JCBHFLMA | \$61.95 | \$59.95 | \$59.95 | MIAMFLBR | \$54.95 | \$52.95 | \$49.95 |
| JCBHFLSP | \$61.95 | \$59.95 | \$59.95 | MIAMFLCA | \$54.95 | \$52.95 | \$49.95 |
| JCVLFLAR | \$61.95 | \$59.95 | \$59.95 | MIAMFLDB | \$61.95 | \$59.95 | \$59.95 |
| JCVLFLBW | \$61.95 | \$59.95 | \$59.95 | MIAMFLFL | \$54.95 | \$52.95 | \$49.95 |
| JCVLFLCL | \$61.95 | \$59.95 | \$59.95 | MIAMFLGR | \$54.95 | \$52.95 | \$49.95 |
| JCVLFLFC | \$77.95 | \$75.95 | \$75.95 | MIAMFLHL | \$54.95 | \$52.95 | \$52.95 |
| JCVLFLGH | \$61.95 | \$59.95 | \$59.95 | MIAMFLIC | \$61.95 | \$59.95 | \$59.95 |
| JCVLFLIA | \$61.95 | \$59.95 | \$59.95 | MIAMFLKE | \$61.95 | \$59.95 | \$59.95 |
| JCVLFLJB | \$61.95 | \$59.95 | \$59.95 | MIAMFLME | \$61.95 | \$59.95 | \$59.95 |
| JCVLFLJT | \$61.95 | \$59.95 | \$59.95 | MIAMFLNM | \$61.95 | \$59.95 | \$59.95 |
| JCVLFLKJ | \$61.95 | \$59.95 | \$59.95 | MIAMFLNS | \$61.95 | \$59.95 | \$59.95 |
| JCVLFLLF | \$77.95 | \$75.95 | \$75.95 | MIAMFLOL | \$54.95 | \$52.95 | \$52.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

B. Rates and Charges (continued)

1. Business Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet Essentials 12 Month | BirchNet Essentials 24 Month | BirchNet Essentials 36 Month | CLLI | BirchNet Essentials 12 Month | BirchNet Essentials 24 Month | BirchNet Essentials 36 Month |
|----------|------------------------------|------------------------------|------------------------------|----------|------------------------------|------------------------------|------------------------------|
| MIAMFLPB | \$54.95 | \$52.95 | \$49.95 | ORLEFLIQ | \$61.95 | \$59.95 | \$59.95 |
| MIAMFLPL | \$54.95 | \$52.95 | \$49.95 | ORPKFLMA | \$61.95 | \$59.95 | \$59.95 |
| MIAMFLRR | \$54.95 | \$52.95 | \$52.95 | ORPKFLRW | \$61.95 | \$59.95 | \$59.95 |
| MIAMFLSH | \$61.95 | \$59.95 | \$59.95 | OVIDFLCA | \$61.95 | \$59.95 | \$59.95 |
| MIAMFLSO | \$54.95 | \$52.95 | \$52.95 | PACEFLPV | \$77.95 | \$75.95 | \$75.95 |
| MIAMFLWD | \$61.95 | \$59.95 | \$59.95 | PAHKFLMA | \$61.95 | \$59.95 | \$59.95 |
| MIAMFLWM | \$54.95 | \$52.95 | \$49.95 | PCBHFLNT | \$61.95 | \$59.95 | \$59.95 |
| MIANFLWK | \$61.95 | \$59.95 | \$59.95 | PLCSFLMA | \$77.95 | \$75.95 | \$75.95 |
| MIAPFLYO | \$61.95 | \$59.95 | \$59.95 | PLTKFLMA | \$77.95 | \$75.95 | \$75.95 |
| MIAQFL06 | \$61.95 | \$59.95 | \$59.95 | PMBHFLCS | \$54.95 | \$52.95 | \$52.95 |
| MICCFLLB | \$61.95 | \$59.95 | \$59.95 | PMBHFLFE | \$54.95 | \$52.95 | \$52.95 |
| MLBRFLMA | \$61.95 | \$59.95 | \$59.95 | PMBHFLMA | \$54.95 | \$52.95 | \$52.95 |
| MLTNFLRA | \$77.95 | \$75.95 | \$75.95 | PMBHFLNP | \$61.95 | \$59.95 | \$59.95 |
| MNDRFLAV | \$61.95 | \$59.95 | \$59.95 | PMBHFLTA | \$61.95 | \$59.95 | \$59.95 |
| MNDRFLLO | \$61.95 | \$59.95 | \$59.95 | PMPKFLMA | \$77.95 | \$75.95 | \$75.95 |
| MNDRFLLW | \$77.95 | \$75.95 | \$75.95 | PNCYFLCA | \$77.95 | \$75.95 | \$75.95 |
| MNSNFLMA | \$77.95 | \$75.95 | \$75.95 | PNCYFLMA | \$61.95 | \$59.95 | \$59.95 |
| MRTHFLVE | \$61.95 | \$59.95 | \$59.95 | PNSCFLBL | \$61.95 | \$59.95 | \$59.95 |
| MXVLFLMA | \$77.95 | \$75.95 | \$75.95 | PNSCFLFP | \$61.95 | \$59.95 | \$59.95 |
| NDADFLAC | \$54.95 | \$52.95 | \$49.95 | PNSCFLHC | \$61.95 | \$59.95 | \$59.95 |
| NDADFLBR | \$54.95 | \$52.95 | \$52.95 | PNSCFLPB | \$61.95 | \$59.95 | \$59.95 |
| NDADFLGG | \$54.95 | \$52.95 | \$52.95 | PNSCFLWA | \$61.95 | \$59.95 | \$59.95 |
| NDADFL0L | \$54.95 | \$52.95 | \$49.95 | PNVDFLMA | \$61.95 | \$59.95 | \$59.95 |
| NKLRFLMA | \$61.95 | \$59.95 | \$59.95 | PRRNFLMA | \$54.95 | \$52.95 | \$52.95 |
| NSBHFLMA | \$61.95 | \$59.95 | \$59.95 | PRSNFLFD | \$77.95 | \$75.95 | \$75.95 |
| NWBYFLMA | \$77.95 | \$75.95 | \$75.95 | PTSLFLMA | \$73.95 | \$71.95 | \$71.95 |
| OKHLFLMA | \$77.95 | \$75.95 | \$75.95 | PTSLFLSO | \$61.95 | \$59.95 | \$59.95 |
| OLTWFLLN | \$77.95 | \$75.95 | \$75.95 | SBSTFLFE | \$77.95 | \$75.95 | \$75.95 |
| ORLDFLAC | \$61.95 | \$59.95 | \$59.95 | SBSTFLMA | \$77.95 | \$75.95 | \$75.95 |
| ORLDFLAP | \$61.95 | \$59.95 | \$59.95 | SGKYFLMA | \$77.95 | \$75.95 | \$75.95 |
| ORLDFLCL | \$61.95 | \$59.95 | \$59.95 | SNFRFLMA | \$61.95 | \$59.95 | \$59.95 |
| ORLDFLMA | \$61.95 | \$59.95 | \$59.95 | STAGFLBS | \$61.95 | \$59.95 | \$59.95 |
| ORLDFLPC | \$61.95 | \$59.95 | \$59.95 | STAGFLMA | \$77.95 | \$75.95 | \$75.95 |
| ORLDFLPH | \$61.95 | \$59.95 | \$59.95 | STAGFLSH | \$61.95 | \$59.95 | \$59.95 |
| ORLDFLSA | \$61.95 | \$59.95 | \$59.95 | STAGFLWG | \$77.95 | \$75.95 | \$75.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

B. Rates and Charges (continued)

1. Business Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet | BirchNet | BirchNet | CLLI | BirchNet | BirchNet | BirchNet |
|----------|------------|------------|------------|----------|------------|------------|------------|
| | Essentials | Essentials | Essentials | | Essentials | Essentials | Essentials |
| | 12 Month | 24 Month | 36 Month | | 12 Month | 24Month | 36 Month |
| STRNFLMA | \$61.95 | \$59.95 | \$59.95 | WPBHFLGR | \$61.95 | \$59.95 | \$59.95 |
| SYHSFLCC | \$77.95 | \$75.95 | \$75.95 | WPBHFLHH | \$61.95 | \$59.95 | \$59.95 |
| TRENFLMA | \$77.95 | \$75.95 | \$75.95 | WPBHFLLE | \$61.95 | \$59.95 | \$59.95 |
| TTVLFLMA | \$61.95 | \$59.95 | \$59.95 | WPBHFLRB | \$61.95 | \$59.95 | \$59.95 |
| VERNFLMA | \$77.95 | \$75.95 | \$75.95 | WPBHFLRP | \$77.95 | \$75.95 | \$75.95 |
| VRBHFLBE | \$61.95 | \$59.95 | \$59.95 | WWSPFLHI | \$67.95 | \$75.95 | \$75.95 |
| VRBHFLMA | \$61.95 | \$59.95 | \$59.95 | WWSPFLSH | \$61.95 | \$59.95 | \$59.95 |
| WELKFLMA | \$77.95 | \$75.95 | \$75.95 | YNFNFLMA | \$77.95 | \$75.95 | \$75.95 |
| WPBHFLAN | \$61.95 | \$59.95 | \$59.95 | YNTWFLMA | \$77.95 | \$75.95 | \$75.95 |
| WPBHFLGA | \$61.95 | \$59.95 | \$59.95 | YULEFLMA | \$77.95 | \$75.95 | \$75.95 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

B. Rates and Charges (continued)

2. Residential Monthly Recurring Charges – AT&T CLLI's

| | BirchNet Essentials | | BirchNet Essentials | | BirchNet Essentials |
|-------------|--------------------------------|-------------|--------------------------------|-------------|--------------------------------|
| | 12/24/36 | CLLI | 12/24/36 | CLLI | 12/24/36 |
| CLLI | Month | | Month | | Month |
| ARCHFLMA | \$75.95 | FLBHFLMA | \$59.95 | JCBHFLAB | \$59.95 |
| BCRTFLBT | \$59.95 | FRBHFLFP | \$59.95 | JCBHFLMA | \$59.95 |
| BCRTFLMA | \$49.95 | FTGRFLMA | \$75.95 | JCBHFLSP | \$59.95 |
| BCRTFLSA | \$59.95 | FTLDFL92 | \$59.95 | JCVLFLAR | \$59.95 |
| BGPIFLMA | \$75.95 | FTLDFLCR | \$58.95 | JCVLFLBW | \$59.95 |
| BKVLFLJF | \$75.95 | FTLDFLCY | \$58.95 | JCVLFLCL | \$59.95 |
| BLDWFLMA | \$75.95 | FTLDFLJA | \$58.95 | JCVLFLFC | \$59.95 |
| BLGLFLMA | \$59.95 | FTLDFLMR | \$58.95 | JCVLFLGH | \$59.95 |
| BNNFLMA | \$75.95 | FTLDFLOA | \$59.95 | JCVLFLIA | \$59.95 |
| BRSNFLMA | \$75.95 | FTLDFLPL | \$58.95 | JCVLFLJB | \$59.95 |
| BYBHFLMA | \$59.95 | FTLDFLSF | \$59.95 | JCVLFLJT | \$59.95 |
| CCBHFLAF | \$59.95 | FTLDFLSG | \$59.95 | JCVLFLKJ | \$59.95 |
| CCBHFLMA | \$59.95 | FTLDFLSU | \$58.95 | JCVLFLLF | \$75.95 |
| CDKYFLMA | \$75.95 | FTLDFLWA | \$59.95 | JCVLFLNO | \$59.95 |
| CFLDFLMA | \$75.95 | FTLDFLWN | \$59.95 | JCVLFLOW | \$75.95 |
| CHPLFLJA | \$75.95 | FTPRFLMA | \$75.95 | JCVLFLRV | \$59.95 |
| CNTMFLLE | \$75.95 | GCSPFLCN | \$75.95 | JCVLFLSJ | \$59.95 |
| COCOFLMA | \$59.95 | GCVLFLMA | \$75.95 | JCVLFLSM | \$59.95 |
| COCOFLME | \$59.95 | GENVFLMA | \$75.95 | JCVLFLWC | \$59.95 |
| CSCYFLBA | \$75.95 | GLBRFLMC | \$59.95 | JCVMFLED | \$59.95 |
| DBRYFLDL | \$59.95 | GSVLFLMA | \$59.95 | JPTRFLMA | \$59.95 |
| DBRYFLMA | \$59.95 | GSVLFLNW | \$59.95 | KYHGFLMA | \$75.95 |
| DELDFLBG | \$59.95 | HAVNFLMA | \$75.95 | KYLRFLLS | \$59.95 |
| DELDFLMA | \$59.95 | HBSDFLMA | \$59.95 | KYLRFLMA | \$59.95 |
| DLBHFLKP | \$59.95 | HLHLFL02 | \$59.95 | KYWSFLMA | \$59.95 |
| DLBHFLMA | \$59.95 | HLNVFLMA | \$75.95 | LKCYFLMA | \$75.95 |
| DLSPFLMA | \$75.95 | HLWDFLHA | \$59.95 | LKMRFLEH | \$59.95 |
| DNLNFLWM | \$75.95 | HLWDFLMA | \$58.95 | LKMRFLEH | \$59.95 |
| DRBHFLMA | \$52.95 | HLWDFLPE | \$58.95 | LYHNFLOH | \$75.95 |
| DYBHFLDU | \$91.95 | HLWDFLWH | \$58.95 | MCNPFLMA | \$75.95 |
| DYBHFLFN | \$59.95 | HMSTFLAF | \$75.95 | MDBGFLPM | \$75.95 |
| DYBHFLMA | \$59.95 | HMSTFLEA | \$75.95 | MIAMFLAE | \$58.95 |
| DYBHFLMB | \$59.95 | HMSTFLHM | \$75.95 | MIAMFLAL | \$58.95 |
| DYBHFLMB | \$59.95 | HMSTFLNA | \$75.95 | MIAMFLAP | \$58.95 |
| DYBHFLPO | \$59.95 | HTISFLMA | \$59.95 | MIAMFLBA | \$58.95 |
| EGLLFLBG | \$59.95 | HWTHFLMA | \$75.95 | MIAMFLBC | \$58.95 |
| EGLLFLIH | \$75.95 | ISLMFLMA | \$59.95 | MIAMFLBR | \$58.95 |
| EORNFLMA | \$59.95 | JAY FLMA | \$75.95 | MIAMFLCA | \$58.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

B. Rates and Charges (continued)

2. Residential Monthly Recurring Charges – AT&T CLLI's (Cont'd.)

| CLLI | BirchNet Essentials 12/24/36 Month | CLLI | BirchNet Essentials 12/24/36 Month | CLLI | BirchNet Essentials 12/24/36 Month |
|-------------|---|-------------|---|-------------|---|
| MIAMFLDB | \$59.95 | ORLDFLAC | \$59.95 | STAGFLBS | \$59.95 |
| MIAMFLFL | \$58.95 | ORLDFLAP | \$59.95 | STAGFLMA | \$75.95 |
| MIAMFLGR | \$58.95 | ORLDFLCL | \$59.95 | STAGFLSH | \$59.95 |
| MIAMFLHL | \$58.95 | ORLDFLMA | \$59.95 | STAGFLWG | \$75.95 |
| MIAMFLIC | \$59.95 | ORLDFLPC | \$59.95 | STRNFLMA | \$59.95 |
| MIAMFLKE | \$59.95 | ORLDFLPH | \$59.95 | SYHSFLCC | \$75.95 |
| MIAMFLME | \$59.95 | ORLDFLSA | \$59.95 | TRENFLMA | \$75.95 |
| MIAMFLNM | \$59.95 | ORLEFLIQ | \$59.95 | TTVFLMA | \$59.95 |
| MIAMFLNS | \$59.95 | ORPKFLMA | \$59.95 | VERNFLMA | \$75.95 |
| MIAMFLOL | \$58.95 | ORPKFLRW | \$59.95 | VRBHFLBE | \$59.95 |
| MIAMFLPB | \$58.95 | OVIDFLCA | \$59.95 | VRBHFLMA | \$59.95 |
| MIAMFLPL | \$58.95 | PACEFLPV | \$75.95 | WELKFLMA | \$75.95 |
| MIAMFLRR | \$58.95 | PAHKFLMA | \$59.95 | WPBHFLAN | \$59.95 |
| MIAMFLSH | \$59.95 | PCBHFLNT | \$59.95 | WPBHFLGA | \$59.95 |
| MIAMFLSO | \$58.95 | PLCSFLMA | \$75.95 | WPBHFLGR | \$58.95 |
| MIAMFLWD | \$59.95 | PLTKFLMA | \$75.95 | WPBHFLHH | \$59.95 |
| MIAMFLWM | \$58.95 | PMBHFLCS | \$58.95 | WPBHFLLE | \$59.95 |
| MIANFLWK | \$59.95 | PMBHFLFE | \$58.95 | WPBHFLRB | \$59.95 |
| MIAPFLYO | \$59.95 | PMBHFLMA | \$58.95 | WPBHFLRP | \$75.95 |
| MIAQFL06 | \$59.95 | PMBHFLNP | \$59.95 | WWSPFLHI | \$75.95 |
| MICCFLBB | \$59.95 | PMBHFLTA | \$59.95 | WWSPFLSH | \$59.95 |
| MLBRFLMA | \$59.95 | PMPKFLMA | \$75.95 | YNFNFLMA | \$75.95 |
| MLTNFLRA | \$75.95 | PNCYFLCA | \$75.95 | YNTWFLMA | \$75.95 |
| MNDRFLAV | \$59.95 | PNCYFLMA | \$59.95 | YULEFLMA | \$75.95 |
| MNDRFLLO | \$59.95 | PNSCFLBL | \$59.95 | | |
| MNDRFLW | \$75.95 | PNSCFLFP | \$59.95 | | |
| MNSNFLMA | \$75.95 | PNSCFLHC | \$59.95 | | |
| MRTHFLVE | \$59.95 | PNSCFLPB | \$59.95 | | |
| MXVLFLMA | \$75.95 | PNSCFLWA | \$59.95 | | |
| NDADFLAC | \$58.95 | PNVDFLMA | \$59.95 | | |
| NDADFLBR | \$58.95 | PRRNFLMA | \$58.95 | | |
| NDADFLGG | \$58.95 | PRSNFLFD | \$75.95 | | |
| NDADFLOL | \$58.95 | PTSLFLMA | \$74.95 | | |
| NKLRFLMA | \$59.95 | PTSLFLSO | \$59.95 | | |
| NSBHFLMA | \$59.95 | SBSTFLFE | \$75.95 | | |
| NWBYFLMA | \$75.95 | SBSTFLMA | \$75.95 | | |
| OKHLFLMA | \$75.95 | SGKYFLMA | \$75.95 | | |
| OLTWFLLN | \$75.95 | SNFRFLMA | \$59.95 | | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

B. Rates and Charges (continued)

3. Residential and Business Monthly Recurring Charges – CenturyLink CLLI's*

| <u>Rate Band</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$58.95 | \$55.95 | \$55.95 |
| 2 | \$68.95 | \$65.95 | \$65.95 |
| 3 | \$76.95 | \$73.95 | \$73.95 |
| 4 | \$108.95 | \$105.95 | \$105.95 |

4. Residential and Business Monthly Recurring Charges – Verizon CLLI's**

| <u>Cost Zone</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$59.95 | \$55.95 | \$51.95 |
| 2 | \$69.95 | \$65.95 | \$61.95 |
| 3 | \$91.95 | \$88.95 | \$86.95 |

* See Section 3.6 for list of CLLI's and Rate Bands.

** See Section 3.7 for list of CLLI's and Cost Zones

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

4. 200 Minute Long Distance Calling Block for BirchNet Essentials:

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

a. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

b. Toll Free service is available with this product see “Toll Free Service” in a later section for rates.

5. Other charges located in Miscellaneous Charges Section 4.2.12.

C. BirchNet Essentials Inclusive Feature List:

Anonymous Call Rejection, per line
Call Block (Business Only)
Call Forwarding (Business Only)
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Return
Call Return Blocking (Residential Only)
Call Selector
Call Tracing
Call Waiting
Caller ID(Business Only)
Caller ID Blocking (Residential Only)
Caller ID Deluxe
Calling number delivery blocking, per line (Business Only)
Distinctive Ringing Service
Enhanced Caller ID (Business Only)
Call Waiting Deluxe (Residential Only)
Preferred Call Forwarding (Business Only)
Remote Access – Call Forwarding Variable
Repeat Dialing
Selective Class of Call Screening (Business Lines Only)
Speed Calling
Third Party Blocking (Residential Lines Only)
Three-Way Calling
900-976 Blocking (Residential Lines Only)

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.11 BirchNet Essentials (Cont'd.)

D. Footnotes for BirchNet Essentials:

1. BirchNet Essentials are available to business and residential customers. All customers will be required to sign a 12, 24 or 36 month term agreement. Early Termination Fees are calculated using the following formula: \$100 x Months Remaining

The termination penalty will apply per location on the original contract or any subsequent renewal of the contract. All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Essentials standard rates located in section 4.2.2 will apply.
3. The availability of certain features depends on ILEC feature availability.
4. Some features are only available to business customers.
5. Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.
Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.
6. An additional discounted charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 3 extensions per voicemail box.
7. Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
8. The following products of **Birch Telecom of the South, LLC** have changed their name to BirchNet Essentials. The services and rates for each product have previously been grandfathered.

| | |
|--------------------------------|--------------------------------------|
| America 2500 | Simple Connections Lite |
| Freedom Pack Essentials 800min | Access Complete 250 |
| SmartBiz Premier | Access Complete 50 |
| All Access 2 Plus | Access Complete Premium 2500 |
| Home Essentials | Access Complete Nation 2500 |
| Home Essentials 1500 | Access Complete Nation Business 2500 |
| BirchNet Essentials | Residential Service 2500 |
| Home Companion 2500 Package | Standard Line |
| All Access Package | Value Line |
| Simple Connections | Access Spectrum 2500 Primary Service |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.12 BirchNet Miscellaneous Charges

A. Nonrecurring Charges

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

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

Nonrecurring charges for installation of Business lines are:

| | |
|--|---------------------------------|
| Line Installation w/ no jack or wiring | \$ 165.00 |
| Line Installation incl. jack/wiring | \$ 60.00 each additional ½ hour |

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.12 BirchNet Miscellaneous Charges (Cont'd.)

B. Service Order Charges

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

| Charge | Price |
|---------------------------------------|------------------------------|
| Feature Add or Change | \$10.00 per Order |
| Basic Service Change | \$10.00 per Order |
| Establishing or Re-arranging Hunting | \$10.00 per Order |
| Directory Listing Change | \$10.00 per Order |
| Invoice Change | \$25.00 per Order |
| Transfer of Service | \$25.00 per Order |
| TN Change | \$25.00 per Order |
| Line Signaling Change | \$25.00 per Order |
| Vanity Number Search | \$25.00 per Order |
| Establishing Dual Service | \$25.00 per Order |
| Expedite Service Charge (LWC/UNE) | \$25.00 per Order |
| Expedite Service Charge (Facilities) | \$200.00 per Day per Line |
| Expedite Service Charge (T1 Circuits) | \$595.00 per Day per Circuit |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.12 BirchNet Miscellaneous Charges (Cont'd.)

C. Maintenance Visit Charges

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

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

Duration of time, per technician

| | Business |
|--|----------|
| Premise Work Charge/No Trouble Found | \$139.00 |
| Initial Hour (time & materials) | \$165.00 |
| Trouble Determination (per request) | \$110.00 |
| Each Additional 15 minute increment | \$ 60.00 |
| Initial Jack & Wiring (existing customer) | \$ 80.00 |
| Each Additional Jack & Wiring (existing customer) | \$ 65.00 |
| After Hours (time and materials)(1) | \$139.00 |

(1) This charge is billed per instance and is in addition to the standard charges. This is for Business and Residential customers serviced outside of normal business hours.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.13 Home Connection

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost. Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under this plan and are provided and billed pursuant to other Company tariffs or their terms of service.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$30.00 multiplied by the number of months remaining in the term plan.

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

Toll Free service is available with this product see “Toll Free Service” for rates.

(1) Effective July 28, 2010, this product is no longer available for service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.13 Home Connection (Cont'd.)

B. Monthly Recurring Charges

| CLLI | Home Connection 12 Month | CLLI | Home Connection 12 Month | CLLI | Home Connection 12 Month |
|----------|--------------------------|----------|--------------------------|----------|--------------------------|
| ARCHFLMA | \$49.95 | FRBHFLFP | \$34.95 | JCBHFLSP | \$32.95 |
| BCRTFLBT | \$32.95 | FTGRFLMA | \$49.95 | JCVLFLAR | \$34.95 |
| BCRTFLMA | \$32.95 | FTLDFL92 | \$32.95 | JCVLFLBW | \$34.95 |
| BCRTFLSA | \$34.95 | FTLDFLCR | \$32.95 | JCVLFLCL | \$32.95 |
| BGPIFLMA | \$49.95 | FTLDFLCY | \$32.95 | JCVLFLFC | \$32.95 |
| BKVLFLJF | \$49.95 | FTLDFLJA | \$34.95 | JCVLFLGH | \$32.95 |
| BLDWFLMA | \$49.95 | FTLDFLMR | \$32.95 | JCVLFLIA | \$34.95 |
| BLGLFLMA | \$34.95 | FTLDFLOA | \$32.95 | JCVLFLJB | \$32.95 |
| BNNLFLMA | \$49.95 | FTLDFLPL | \$34.95 | JCVLFLJT | \$32.95 |
| BRSNFLMA | \$49.95 | FTLDFLSF | \$32.95 | JCVLFLKJ | \$32.95 |
| BYBHFLMA | \$34.95 | FTLDFLSG | \$32.95 | JCVLFLLF | \$49.95 |
| CCBHFLAF | \$34.95 | FTLDFLSU | \$32.95 | JCVLFLNO | \$34.95 |
| CCBHFLMA | \$34.95 | FTLDFLWA | \$32.95 | JCVLFLOW | \$49.95 |
| CDKYFLMA | \$49.95 | FTLDFLWN | \$34.95 | JCVLFLRV | \$34.95 |
| CFLDFLMA | \$49.95 | FTPRFLMA | \$49.95 | JCVLFLSJ | \$34.95 |
| CHPLFLJA | \$49.95 | GCSPLFCN | \$49.95 | JCVLFLSM | \$32.95 |
| CNTMFLLE | \$49.95 | GCVLFLMA | \$49.95 | JCVLFLWC | \$34.95 |
| COCOFLMA | \$34.95 | GENVFLMA | \$49.95 | JCVMFLED | \$32.95 |
| COCOFLME | \$34.95 | GLBRFLMC | \$34.95 | JPTRFLMA | \$34.95 |
| CSCYFLBA | \$49.95 | GSVLFLMA | \$34.95 | KYHGFLMA | \$49.95 |
| DBRYFLDL | \$34.95 | GSVLFLNW | \$34.95 | KYLRFLLS | \$34.95 |
| DBRYFLMA | \$34.95 | HAVNFLMA | \$49.95 | KYLRFLMA | \$34.95 |
| DELDFLBG | \$32.95 | HBSDFLMA | \$34.95 | KYWSFLMA | \$32.95 |
| DELDFLMA | \$34.95 | HLHLFL02 | \$32.95 | LKCYFLMA | \$49.95 |
| DLBHFLKP | \$34.95 | HLNVFLMA | \$49.95 | LKMRFLHE | \$34.95 |
| DLBHFLMA | \$34.95 | HLWDFLHA | \$32.95 | LKMRFLMA | \$34.95 |
| DLSPFLMA | \$49.95 | HLWDFLMA | \$32.95 | LYHNFLOH | \$49.95 |
| DNLNFLWM | \$49.95 | HLWDFLPE | \$34.95 | MCNPFLMA | \$49.95 |
| DRBHFLMA | \$34.95 | HLWDFLWH | \$34.95 | MDBGFLPM | \$49.95 |
| DYBHFLDU | \$32.95 | HMSTFLAF | \$49.95 | MIAMFLAE | \$32.95 |
| DYBHFLFN | \$32.95 | HMSTFLEA | \$49.95 | MIAMFLAL | \$34.95 |
| DYBHFLMA | \$34.95 | HMSTFLHM | \$49.95 | MIAMFLAP | \$32.95 |
| DYBHFL0B | \$34.95 | HMSTFLNA | \$49.95 | MIAMFLBA | \$32.95 |
| DYBHFL0S | \$34.95 | HTISFLMA | \$34.95 | MIAMFLBC | \$32.95 |
| DYBHFLPO | \$34.95 | HWTHFLMA | \$49.95 | MIAMFLBR | \$32.95 |
| EGLLFLBG | \$34.95 | ISLMFLMA | \$34.95 | MIAMFLCA | \$34.95 |
| EGLLFLIH | \$34.95 | JAY FLMA | \$49.95 | MIAMFLDB | \$32.95 |
| EORNFLMA | \$49.95 | JCBHFLAB | \$34.95 | MIAMFLFL | \$32.95 |
| FLBHFLMA | \$34.95 | JCBHFLMA | \$34.95 | MIAMFLGR | \$32.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.13 Home Connection (Cont'd.)

B. Monthly Recurring Charges (Cont'd.)

| CLLI | Home Connection 12 Month | CLLI | Home Connection 12 Month | CLLI | Home Connection 12 Month |
|-------------|---------------------------------|-------------|---------------------------------|-------------|---------------------------------|
| MIAMFLHL | \$34.95 | ORLDFLPC | \$34.95 | SYHSFLCC | \$49.95 |
| MIAMFLIC | \$32.95 | ORLDFLPH | \$34.95 | TRENFLMA | \$49.95 |
| MIAMFLKE | \$32.95 | ORLDFLSA | \$34.95 | TTVLFLMA | \$34.95 |
| MIAMFLME | \$32.95 | ORLEFLIQ | \$32.95 | VERNFLMA | \$49.95 |
| MIAMFLNM | \$32.95 | ORPKFLMA | \$34.95 | VRBHFLBE | \$34.95 |
| MIAMFLNS | \$34.95 | ORPKFLRW | \$34.95 | VRBHFLMA | \$34.95 |
| MIAMFLOL | \$34.95 | OVIDFLCA | \$34.95 | WELKFLMA | \$49.95 |
| MIAMFLPB | \$32.95 | PACEFLPV | \$49.95 | WPBHFLAN | \$32.95 |
| MIAMFLPL | \$32.95 | PAHKFLMA | \$34.95 | WPBHFLGA | \$34.95 |
| MIAMFLRR | \$34.95 | PCBHFLNT | \$34.95 | WPBHFLGR | \$34.95 |
| MIAMFLSH | \$34.95 | PLCSFLMA | \$49.95 | WPBHFLHH | \$34.95 |
| MIAMFLSO | \$34.95 | PLTKFLMA | \$49.95 | WPBHFLLE | \$34.95 |
| MIAMFLWD | \$32.95 | PMBHFLCS | \$34.95 | WPBHFLRB | \$34.95 |
| MIAMFLWM | \$32.95 | PMBHFLFE | \$34.95 | WPBHFLRP | \$49.95 |
| MIANFLWK | \$32.95 | PMBHFLMA | \$34.95 | WWSPFLHI | \$49.95 |
| MIAPFLYO | \$32.95 | PMBHFLNP | \$32.95 | WWSPFLSH | \$34.95 |
| MIAQFL06 | \$34.95 | PMBHFLTA | \$32.95 | YNFNFLMA | \$49.95 |
| MICCFLLB | \$34.95 | PMPKFLMA | \$49.95 | YNTWFLMA | \$49.95 |
| MLBRFLMA | \$34.95 | PNCYFLCA | \$49.95 | YULEFLMA | \$49.95 |
| MLTNFLRA | \$49.95 | PNCYFLMA | \$34.95 | | |
| MNDRFLAV | \$34.95 | PNSCFLBL | \$34.95 | | |
| MNDRFLLO | \$34.95 | PNSCFLFP | \$34.95 | | |
| MNDRFLLW | \$49.95 | PNSCFLHC | \$34.95 | | |
| MNSNFLMA | \$49.95 | PNSCFLPB | \$34.95 | | |
| MRTHFLVE | \$34.95 | PNSCFLWA | \$34.95 | | |
| MXVLFLMA | \$49.95 | PNVDFLMA | \$34.95 | | |
| NDADFLAC | \$32.95 | PRRNFLMA | \$34.95 | | |
| NDADFLBR | \$34.95 | PRSNFLFD | \$49.95 | | |
| NDADFLGG | \$34.95 | PTSLFLMA | \$49.95 | | |
| NDADFLOL | \$32.95 | PTSLFLSO | \$34.95 | | |
| NKLRFLMA | \$34.95 | SBSTFLFE | \$49.95 | | |
| NSBHFLMA | \$34.95 | SBSTFLMA | \$49.95 | | |
| NWBYFLMA | \$49.95 | SGKYFLMA | \$49.95 | | |
| OKHLFLMA | \$49.95 | SNFRFLMA | \$34.95 | | |
| OLTWFLLN | \$49.95 | STAGFLBS | \$34.95 | | |
| ORLDFLAC | \$32.95 | STAGFLMA | \$49.95 | | |
| ORLDFLAP | \$34.95 | STAGFLSH | \$34.95 | | |
| ORLDFLCL | \$34.95 | STAGFLWG | \$49.95 | | |
| ORLDFLMA | \$32.95 | STRTFLMA | \$34.95 | | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.14 Home Essentials (1)

A. Product Description

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

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

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 2500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$30.00 multiplied by the number of months remaining in the term plan.

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

Toll Free service is available with this product, see “Toll Free Service”.

- (1) Effective November 10, 2009, the 2500 free LD minutes will be grandfathered to existing customers. The LD allotment will be changed to 1500 minutes for new sales after this date.
- (2) Effective July 28, 2010, this product is no longer available for service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.14 Home Essentials (Cont'd.)

B. Monthly Recurring Charges

| CLLI | Home Essentials 12 Month | CLLI | Home Essentials 12 Month | CLLI | Home Essentials 12 Month |
|------------|--------------------------|----------|--------------------------|----------|--------------------------|
| ARCHFLMA | \$74.95 | FLBHFLMA | \$58.95 | JCBHFLAB | \$58.95 |
| BCRTFLBT | \$58.95 | FRBHFLFP | \$58.95 | JCBHFLMA | \$58.95 |
| BCRTFLMA | \$58.95 | FTGRFLMA | \$74.95 | JCBHFLSP | \$58.95 |
| BCRTFLSA | \$58.95 | FTLDFL92 | \$58.95 | JCVLFLAR | \$58.95 |
| BGPIFLMA | \$74.95 | FTLDFLCR | \$58.95 | JCVLFLBW | \$58.95 |
| BKVLFLJF | \$74.95 | FTLDFLCY | \$58.95 | JCVLFLCL | \$58.95 |
| BLDWFLMA | \$74.95 | FTLDFLJA | \$58.95 | JCVLFLFC | \$58.95 |
| BLGLFLMA | \$58.95 | FTLDFLMR | \$58.95 | JCVLFLGH | \$58.95 |
| BNNLFLMA | \$74.95 | FTLDFLOA | \$58.95 | JCVLFLIA | \$58.95 |
| BRSNFLMA | \$74.95 | FTLDFLPL | \$58.95 | JCVLFLJB | \$58.95 |
| BYBHFLMA | \$58.95 | FTLDFLSF | \$58.95 | JCVLFLJT | \$58.95 |
| CCBHFLAF | \$58.95 | FTLDFLSG | \$58.95 | JCVLFLKJ | \$58.95 |
| CCBHFLMA | \$58.95 | FTLDFLSU | \$58.95 | JCVLFLLF | \$74.95 |
| CDKYFLMA | \$74.95 | FTLDFLWA | \$58.95 | JCVLFLNO | \$58.95 |
| CFLDFLMA | \$74.95 | FTLDFLWN | \$58.95 | JCVLFLOW | \$74.95 |
| CHPLFLJA | \$74.95 | FTRPFLMA | \$74.95 | JCVLFLRV | \$58.95 |
| CNTMFLE | \$74.95 | GCSPLCN | \$74.95 | JCVLFLSJ | \$58.95 |
| COCOFLMA | \$58.95 | GCVLFLMA | \$74.95 | JCVLFLSM | \$58.95 |
| COCOFLME | \$58.95 | GENVFLMA | \$74.95 | JCVLFLWC | \$58.95 |
| CSCYFLBA | \$74.95 | GLBRFLMC | \$58.95 | JCVMFLED | \$58.95 |
| DBRYFLDL | \$58.95 | GSVLFLMA | \$58.95 | JPTRFLMA | \$58.95 |
| DBRYFLMA | \$58.95 | GSVLFLNW | \$58.95 | KYHGFLMA | \$74.95 |
| DELDFLBG | \$58.95 | HAVNFLMA | \$74.95 | KYLRFLLS | \$58.95 |
| DELDFLMA | \$58.95 | HBSDFLMA | \$58.95 | KYLRFLMA | \$58.95 |
| DLBHFLKP | \$58.95 | HLHLFL02 | \$58.95 | KYWSFLMA | \$58.95 |
| DLBHFLMA | \$58.95 | HLNVFLMA | \$74.95 | LKCYFLMA | \$74.95 |
| DLSPFLMA | \$74.95 | HLWDFLHA | \$58.95 | LKMRFLHE | \$58.95 |
| DNLNFLWM | \$74.95 | HLWDFLMA | \$58.95 | LKMRFLMA | \$58.95 |
| DRBHFLMA | \$58.95 | HLWDFLPE | \$58.95 | LYHNFLOH | \$74.95 |
| DYBHFLDU | \$58.95 | HLWDFLWH | \$58.95 | MCNPFLMA | \$74.95 |
| DYBHFLFN | \$58.95 | HMSTFLAF | \$74.95 | MDBGFLPM | \$74.95 |
| DYBHFLMA | \$58.95 | HMSTFLEA | \$74.95 | MIAMFLAE | \$58.95 |
| DYBHFLFLOB | \$58.95 | HMSTFLHM | \$74.95 | MIAMFLAL | \$58.95 |
| DYBHFLFLOS | \$58.95 | HMSTFLNA | \$74.95 | MIAMFLAP | \$58.95 |
| DYBHFLPO | \$58.95 | HTISFLMA | \$58.95 | MIAMFLBA | \$58.95 |
| EGLLFLBG | \$58.95 | HWTHFLMA | \$74.95 | MIAMFLBC | \$58.95 |
| EGLLFLIH | \$58.95 | ISLMFLMA | \$58.95 | MIAMFLBR | \$58.95 |
| EORNFLMA | \$74.95 | JAY FLMA | \$74.95 | MIAMFLCA | \$58.95 |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.14 Home Essentials (Cont'd.)

B. Monthly Recurring Charges (Cont'd.)

| CLLI | Home Essentials 12 Month | CLLI | Home Essentials 12 Month | CLLI | Home Essentials 12 Month |
|-------------|---------------------------------|-------------|---------------------------------|-------------|---------------------------------|
| MIAMFLDB | \$58.95 | ORLDFLAC | \$58.95 | STAGFLBS | \$58.95 |
| MIAMFLFL | \$58.95 | ORLDFLAP | \$58.95 | STAGFLMA | \$74.95 |
| MIAMFLGR | \$58.95 | ORLDFLCL | \$58.95 | STAGFLSH | \$58.95 |
| MIAMFLHL | \$58.95 | ORLDFLMA | \$58.95 | STAGFLWG | \$74.95 |
| MIAMFLIC | \$58.95 | ORLDFLPC | \$58.95 | STRNFLMA | \$58.95 |
| MIAMFLKE | \$58.95 | ORLDFLPH | \$58.95 | SYHSFLCC | \$74.95 |
| MIAMFLME | \$58.95 | ORLDFLSA | \$58.95 | TRENFLMA | \$74.95 |
| MIAMFLNM | \$58.95 | ORLEFLIQ | \$58.95 | TTVFLFLMA | \$58.95 |
| MIAMFLNS | \$58.95 | ORPKFLMA | \$58.95 | VERNFLMA | \$74.95 |
| MIAMFLOL | \$58.95 | ORPKFLRW | \$58.95 | VRBHFLBE | \$58.95 |
| MIAMFLPB | \$58.95 | OVIDFLCA | \$58.95 | VRBHFLMA | \$58.95 |
| MIAMFLPL | \$58.95 | PACEFLPV | \$74.95 | WELKFLMA | \$74.95 |
| MIAMFLRR | \$58.95 | PAHKFLMA | \$58.95 | WPBHFLAN | \$58.95 |
| MIAMFLSH | \$58.95 | PCBHFLNT | \$58.95 | WPBHFLGA | \$58.95 |
| MIAMFLSO | \$58.95 | PLCSFLMA | \$74.95 | WPBHFLGR | \$58.95 |
| MIAMFLWD | \$58.95 | PLTKFLMA | \$74.95 | WPBHFLHH | \$58.95 |
| MIAMFLWM | \$58.95 | PMBHFLCS | \$58.95 | WPBHFLLE | \$58.95 |
| MIANFLWK | \$58.95 | PMBHFLFE | \$58.95 | WPBHFLRB | \$58.95 |
| MIAPFLYO | \$58.95 | PMBHFLMA | \$58.95 | WPBHFLRP | \$74.95 |
| MIAQFL06 | \$58.95 | PMBHFLNP | \$58.95 | WWSPFLHI | \$74.95 |
| MICCFLBB | \$58.95 | PMBHFLTA | \$58.95 | WWSPFLSH | \$58.95 |
| MLBRFLMA | \$58.95 | PMPKFLMA | \$74.95 | YNFNFLMA | \$74.95 |
| MLTNFLRA | \$74.95 | PNCYFLCA | \$74.95 | YNTWFLMA | \$74.95 |
| MNDRFLAV | \$58.95 | PNCYFLMA | \$58.95 | YULEFLMA | \$74.95 |
| MNDRFLLO | \$58.95 | PNSCFLBL | \$58.95 | | |
| MNDRFLLW | \$74.95 | PNSCFLFP | \$58.95 | | |
| MNSNFLMA | \$74.95 | PNSCFLHC | \$58.95 | | |
| MRTHFLVE | \$58.95 | PNSCFLPB | \$58.95 | | |
| MXVLFLMA | \$74.95 | PNSCFLWA | \$58.95 | | |
| NDADFLAC | \$58.95 | PNVDFLMA | \$58.95 | | |
| NDADFLBR | \$58.95 | PRRNFLMA | \$58.95 | | |
| NDADFLGG | \$58.95 | PRSNFLFD | \$74.95 | | |
| NDADFLOL | \$58.95 | PTSLFLMA | \$74.95 | | |
| NKLRFLMA | \$58.95 | PTSLFLSO | \$58.95 | | |
| NSBHFLMA | \$58.95 | SBSTFLFE | \$74.95 | | |
| NWBYFLMA | \$74.95 | SBSTFLMA | \$74.95 | | |
| OKHLFLMA | \$74.95 | SGKYFLMA | \$74.95 | | |
| OLTWFLLN | \$74.95 | SNFRFLMA | \$58.95 | | |

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.15 Home Connection and Home Essentials Miscellaneous Charges

A. Nonrecurring Charges

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

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

Nonrecurring charges for installation of Business lines are:

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

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.15 Home Connection and Home Essentials Miscellaneous Charges (Cont'd.)

B. Service Order Charges

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

| Charge | Price |
|---------------------------------------|------------------------------|
| Feature Add or Change | \$10.00 per Order |
| Basic Service Change | \$10.00 per Order |
| Establishing or Re-arranging Hunting | \$10.00 per Order |
| Directory Listing Change | \$10.00 per Order |
| Invoice Change | \$25.00 per Order |
| Transfer of Service | \$25.00 per Order |
| TN Change | \$25.00 per Order |
| Line Signaling Change | \$25.00 per Order |
| Vanity Number Search | \$25.00 per Order |
| Establishing Dual Service | \$25.00 per Order |
| Expedite Service Charge (LWC/UNE) | \$50.00 per Order |
| Expedite Service Charge (Facilities) | \$200.00 per Day per Line |
| Expedite Service Charge (T1 Circuits) | \$595.00 per Day per Circuit |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.15 Home Connection and Home Essentials Miscellaneous Charges (Cont'd.)

C. Maintenance Visit Charges

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

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

Duration of time, per technician

| | Residential |
|--|-------------|
| Premise Work Charge | \$100.00 |
| Initial Hour (time & materials) | \$165.00 |
| Trouble Determination (per request) | \$110.00 |
| Each Additional 15 minute increment | \$ 30.00 |
| Initial Jack & Wiring (existing customer) | \$ 80.00 |
| Each Additional Jack & Wiring (existing customer) | \$ 65.00 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.16 BirchNet Value Line

A. BirchNet Value Line is equipped with:

Basic Business or Residential Line

B. Rates and Charges

1. Business Monthly Recurring Charges – AT&T CLLI's*

| <u>Cost Zone</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$47.95 | \$45.95 | \$45.95 |
| 2 | \$49.95 | \$47.95 | \$47.95 |
| 3 | \$53.95 | \$52.95 | \$52.95 |
| 4 | \$69.95 | \$68.95 | \$68.95 |

2. Residential Monthly Recurring Charges – AT&T CLLI's*

| <u>Cost Zone</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$42.95 | \$42.95 | \$42.95 |
| 2 | \$44.95 | \$44.95 | \$44.95 |
| 3 | \$59.95 | \$59.95 | \$59.95 |

3. Residential and Business Monthly Recurring Charges – CenturyLink CLLI's**

a. Business

| <u>Rate Band</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$49.95 | \$46.95 | \$46.95 |
| 2 | \$57.95 | \$54.95 | \$54.95 |
| 3 | \$66.95 | \$63.95 | \$63.95 |
| 4 | \$98.95 | \$95.95 | \$95.95 |

b. Residential

| <u>Rate Band</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$53.95 | \$53.95 | \$53.95 |
| 2 | \$63.95 | \$63.95 | \$63.95 |
| 3 | \$71.95 | \$71.95 | \$71.95 |
| 4 | \$103.95 | \$103.95 | \$103.95 |

4. Residential and Business Monthly Recurring Charges – Verizon CLLI's***

| <u>Cost Zone</u> | <u>12 Month Term</u> | <u>24 Month Term</u> | <u>36 Month Term</u> |
|------------------|----------------------|----------------------|----------------------|
| 1 | \$49.95 | \$48.95 | \$44.95 |
| 2 | \$61.95 | \$58.95 | \$55.95 |
| 3 | \$85.95 | \$82.95 | \$80.95 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.16 BirchNet Value Line (Cont'd.)

4. Non- Recurring Charges are located in Section 4.2.12.
5. Birch Long Distance Rates for BirchNet Value Line:

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

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

* See Section 3.5 for list of CLLI’s and Cost Zones.
** See Section 3.6 for list of CLLI’s and Rate Bands.
*** See Section 3.7 for list of CLLI’s and Cost Zones.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.16 BirchNet Value Line (Cont'd.)

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

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

| | |
|----------------------------------|--------|
| Three-Way Calling | \$2.00 |
| Call Return | \$2.00 |
| Repeat Dialing | \$2.00 |
| Busy Connect (Per call, per use) | \$0.90 |

D. BirchNet Value Line - Feature List (4) (5)

Any of the following calling features may be added to the BirchNet Value Line. The following rates apply only when these calling features are added to the BirchNet Value Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.16 BirchNet Value Line (Cont'd.)

E. Footnotes for BirchNet Value Line:

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

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

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

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

- (2) Product may not be available in all CLLIs.
- (3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.
- (4) The availability of certain features depends on ILEC feature availability.
- (5) An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 3 extensions per voicemail box.
- (6) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their BirchNet Value Line.
- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.16 BirchNet Value Line (Cont'd.)

E. Footnotes for BirchNet Value Line (Cont'd.)

- (8) All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- (9) Effective upon expiration of the initial or any subsequent term, the contract discount will expire.
- (10) The following products of **Birch Telecom of the South, LLC** have changed their name to BirchNet Basic Line. The services and rates for each product have previously been grandfathered.

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.17 NAVIGATOR SERVICES (1)(2)(7)

A. Residential Services

| | | |
|----|------------------------------------|-----------------------|
| 1. | Navigator Basic (5) | <u>Monthly Charge</u> |
| | Single Residential Phone Line | \$15.95 |
| | 30 Minutes of Long Distance Calls | Included |
| | Monthly Long Distance Fee | Included |
| 2. | Navigator Basic Plus (3) | <u>Monthly Charge</u> |
| | Single Residential Phone Line | \$23.95 |
| | Call Waiting | Included |
| | Three-Way Calling | Included |
| | Caller ID Deluxe | Included |
| 3. | Navigator Premium (5) | <u>Monthly Charge</u> |
| | Single Residential Phone Line | \$29.95 |
| | Call Waiting | Included |
| | Three-Way Calling | Included |
| | Caller ID Deluxe | Included |
| | 60 Minutes of Long Distance Calls | Included |
| | Monthly Long Distance Fee | Included |
| 4. | Navigator Premium Plus (5) | <u>Monthly Charge</u> |
| | NavChoice | \$32.95 |
| | 60 Minutes of Long Distance Calls | Included |
| | Monthly Long Distance Fee | Included |
| 5. | SmartTime Unlimited (5) | <u>Monthly Charge</u> |
| | Single Residential Phone Line | \$51.99 |
| | Caller ID Deluxe | Included |
| | Call Waiting Deluxe | Included |
| | Three-Way Calling | Included |
| | Call Forward Don't Answer | Included |
| | Unlimited Long Distance | Included |
| 6. | SmartTime 400 (5) | <u>Monthly Charge</u> |
| | Single Residential Phone Line | \$45.95 |
| | Caller ID Deluxe | Included |
| | Call Waiting Deluxe | Included |
| | Three-Way Calling | Included |
| | 400 Minutes of Long Distance Calls | Included |

* Footnotes located in Section 4.2.17.C.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.17 NAVIGATOR SERVICES (Cont'd.)

B. Business Services

1. SmartTime Unlimited for Business (6)

This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local and long distance calling. The customer may choose an unlimited number of features as shown in D below.

Regulations:

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Maximum of ten (10) lines per location. Charges below are shown on a per line basis.
3. Includes unlimited long distance calls for business customers, non-data, voice use only, within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Navigator reserves the right to cancel subscriptions to any customer at any time due to fraud or misuse. Usage can be screened for use other than voice usage. Taxes, fees, and any EAS charges also apply.

Rates:

SmartTime Unlimited for Business – Recurring Charge, per line

| | |
|--------------------|---------|
| Rate Groups 1 – 4 | \$68.99 |
| Rate Groups 5 - 12 | 59.99 |

Available Features:

| | |
|-------------------------------------|-------------------------------|
| Call Forward Busy Line/Don't Answer | Repeat Dialing |
| Call Forward Variable | Call Selector |
| Call Waiting | Preferred Call Forwarding |
| Speed Calling | Distinctive Ring |
| Three Way Calling | Remote Access Call Forwarding |
| Call Return | Caller ID |
| Call Block | Enhanced Caller ID |
| Call Tracing | |

* Footnotes located in Section 4.2.17.C.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.17 NAVIGATOR SERVICES (Cont'd.)

B. Business Services (Cont'd.)

2. **SmartTime for Business** (6)

This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local calling. Long distance calling is billed at \$.055 per minute. The customer may choose an unlimited number of features as shown in 4.2.17.1 above.

Regulations:

1. The customer must commit to at least a one-year term agreement to be eligible for the service.
2. Long distance calls for business customers at \$.055 per minute is only for calls within the 48 contiguous United States. Calls made to points outside of the contiguous 48 states, including all international calls, are not included in this offer, and will be billed at applicable rates. Taxes, fees, and any EAS charges also apply.

Rates:

SmartTime for Business – Recurring Charge, per line

| | |
|--------------------|---------|
| Rate Groups 1 – 4 | \$34.99 |
| Rate Groups 5 - 12 | 24.99 |

* Footnotes located in Section 4.2.17.C.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.17 NAVIGATOR SERVICES (Cont'd.)

B. Business Services (Cont'd.)

3. SmartATM (4)

The SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):

1. A business individual line.
2. Unlimited calling to toll-free 8XX numbers.

The rate specified herein is subject to a 12-month service term.

Regulations and Service Limitations:

1. Service is restricted to outbound toll-free 8XX calls only.
2. Calls made outside the parameters for the SmartATM service are subject to normal tariff violation treatments and/or tariff charges.
3. Charges for this service commence when the company's information records are posted and are payable monthly in advance.
4. Charges for service are automatically discontinued upon service termination.
5. If service is terminated before the 12-month term, a charge of \$10 per month will be applied for each line currently or previously classified as a SmartATM line. This charge will be imposed for the remainder of the commitment period.
6. Existing SmartATM subscribers may not take advantage of special promotions or rate changes prior to the end of the 12-month service term. This is applicable to existing lines only. New lines may qualify for any special promotions or price changes.

Rates:

The following Monthly rates will apply for the SmartATM service.

| <u>Service Category</u> | <u>Rate Group</u> | <u>Rate</u> |
|-------------------------|-------------------|-------------|
| SmartATM | 1-2 | \$19.50 |
| | 3-12 | 15.50 |

* Footnotes located in Section 4.2.17.C.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.17 NAVIGATOR SERVICES (Cont'd.)

C. Footnotes

- (1) Some former Navigator customers may have special pricing arrangements that deviate from the rates in this section.
- (2) Effective July 22, 2009, this service is no longer offered.
- (3) Former Navigator Customers using this product will now be billed under the product name Home Connection.
- (4) Former Navigator Customers using this product will now be billed under the product name BirchNet Value Line.
- (5) Former Navigator Customers using this product will now be billed under the product name Home Essentials.
- (6) Former Navigator Customers using this product will now be billed under the product name BirchNet Essentials.
- (7) Former Navigator Customers will be billed a bundled flat local rate effective July 31, 2009. Any metered or measured usage, along with certain fees, will be combined into a single bundled flat line rate. The new bundled local rate has been calculated by adding together the main line rate, the monthly average, over the last six months, of local usage charges for any measured or metered use, any local or extended area calling plan charges, any business or residential package charges, the End User Common Line Charge, the Pre-subscription Charge and the Access Recovery Surcharge fees. In summary, the new bundled rate reflects the customer's previous Navigator rates for the same services and fees.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (1)

4.2.18.1 Residential Price Packages

A. Home Value Line (2)

1. Home Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges

| | |
|----------|---------------------|
| | <u>Current Rate</u> |
| Per Line | \$51.95 |

3. This product was formerly known as the following Cleartel product names:

Former Cleartel Product Names

Additional Residential Line
Internet Line Bundle
Residence Basic Flat Rate
Residential Line With Unlimited Local Calls

4. Non-Recurring Charges are located in Section 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product – see Section 4.3.3 of this tariff.
- Features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Value Line. There is a maximum of 20 extensions per voicemail box.

- (1) Effective August 28, 2009, any former Cleartel product listed in the Monthly Recurring Charges sections throughout Section 4.2.18 of this tariff will now be billed as the corresponding product being defined in that section.
- (2) Effective August 28, 2009 this product is Grandfathered and no longer available.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.1 Residential Price Packages

B. Home Connection (1)

1. Home Connection is equipped with:

Basic Residential Line
Caller ID Deluxe
Call Waiting

2. Monthly Recurring Charges:

| | |
|----------|---------------------|
| Per Line | <u>Current Rate</u> |
| | \$38.95 |

3. This product was formerly known as the following Cleartel product names:

| | <u>Former Cleartel Product Names</u> | |
|------------------------|--------------------------------------|--|
| Money Saver | Un Solo Pueblo | Single Line Residential for Un Solo Pueblo |
| Money Saver+ | Un Solo Pueblo Basic | Single Line Residential For Un Solo Pueblo Basic |
| Residential Basic | Un Solo Pueblo Preferred | Preferred Choice For Un Solo Pueblo Preferred |
| Residential Basic Plus | Supra Saver | Supra Saver for Money Saver |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Connection. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.1 Residential Price Packages

C. Home Connection Plus (1)

1. Home Connection Plus is equipped with:

Basic Residential Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$54.95 |

3. This product was formerly known as the following Cleartel product name:

| <u>Former Cleartel Product Names</u> | |
|--------------------------------------|---|
| Preferred Choice Residential Line | Cleartel Employee Monthly Service Preferred Choice For Preferred Choice |
| Total Choice Resi Plus | Total Solution for Residential |
| Total Solution | Total Solution for Total Solution |
| Basic Resi Value Plan | |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product – see Section 4.3.3 of this tariff.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Connection Plus. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.1 Residential Price Packages

D. Home Essentials (1)

1. Home Essentials is equipped with:

Basic Residential Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
2,500 Minutes of Domestic Inter-LATA Long Distance

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$65.95 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Names</u> | |
|--------------------------------------|--|
| Friends Unlimited | IDS Residential Plan Unlimited |
| Residential Unlimited | Preferred Choice For Mi Cuba Preferred |
| Mi Cuba | Single Line Residential for Mi Cuba |
| Mi Cuba Basic | Supra Friends Unlimited |
| Mi Cuba Preferred | Total Choice Resi Unlimited |
| Zona Franca | Total Solution for Friends Unlimited |
| Residential Enhanced | Total Solution for Supra Friends Unlimited |
| Residential Unlimited | Total Solution for Zona Franca |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Essentials. There's a maximum 20 extensions per voicemail box.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.2 Business Price Packages

A. BirchNet Value Line (1)

1. BirchNet Value Line is equipped with:

Basic Business Line

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$37.95 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Names</u> | |
|--|----------------------------------|
| Back Up Line | Resale Multi Line Business |
| Basic Business | Resale Multi Line Business w/ TC |
| Basic Business Value Plan | Resale Single Line Business |
| Business Line | Supra Saver Plus |
| Flat Rate Business Line with Memory Call | |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product and is rated at \$0.10/minute.
- Features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.2 Business Price Packages

B. BirchNet Basic (1)

1. BirchNet Basic is equipped with:

Basic Business Line
Caller ID Deluxe
Call Waiting
Unlimited Local Intra-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$41.50 |

3. This product was formerly known as the following Cleartel product name:

Former Cleartel Product Names

| | |
|-------------------------------|-----------------------------|
| Basic Business Value Plan 460 | Multi Line Business |
| Business Flat Rate Multi Line | Multi-Line Business With Tc |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product and is rated at \$0.10/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.2 Business Price Packages

C. BirchNet Basic Plus (1)

1. BirchNet Basic Plus is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

| | |
|----------|---------------------|
| | <u>Current Rate</u> |
| Per Line | \$70.60 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Names</u> | | |
|--------------------------------------|---|-----------------------------|
| Business Enhanced | Guest Dial Pak-Guest Room Telephone | Single Line Business |
| IDS Complete Choice | IDS Total Choice Single Line Package | Total Choice Opt 1 Promo |
| IDS Total Choice | Intralata Private Line Type B Signaling | Total Choice Option 1 |
| IDS Value Plus | Intralata Pvt Line Voice Grade | Total Choice Unlimited Lata |
| Intralata Private Line | Preferred Business Value Plan | Total Solution for Business |
| Preferred Business | Preferred Value Plan | Total Solution |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product – see Section 4.3.3 of this tariff.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic Plus. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.2 Business Price Packages

D. BirchNet Essentials (1)

1. BirchNet Essentials is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
1,200 Minutes of Domestic Inter-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$89.95 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Names</u> | |
|--------------------------------------|---|
| Business Unlimited | Preferred Business Plus Plan |
| IDS Business Plus Unlimited | Supra Smart Business Unlimited |
| Preferred Business 1000 | Total Solution for Supra Smart Business Unlimited |
| Preferred Business Plus 1000 | |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute. After the initial 500 minutes.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.21.B of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.3 Customer Owned Pay Telephone (COPT) Service

A. Description

- Customer Owned Pay Telephone (COPT) Service is a 1-party exchange service equipped for touch-tone signaling, and is the only service authorized for connection with customer-provided pay telephone equipment.
- COPT Service can be either a two-way or one-way originating business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer/subscriber premises, and the network interface. 900/976-call restrictions are provided at no additional charge. 900/976-call restriction restricts calls to these pay-per-call information services to only those calls which are alternately billed.

B. Responsibilities of the COPT Customer

- All customer-provided COPT stations shall have the following minimum features:
 1. Touch dialing
 2. Ability to access 9-1-1 Emergency Service (where available) and “0” operator (“0-minus”) without prior insertion of coins or credit card, to place calls to public safety agencies (i.e., police, fire, rescue) or to access such agencies directly, without prior insertion of coins or credit card.
 3. Compliance with statutes or rules concerning the use of COPT stations by disabled persons, such as handicapped in wheel chairs or the hearing impaired.
 4. Ability to complete both local and long-distance calls (upon payment of applicable charges).
 5. A program which would not limit the duration of a local message, so long as the user continues to pay applicable charges, through deposit of additional coins or otherwise.
 6. An informational message in, on, or adjacent to, each pay telephone, by voice recording, visual display, explaining the general operation of the pay telephone, dialing instructions for obtaining emergency assistance, the owner’s name, the method of reporting service problems and the method of receiving a credit for a faulty call.
- All COPT customers must be authorized and hold a Certificate of Public Convenience and Necessity issued by the Florida Public Service Commission, using Commission-prescribed forms, in order to do business in the state of Florida.
- No person, business, government or entity of any type will be permitted to subscribe to COPT service where such service is being used primarily for the purpose of placing directory assistance calls. If such COPT service is installed, and it is subsequently discovered by the Company by whatever means, that such service is being used primarily for the purpose of placing directory assistance calls, such service will be disconnected after giving the customer a written 20-day notice of violation and disconnection. The Company further reserves the right to refuse to connect, or re-connect, such COPT service at such premises in the future.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

B. Responsibilities of the COPT Customer (Cont'd.)

- The COPT customer shall sign an agreement to indemnify and hold the Company harmless from any and all loss, damage and expense occasioned by, or arising out of, claims for injury to persons or damage to property caused by, or contributed to, by the provision of detailed toll billing records to the Customer by the Company, which includes, but is not limited to, any disclosure of said detailed toll billing records by the Customer. Detailed toll billing records include only toll calls billed by the Company. The COPT service telephone number will be omitted from the directory and directory assistance records at no additional charge.
- The COPT customer shall be responsible for the installation, operation and maintenance of the COPT used in connection with this service.
- The COPT customer shall be responsible for the payment of Service Connections, Moves and Changes charges as provided for in Section 4.2.12 of this tariff. The Customer is responsible for visits by a Company dispatched technician to the Customer's premises when a service difficulty or trouble report results from the use of COPT service and the maintenance/repair call is authorized by the owner or agent.
- The COPT customer is responsible for the payment of charges for all local and toll messages.
- The COPT customer must comply with all applicable federal, state and local laws and regulations.
- COPT service may be connected to, from, or through customer-provided telecommunications switching systems, or Company-provided central office based PBX-type switching systems. The pay telephone service provider must ensure that access to E-911, 911, and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E-911 and 911. This access configuration is not allowed if it prevents usage measurement, by the Company, of the COPT access line.
- A pay telephone must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.

C. Responsibilities of the Company

- At the customer's request, a primary listing will be provided at no charge in the local telephone directory for the exchange where the service is provided.
- The Company will not initiate a maintenance service call or take any other action in response to a trouble report on a COPT line until such time as requested by the pay telephone owner or its agent. The pay telephone owner must keep the Company advised of the identity of the pay telephone owner or agent authorized to request a maintenance service call.
- The Company will provide directory assistance service under the provisions of this price list. However, the Company is not required to provide such service to COPT lines accessible to inmates of confinement facilities.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

C. Central Office Call Blocking

1. Local and "1+" call blocking provides central office blocking of all local calls (7 digit) and direct dialed toll calls from coinless telephones. However, a uniform access code 950-XXXX assigned to a carrier for its international communications is not blocked but is routed to that carrier. The calls blocked include, but are not limited to, "1+", "10XXX+1", "10XXX+011", "101XXXX+1" and "101XXXX+011" type calls. This service is offered in serving offices where facilities exist.
2. International Direct Dialed (IDD) call blocking is an optional service arrangement which provides central office blocking of direct dialed international calls ("011", "10XXX+011" and "101XXXX+011") from coin operated telephones to telephone numbers outside the North American Dialing Plan. This service is offered in serving offices where facilities exist.

Customers who elect not to subscribe to IDD call blocking shall be responsible for the payment of all charges associated with IDD calls and shall indemnify and hold Birch harmless from any and all loss and expense occasioned by fraudulent international calls which may be placed from the COPT access line.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.3 Customer Owned Pay Telephone (COPT) Service (Cont'd.)

D. Violation of Regulations

- If a COPT customer is in violation of a price list provision, the Company will notify the COPT customer of the violation in writing. Such notice must refer to the specific price list provisions being violated. The notice must state that the COPT customer is subject to disconnection by the Company of the instrument(s) in violation of the price list unless the violation is corrected and the Company is notified, in writing, within 20 days of receipt of such notice that the violation has been corrected. The Company may disconnect the instrument(s) that are in violation of the price list on or after the 20th day after receipt of the notice by the COPT customer, if the COPT customer did not notify the Company in writing within 20 days of receipt of the notice that the violation was corrected. However, if the COPT customer has filed a complaint with the Commission regarding the disconnection and has the Company with a copy of the complaint that indicates that the complaint has been filed with the Commission's complaint office, within 20 days of receipt of the notice of violation the Company will not disconnect the instrument/s pending resolution of the complaint by the Commission.
- Pursuant to Florida Statute Title XXVII, Section 364.245, should a pay telephone service provider be found to be in violation of Commission Rules, the Company will disconnect the COPT service upon order of the Commission.
- Where a pay telephone is discovered to be connected to the network and is being billed under any price list other than the COPT section of this price list, the Company will back-bill the difference between the COPT rate for 12 months, and the rate the Customer actually paid, unless the Customer can show that the pay telephone instrument was connected at a later date, in which case the back-billing shall run from the date of connection.
- If a customer fails to pay the amount back-billed pursuant to the above-stated provision, the Company may suspend service on the COPT access line and on any other business service provided by the Company to the COPT customer, until such time as the back-billed amount is paid in full.

E. Rates and Charges Applied by the Company

Monthly Recurring Charges:

| <u>Zones/Service</u> | <u>Former Cleartel Rates</u> | <u>Current Birch Rates</u> |
|------------------------------|------------------------------|----------------------------|
| FL Bell South Z1 | \$29.95 | \$69.95 |
| FL Bell South Z2 | \$31.95 | \$69.95 |
| FL Bell South Z3 | \$39.95 | \$69.95 |
| IDS Single Line Payphone (1) | \$19.62 | <n/a> |

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.4 Prepaid Services

A. Tempo Value Line

1. Tempo Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$37.95 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Name</u> |
|-------------------------------------|
| Easy Talk |

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Value Line. There is a maximum of 3 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.4 Prepaid Services (Cont'd.)

B. Tempo Basic

1. Tempo Basic is equipped with:

Basic Residential Line
Caller ID Deluxe
Call Waiting

2. Monthly Recurring Charges:

| | |
|----------|---------------------|
| | <u>Current Rate</u> |
| Per Line | \$42.95 |

3. This product was formerly known as the following Cleartel product names:

| |
|-------------------------------------|
| <u>Former Cleartel Product Name</u> |
| Easy Talk Deluxe |
| Easy Talk Plus |

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service. (1)
- Declining free features does not reduce the package rate.
- Additional features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Basic. There is a maximum of 3 extensions per voicemail box.
- IW Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.

(1) Effective August 28, 2009, Basic customers will be given an option to purchase a block of LD minutes. See section 4.2.18.5 below.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.4 Prepaid Services (Cont'd.)

C. Tempo Essentials

1. Tempo Essentials is equipped with:

Basic Residential Line
Unlimited Features
2,000 Free Minutes of Inter-LATA Long Distance

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$74.95 |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18.6 of this tariff.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Essentials. There is a maximum of 3 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.5 300 Prepaid Minutes LD

Available only to prepaid residential customers with the Now Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for a monthly recurring charge. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.

Rates:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$8.00 |

4.2.18.6 Miscellaneous Service Charges

A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|--------------------------|---------------------|
| Facilities Charge | \$8.08 |

| <u>Charge (per line with Birch LD)</u> | <u>Current Rate</u> |
|--|---------------------|
| Supplementary Facilities Charge | \$7.84 |

B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|--------------------------------|---------------------|
| Carrier Access Recovery Charge | \$4.31 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.6 Miscellaneous Service Charges (Cont'd.)

C. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|---------------------------|---------------------|
| Regulatory Compliance Fee | \$4.31 |

D. Excessive Usage Charge

If the Company determines that Customer's usage exceeds 2500 minutes on a Residential long distance plan or 2000 minutes on a Business long distance plan (except T-1 Plans) then the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$40 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Birch long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.7 BirchLink T1 Services

A. BirchLink T1 Complete (1)

1. The BirchLink T1 Complete offers:

- An integrated option of up to 24 voice lines with symmetrical data speeds burstable to 1.54Mbps with the data speed available depending upon voice utilization of the T-1 circuit bandwidth.
- A number of additional features inclusive within the basic rates.
- Unlimited IntraLATA long distance calling.

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|--------------|---------------------|
| Service Rate | \$800.00 |

3. This product was formerly known as the following Cleartel product name:

| <u>Former Cleartel Product Names</u> | |
|--------------------------------------|------------------------|
| Basic Integrated T1 | Local Voice T1 |
| Integrated T1 | Mega Choice Integrated |
| Mega Choice Special Access | Mega Choice Voice T1 |

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Long Distance is available and rated at \$0.10/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.19 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchLink T1 Complete. There is a maximum of 20 extensions per voicemail box.
- Customers subscribing to Service must execute a written term agreement in a form designated by Birch, which shall include without limitation, Customer's term selection.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.7 BirchLink T1 Services (Cont'd.)

B. BirchLink T1 PRI (1)

1. The BirchLink T1 PRI offers:

- Up to 23 ISDN B-Channels for Voice with D-channel for signaling.
- 20 Direct Inward Dialing (DID) Numbers.
- Caller ID name and number presentation.
- Unlimited IntraLATA long distance calling.

2. Monthly Recurring Charges:

| Service Rate | <u>Current Rate</u> |
|--------------|---------------------|
| | \$650.00 |

3. This product was formerly known as the following Cleartel product name:

Former Cleartel Product Names

Mega Choice PRI T1
Mega Choice Special Access PRI T1
Pri-Voice (23 + 1 Channel)

4. Non-Recurring Charges are located in Sections 4.2.12 of this tariff.

5. Rules & Regulations:

- Long Distance is available and rated at \$0.07/minute.
- Declining DID's does not reduce the package rate. Additional blocks of DID's are available for purchase at \$5.00 per block of 20 numbers.
- Declining Caller ID does not reduce the package rate.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product - see Section 4.5.8 of this tariff.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchLink T1 PRI. There is a maximum of 20 extensions per voicemail box.

(1) Effective August 28, 2009 this product is Grandfathered and no longer available.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.18 CLEARTEL SERVICES (Cont'd.)

4.2.18.7 BirchLink T1 Services (Cont'd.)

B. BirchLink T1 PRI (Cont'd.)

5. Rules & Regulations: (Cont'd.)

- Customers subscribing to Service must execute a written term agreement in a form designated by Birch, which shall include without limitation, Customer's term selection.
- Service may be used only for interconnection to Private Branch Exchange (PBX) systems. Interconnection with modem pooling devices, remote access service, automated dialing equipment, automated call distribution systems, routers or similar systems is prohibited. Service may not be used by Internet Service Providers, or as a component of a telecommunications service sold to or otherwise made available to third parties. Calls terminating to Service cannot be subsequently routed or otherwise forwarded to destinations other than Customer's premises.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.19 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.2.12 for applicable rates.

| <u>Feature Description</u> | <u>Business</u> | <u>Residential</u> |
|------------------------------|-----------------|--------------------|
| 3 Way Calling | \$8.95 | \$8.05 |
| 3 Way Calling w/Transfer | \$10.14 | \$7.99 |
| Accounting Codes | \$16.00 | N/A |
| Call Block | \$9.05 | \$8.05 |
| Call Forward Busy | \$9.00 | \$3.70 |
| Call Forward Variable | \$10.14 | \$10.20 |
| Call Fwd Don't Answer w/RC | \$9.80 | \$3.70 |
| Call Return | \$10.20 | \$10.20 |
| Call Tracing | \$7.50 | \$7.48 |
| Call Waiting | \$10.14 | \$11.99 |
| Call Waiting w/CID Opt | \$2.88 | \$6.50 |
| Caller ID | \$7.40 | \$13.50 |
| Caller ID Block | \$5.75 | \$5.75 |
| Caller ID Deluxe | \$16.00 | \$12.49 |
| Distinctive Ring | \$12.00 | \$7.40 |
| Enhanced Caller ID | \$20.55 | \$8.04 |
| Hunting | \$19.00 | |
| Preferred Call Forwarding | \$7.90 | \$6.84 |
| Remote Access to Call Fwd | \$9.14 | \$9.20 |
| Repeat Dialing | \$9.05 | \$8.05 |
| Restrict International | \$7.90 | \$7.90 |
| Restrict Toll | \$8.90 | \$7.00 |
| Simultaneous Call Forwarding | \$6.90 | \$5.75 |
| Speed Call 30 | \$8.99 | \$4.50 |
| Speed Call 8 | \$4.22 | \$8.05 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.20 American Fiber Network (AFN) and Close Call America, Inc. (CCA) Services(1)

A. BirchNet Basic Plus

The following products will change their name and begin billing as BirchNet Basic Plus beginning with their first Birch invoice.

Complete Choice Plan
Rollover Classic Plus
Residential First Line

B. BirchNet Value Line

The following products will change their name and begin billing as BirchNet Value Line beginning with their first Birch invoice.

Business Line
Residential First Line
Local Area Unlimited Usage Package D
Multi-line Business
Residential Line Charge
Suspended Line Rate

(1) Customers will be billed a bundled flat local rate. Any metered or measured usage, along with certain fees, will be combined into a single bundled flat line rate. The new bundled local rate has been calculated by adding together the main line rate, the monthly average, over the last six months, of local usage charges for any measured or metered use, any local or extended area calling plan charges, any business or residential package charges, the End User Common Line Charge, the Pre-subscription Charge and the Access Recovery Surcharge fees. The bundled rate reflects the customer's previous AFN/CCA rates for the same services and fees.

4.2.21 Payphone Service Provider (PSP) Services

4.2.21.A Rules and Regulations

1. Service for Payphone Service Provider ("PSP") Telephones is an exchange line service provided at the request of the subscriber for telecommunications use.
2. Service is provided for use with PSP telephones

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

4.2.21.A Rules and Regulations (Cont'd.)

3. The carriage and completion of all local dialed calls including operator service functions are provided by the Company.
4. Service is provided subject to the condition that telephone messages (local and long distance) placed from stations that are accessible to the public are completed over PSP lines (or other Public or Semipublic lines). Where service is furnished, any type or grade of residence or business service offered regularly at that location may be furnished in addition, provided such residence or business service is confined to locations solely for use by the particular establishment.
5. Service may not be attached to other types of access lines. A subscriber must order a separate PSP Access line for each PSP telephone installed and will be billed the tariff rate for each line.
6. Service may only be provided as Two-Way service, except lines placed in correctional institutions, schools, hospitals and other locations for which a specific exemption has been granted by the Public Service Commission. There will be no charge imposed for incoming calls.
7. For customers subscribing to Caller ID - Deluxe, if the incoming call originates from a customer provided public telephone, the name information transmitted will always be "Pay Phone".
8. The PSP shall be responsible for the installation, operation and maintenance of any PSP instruments used in connection with this service.
9. The PSP shall be responsible for payment of a nonrecurring charge as specified in this tariff for each visit by the Company or its agent to the customer's premises solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.
10. PSP telephones must be connected to the telephone network in compliance with Part 68 of the FCC Rules and Regulations as well as regulatory requirements of the New York Public Service Commission. The telephones must have the following operational characteristics:
 - (a). Must be lighted during the hours of darkness when light from other sources is not adequate to read instructions and use the payphone.
 - (b). Must be able to access 911 Emergency Service, where available, at no charge to the calling party. Where 911 is not available, must be able to access the "Operator", at no charge to the calling party. The appropriate emergency number (Operator, 911) must be clearly posted at each PSP location.
 - (c). Must be equipped to return the coins to the caller in the case of an incomplete call, except messages to a Feature Group A access number.
 - (d). Must provide free access to dial-tone and toll free numbers (e.g., 800, 877, and 888).

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

4.2.21.A Rules and Regulations (Cont'd.)

- (e). Must complete calls to local and long distance directory assistance.
- (f). Must provide free access to the responsible party for repairs or refunds. The Company is not responsible for refunds of coins deposited in customer-provided coin-operated public telephones.
- (g). Must be equipped with a legible sign, card, or plate of reasonable permanence that shall identify the following:
 - 1. The telephone number and location address of the payphone station, name and certificate number of the certificate holder, the party responsible for repairs and refunds, address of responsible party, free phone number of responsible party, clear dialing instructions (including notice of the lack of availability of local or toll services) and the local coin rate.
 - 2. For those payphone stations that will terminate conversation after a minimum elapse of time, notice shall be included on the sign card as well as an audible announcement 30 seconds prior to termination of the phone call.
- (h). Each payphone station that provides access to any interexchange company must provide coin free access to all locally available interexchange companies (except for Feature Group A access). The payphone station shall provide such access through the forms of access purchased by locally available long distance carries such as 10XXX+0, 10XXXX+0, 101XXXX+0, toll free (e.g., 800, 877, and 888) access.
- (i). May have a maximum of one non-dialable extension per station access line. This extension must be within the same premises as the main station and may be a maximum of 35 feet from the main station or have a privacy feature to disable the extension when the main station is in use.
- (j). No sales solicitation shall be allowed during the interval between the last digit dialed by the end user and connection with the interexchange carrier.
- (k). All 0- calls shall be routed to a telecommunications company that is authorized by the Commission to handle 0- calls. All other calls, including operator service calls, may be routed to the PSP's carrier of choice, unless the end user dials the appropriate access code for their carrier of choice, i.e., 950, 10XXX, 10XXXX, 101XXXX, and toll free access (e.g., 800, 877, and 888).

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

11. Each payphone station:

- (a). Must allow incoming calls to be received at all times, with the exception of those locations at hospitals, schools and locations specifically exempted by the Commission. There shall be no charge for receiving incoming calls.
- (b). A PSP may petition the Commission for an exception from the incoming call requirement for a period that shall not exceed two years from the effective date of the Order granting the exemption. Where incoming calls are not received, central office based intercept shall be provided at no charge to the end user and a written notice shall be prominently displayed on the payphone directly above or below the telephone which states: "Incoming calls blocked at request of law enforcement."

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

4.2.21.A Rules and Regulations (Cont'd.)

- (c). Must be connected to an individual access line.
 - (d). Must permit outgoing calls to be placed at all times. Each pay telephone service company shall make all reasonable efforts to minimize the extent and duration of interruptions of service. Service repair programs should have as their objective the restoration of service on the same day that the interruption is reported to the company (Sundays and holidays excluded).
12. Telephone Directories (current white page directory for the local calling area and a reasonably current yellow page directory that is appropriate for the calling area of the payphone station) shall be maintained at each payphone station.
- (a). Where there is a single payphone station, a directory shall be maintained at each station.
 - (b). Where there are two or more payphone stations located in a group, a directory for the entire local calling area shall be maintained at every other station. However, where telephone pay stations are fully enclosed, a directory shall be maintained at each payphone station.
 - (c). Payphone stations that provide local directory assistance at no charge are exempt from the provision of this rule. A notice must appear on the placard if local directory assistance at no charge is being provided.
13. Normal maintenance and coin collection activity shall include a review of the cleanliness of each payphone station.
14. Each payphone station must comply with rules of the American National Standards Institute, Inc, relative to physical handicap accessibility.
15. Each pay telephone station shall permit end users to input unlimited digits for the duration of the call.
16. Toll Fraud Liability
- (a). A company providing interexchange telecommunications services or local exchange telecommunications services shall not collect from a PSP for:
 - I. Charges billed to a line for calls which originates from that line through the use of access codes such as 10XXX, 10XXXX, 101XXXX, 950, and toll free (e.g. 800, 877, 888) access codes, or when the call originating from that line otherwise reached an operator position, if the originating line is subscribed to outgoing call screening and the call was placed after the effective date (the date after the call screening order was placed and associated charges apply) of the outgoing screening order;

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

4.2.21.A Rules and Regulations (Cont'd.)

- II. Charges for collect or third number billed calls, if the line to which the call was billed was subscribed to incoming call screening and the call was placed after the effective date of the incoming call screening order. Any call billed through the provider of local exchange telecommunications services or directly by an interexchange company, or through a billing agent, which have been identified as not collectible as described above, must be removed from any PSP's bill after the PSP gives notice of the fraudulent charges to the billing party. Pay telephone providers shall give such notice to the provider of local exchange telecommunications services and the interexchange company in writing no later than the due date of the bill.
 - III. The provider of local exchange telecommunications services is responsible for charges described in a. above that are associated with the failure of the provider of local exchange telecommunications services' screening services.
 - IV. The interexchange company is responsible for charges described in P.1.a. above that are associated with the failure to properly validate calls via the appropriate provider of local exchange telecommunications services' database.
 - V. Any charges accrued to a line when the subscriber has subscribed to the provider of local exchange telecommunications services to screen calls described in P.1.a. above shall not be the basis for discontinuance of local and intrastate service.
17. Providers serving confinement facilities shall provide for completion of all inmate calls allowed by the confinement facility.
18. Pay telephones stations located in confinement facilities shall be exempt from the preceding requirements except that outgoing local and long distance calls may not be terminated until after a minimum elapsed time of ten minutes. Audible and written disconnect notifications shall apply, and one access line shall not be connected to more than three pay telephone stations.
19. Proof of all necessary certifications must be furnished to the Company by the subscriber prior to service being furnished.
20. The subscriber is responsible for meeting all federal, state and local statutes with respect to provision of PSP telephones in accordance with all hearing impaired and handicapped person requirements.
21. Violations of Regulations
- (a). Where any PSP telephone is used and/or connected in violation of this tariff, the Company will promptly notify the customer of the violation.
 - (b). Violations of the tariff, Commission rules pertaining to public telephone service or certification requirements will subject subscribers of service to suspension and/or termination of service consistent with this tariff.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

4.2.21.A Rules and Regulations (Cont'd.)

22. Service Features

Zone Sensitive Rate for PSP

Subscribers to this service are required to take one of the following options where facilities are available to provide such service.

(a). Two-Way Service:

- I. Provides central office blocking of 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line ala carte rate will apply, refer to section 4.2.21C.
- II. Provides central office blocking of 7 digit local, 1+DDD, 1+ 900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line ala carte rate will apply, refer to section 4.2.21C.
- III. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line ala carte rate will apply, refer to section 4.2.21C.

4.2.21.B Payphone services are equipped with :
Free 900/976 Block

Free Directory Listing
250 Local, Lata and Long Distance minutes available to those who select Birch for long distance, overages will apply

4.2.21.C Payphone Services Additional Features

| Features | Rates |
|-------------------------------|---------|
| Non-Published Listing | \$8.15 |
| Non-Listed Number | \$5.56 |
| Extended Area Calling Service | \$22.24 |
| Call Screening | \$4.44 |
| Answer Supervision | \$8.13 |
| Call Blocking | \$5.97 |
| Fraud Protection | \$0.16 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.21 Payphone Service Provider (PSP) Services (Cont'd.)

4.2.21.D Rates

The monthly recurring charge for this service is \$118.48.

4.2.21.E AFN and CCA PSP Services

The following products of AFN or CCA have been grandfathered and will be billed as "Payphone."

| | |
|--|-------------------------|
| Coin Line Flat Rate | Payphone Access Service |
| Coinless Payphone Access - Outward Only | Smart PAL |
| Coinless Payphone Access - Outbound Only | Smart Payphone |
| Interra Payphone Access Service | Smart Public |
| Interra Payphone Line Rate | PAL Message Rate |
| Payphone Access Line | |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.22 Cordia

The following products of Cordia are obsolete or grandfathered. In addition, their name has changed to a current Birch product as outlined below.

A. BirchNet Basic Plus - the following products will be billed as BirchNet Basic Plus:

Cordia Unlimited Residential

B. BirchNet Value Line – the following products will be billed as BirchNet Value Line:

Message Rate Residence
Touch Tone

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.23 AstroTel

1. The following products of AstroTel are obsolete or grandfathered. In addition, their name has changed to a current Birch product as outlined below.

A. BirchNet Basic Line - the following products will be billed as BirchNet Basic Line:

RealDialTone Basic Line for
Business
Resale Business Telephone Service
Resale Residential Telephone Service

B. BirchNet Basic Plus – the following products will be billed as BirchNet Basic Plus:

RealDial Tone Basic Residential Telephone line
RealDial Tone Basic Telephone Line for Business
RealDial Tone Premium Residential Telephone Line
RealDial Tone Premium Line for Business
RealDial Tone Premium Telephone Line for
Business

C. BirchNet Essentials – the following products will be billed as BirchNet Essentials:

RealDial Tone Premium Residential Telephone Line w/LD

D. BirchLink T1 Additional Line – the following products will be billed as BirchLink T1 Additional Line:

RealDialTone Basic Line for Business
RealDial Tone Premium Telephone Line for Business

E. BirchLink T1 Data – the following products will be billed as BirchLink T1 Data:

Ded T1 Internet Service – 1.54mbps

F. BirchLink T1 Complete – the following products will be billed as BirchLink T1 Complete:

Ded T1 Internet – 1Mbps
Ded T1 Internet – 256k
Ded T1 internet Service – 512k
Ded T1 Internet Service – 768k

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.23 AstroTel (Cont'd.)

G. BirchLink T1 PRI – the following products will be billed as BirchLink T1 PRI:

ISDN-PRI Service w/11 Bchan
ISDN-PRI Service w/15 Bchan
ISDN-PRI Service w/23 Bchan

2. The following products of AstroTel are obsolete or grandfathered. Below is the description of the product as well as the name as it will be billed:

A. Smart Mail Fax – the following products will now bill as SmartMail Fax:

SmartMail Fax Service Inbound/Outbound

- a. Service provides a subscriber with their own fax number — either a local Florida number or a toll free number — which accepts faxes and then converts them into the convenient Adobe PDF format and delivers them to the subscriber by email.
- b. Current Rate: \$1.00

B. Hosted PBX Extension – the following products will now bill as Hosted PBX Extension:

AstroOfficeAuto-Attendant
AstroOffice Hosted PBX Extension
PBX Virtual Extension

- a. Service provides a subscriber with VoIP PBX supporting a group of users with the following functionality: Auto Attendant, three-digit dialing, basic call features.
- b. Current Rate: \$272.00

C. BirchNet SIP Trunk – the follow products will now bill as BirchNet SIP Trunk:

PBX SIP Trunk over Internet

- a. Service provides a subscriber with virtual voice trunks routed over the public internet. The service is available as back-up routing of voice traffic if customer has a PRI. DIDs are assigned to each SIP Trunk group.
- b. Current Rate: \$300.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.23 Daystar

The following products of Daystar are obsolete or grandfathered. In addition, their name has changed to a current Birch product as outlined below.

A. BirchNet Value Line - the following products will be billed as BirchNet Value Line:

BUSINESS LINE
RESIDENTIAL LINE

B. BirchNet Essentials – the following products will be billed as BirchNet Essentials:

| | |
|-----------------------------|---------------------------------------|
| DAYSTAR INTRALATA TOLL PLAN | DAYSTAR LONG DISTANCE 500 |
| DAYSTAR LONG DISTANCE 1000 | DAYSTAR UNLIMITED INTRALATA TOLL PLAN |
| DAYSTAR LONG DISTANCE 2000 | DAYSTAR UNLIMITED TOLL PLAN |
| DAYSTAR LONG DISTANCE 3000 | |

C. BirchLink T1 Complete – the following products will be billed as BirchNet T1 Complete:

| | |
|---|--|
| 9 T1 VOICE CHANNELS_AT-CHANNEL09 | POINT-POINT CIRCUIT |
| BUSINESS CLASS DATA SERVICE | SUNCOAST BRONZE 5 YEAR PACKAGE |
| CHANNEL LINE FX | T 1 CIRCUIT |
| CHANNELS BUNDLED WITH SUNCOAST T1 PACKAGE | T1 ATM VALUE PAK |
| CHOICE NUMBER | T1 DATA |
| CIRCUIT | T1 FX CIRCUIT |
| DATA SPEED 512K | T1 INTRA EXCHANGE TRANSPORT |
| DATA SPEED 768K | T1 VOICE CHANNEL |
| DATA T1 | T1 WITH 8 FULL FEATURED LINES & 2000 LD MINS |

D. BirchLink T1 PRI – the following products will be billed as BirchLink T1 PRI:

| | |
|---------------------------------------|--------------------|
| 23 B PRI VOICE CHANNELS + 1 D CHANNEL | PRI AT SITE ACCESS |
| BUSINESS LINE FX | PRI CIRCUIT |
| DAYSTAR 1000 BLOCK | PRI VOICE CHANNEL |
| DAYSTAR INTRALATA TOLL PLAN | T1 CIRCUIT |
| PRI CIRCUIT | T1 VOICE CHANNEL |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.23 Daystar (Cont'd.)

D. BirchLink T1 PRI additional line– the following products will be billed as BirchLink T1 PRI additional line:

BUSINESS LINE FX
BUSINESS LINE
CHANNEL LINE FX
CHOICE NUMBER

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.24 Covista Communications

The following products of Covista Communications are obsolete or grandfathered. In addition, their name has changed to a current Birch product as outlined below.

A. BirchNet Value Line - the following products will be billed as BirchNet Value Line:

Local Exchange Bundle
Local Plan
Premium National
STANDARD LOCAL
Standard Plan
Business Line Flat Rate
Economy MTM
Premium National
STANDARD LOCAL

B. BirchNet Essentials - the following products will be billed as BirchNet Essentials:

Premium National
STANDARD LOCAL
Standard Plan
2.9 LD with Local
Basic Local w/Basic LD
Interstate Voice
Kiss Twelve

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.25 Ernest Communications

The following products of Ernest Communications are obsolete or grandfathered. In addition, their name has changed to a current Birch product as outlined below.

A. BirchLink T

Mo Svc-Bus-DIA w/equipment-399.00
Mo Svc-Bus-Dynamic T1 w/equip-599.00
Mo Svc-Bus-PRI Voice-399.00
Mo Svc-Ace Cash-39.79

B. Remote Call Forward (RCF) or Remote Call Forward Additional Path (RCA)

Remote Call Forward-BFL-Addl Path-26.05
Remote Call Forward-BFL-Addl Path-26.05
Remote Call Forward-SprFL-AddlPath-26.05
Remote Call Forward-VFL-Addl Path-26.05
Remote Call Forward-BFL-26.05
Remote Call Forward-Rsale-VFL-26.05
Remote Call Forward-SprFL-26.05
Remote Call Forward-VFL-26.05

C. BirchNet Basic Plus

| | | |
|---------------------------|--------------------------|----------------------------|
| Ace Cash | Davids Bridal-EZPI-OnNet | MattressFirm-Z3-SprFL |
| AllenEdmnds-B1-2b | Design W/Rch-B1-2b | McJunkin-EZPI-OnNet |
| AlliedBldgProd-Flat | Empire-Flat | MotionInd-Flat |
| AMLI-B1-2b | Eurofins-On Net | MovieStop-B1-2b |
| ApexHealthCare | EZ Corp-Flat | MovieStop-Blended |
| APG-B1-2a | EZPI-Z1-FL | Natl Vision-Flat |
| Argos-Z2-BFL- w/3%Dsct | EZPI-Z2-FL | NewcomerFuneralHms-Blended |
| ARTS-EZPI-Z1-SprFL | EZPI-Z2-SprFL | Odyssey-Flat |
| ARTS-EZPI-Z2-SprFL | EZPI-Z2-VFL | One Point-On Net |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.25 Ernest Communications (Cont'd.)

C. BirchNet Basic Plus (Cont'd.)

| | | |
|-----------------------------|---------------------|------------------------|
| ARTS-EZPI-Z2-VFL | EZPI-Z3-VFL | Paradies-EZPI-Z1-VFL |
| ARTS-EZPI-Z3-SprFL | EZ-Z1-FL | Paradies-EZPI-Z2-BFL |
| ARTS-Rsale-Z1-VFL | EZ-Z2-FL- | Paradies-EZPI-Z2-SprFL |
| ARTS-Rsale-Z3-VFL | EZ-Z2-FL | ParkNFly |
| Assoc-EZPI-OnNet | EZ-Z3-FL | Pavestone-B1-2b |
| AxcFin-EZPI-OnNet | EZ-Z3-SprFL | RAC-Flat |
| Baker Footwear-Flat | FAT-ATM-BFL | RAC-RCF |
| Bus-Spc | FAT-ATM-SprFL | Red Rbn-B1-2b-BFL |
| Carquest-Flat | FAT-EZ-Z1-BFL | Red Rbn-B1-2b-SprFL |
| CarToys-Flat | Ferrell Gas-B1-2b | Red Rbn-B1-2b-VFL |
| Cavco-B1-2d | FifthThirdBank-EZPI | RediCarpet-B1-2b |
| Cemex-EZPI-Z1-BFL | FifthThirdBank-Spc | Reeds-EZPI-Z2-SprFL |
| Cemex-EZPI-Z1-VFL | FL | RHF-15FL-EZPI-Z1-SprFL |
| Cemex-EZPI-Z2-BFL | FleetPride-Flat | Sm Bus-Z0-BFL |
| Cemex-EZPI-Z2-SprFL | Flint-B1-2b | Sm Bus-Z1-BFL |
| Cemex-EZPI-Z2-VFL | Fox&Hnd-B1-2d | Sm Bus-Z1-Nuv-BFL |
| Cemex-EZPI-Z3-BFL | FPTA-FL | Sm Bus-Z2-BFL |
| Cemex-EZPI-Z3-SprFL | Freeman-BFL | Sm Bus-Z2-VFL |
| Cemex-EZPI-Z3-VFL | FurnRow-B1-2b | Sm Bus-Z3-BFL |
| Cemex-Rsle-Cntrx-Z1-VFL | Gem-EZ-Z1-FL | Sm Bus-Z3-SprFL |
| Cemex-Rsle-Cntrx-Z2-VFL | Gem-EZ-Z1-VFL | Spc-FL |
| Cemex-Rsle-Z4-SprFL | Gem-EZ-Z2-FL | Spc-VFL |
| Century Park Assoc | Gem-EZ-Z2-SprFL | SpecRest-Flat |
| Chicos (2012)-Flat | Gem-EZ-Z2-VFL-GS | SprFL |
| Chicos-EZPI | Gem-EZ-Z2-VFL-LS | Std Parking12-B12b |
| ChmChar-Z0-BFL-w/3%Dsct | Gem-Rsale-Z1-VFL-OR | Std Parking-B1-2b |
| ChmChar-Z1-Nuv-BFL-w/3%Dsct | Gem-Rsale-Z4-SprFL | SteinMart-Flat |
| ChmChar-Z1-VFL-w/3%Dsct | Graham-B1-2d | Sterling-Flat |
| ChmChar-Z2-Nuv-BFL-w/3%Dsct | GrtClps-EZ-Z2-FL- | Telesphere-B1-2b |
| Cintas-Flat | GrtClps-EZ-Z2-FL | THD-B1-2a |
| Cintas-Spec | GrtClps-EZ-Z2-SprFL | TrueReligion-Flat |
| Comm ATM-Flat | HCR-Flat | TSR-BFL-Flat |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.25 Ernest Communications (Cont'd.)

C. BirchNet Basic Plus (Cont'd.)

| | | |
|------------------------|------------------------------|----------------------|
| ConsumerSource | HealthyAdvice-EZPI-BFL | TX Rdhse-BI-2b |
| Cranial-EZPI-Z2-FL | HealthyAdvice-EZPI-VFL | Under Armour-On Net |
| CSLPlasma | Hooters-EZPI-Z2-BFL | USMedical |
| CT Hess-EZ-Z2-SprFL | Hooters-EZPI-Z2-SprFL | USON-EZPI-Z3-SprFL |
| CT NR-EZ-Z1-FL | Hooters-EZPI-Z3-SprFL | Velocity-Flat |
| CT NR-EZ-Z1-SprFL | Hooters-Rsale-Z2-CPAK-VFL | VFL |
| CT NR-EZ-Z1-VFL | Hooters-Rsle-Z2-ECSOPT3-VFL | Viad-BI-2d |
| CT NR-EZ-Z2-FL | Hooters-Rsl-Z2-KyECSOPT3-VFL | Wade-EZPI-OnNet |
| CT NR-EZ-Z2-SprFL | iCore-BI-2b | WCS-Z1-SprFL |
| CT NR-EZ-Z2-VFL | Inf-EZ-BS-FL | WCS-Z2-SprFL |
| CT NR-EZ-Z3-BFL | Inf-Rsale-Z1-VFL | WellBridge-Flat |
| CT NR-EZ-Z3-SprFL | Internap-BI-2b | WrsngrKng-EZPI-BFL |
| CT-2011-Z1-L-Nuv-BFL | ITT-BI-2d | WrsngrKng-EZPI-SprFL |
| CT-2011-Z1-P-BFL | John Deere-Flat | YES Comm-On Net |
| CT-2011-Z1-P-VFL | KrspKrme-EZPI-SprFL | Zales-EZPI-Z1-BFL |
| CT-2011-Z2-L-Nuv-BFL | Lennox-BI-2a | Zales-EZPI-Z1-VFL |
| CT-2011-Z2-P-BFL | Limited-BI-2d | Zales-EZPI-Z2-BFL |
| CT-2011-Z2-P-SprFL | Lincare-Flat Rate | Zales-EZPI-Z2-SprFL |
| CT-2011-Z2-P-VFL | Lindt-EZPI-Z1-FL | Zales-EZPI-Z2-VFL |
| CT-2011-Z3-P-BFL | Lindt-EZPI-Z2-FL | Zales-EZPI-Z3-BFL |
| CT-2011-Z3-P-SprFL | MattressFirm-Flat | Zales-EZPI-Z3-SprFL |
| CT-2011-Z3-Rsale-VFL | MattressFirm-Z1-BFL | Zales-EZPI-Z4-SprFL |
| CT-2011-Z4-Rsale-SprFL | MattressFirm-Z1-VFL | |
| CT-2011-ZU-P-BFL | MattressFirm-Z2-BFL | |
| CT-2011-ZU-P-SprFL | MattressFirm-Z2-SprFL | |
| CTech21-Z1-FL | MattressFirm-Z3-BFL | |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.26 Lightyear Communications

The following products of Lightyear Communications are obsolete or grandfathered. In addition, their name has changed to a current Birch product as outlined below.

A. BirchNet Basic Plus

BizUnlimited
BizValue
HOME Opportunity Addt'l Line
Opportunity Plan
Starter Plan

B. BirchNet Value Line

Comprehensive Package
Flat Rated Business Line
Flat Rated Business Line Multi

C. BirchLink T1 PRI

Local PRI Loop Monthly
LY BIZ Local PRI
Paetec Port Charge (PRI)

D. BirchLink T1 Integrated (Complete)

| | |
|------------------------------|--------------------------|
| DT-1 Equip Upgrade | New Dynamic T-1 14 lines |
| DT1-23line_7200 min | New Dynamic T-1 16 line |
| Dynamic T-1 6 line | New Dynamic T-1 24 lines |
| Dynamic T-1 Loop A Monthly | New Dynamic T-1 4 lines |
| Dynamic T-1 Monthly 12 lines | New Dynamic T-1 5 line |
| EIP_Loop Monthly | New Dynamic T-1 7 lines |
| Loop A Monthly Charge | New Dynamic T-1 8 line |
| New DT-1 23 lines | WS DT1 Port & Loop |
| New Dynamic T-1 10lines | |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.27 Remote Call Forward

1. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (terminating station).
2. Limitations
 - (a) Remote Call Forwarding service is offered subject to availability of suitable facilities.
 - (b) RCF is not offered where the terminating number is a coin or coinless pay telephone.
 - (c) The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.
 - (d) Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded to number or termination of the RCF service. The RCF customer will be responsible for normal tariff charges for such changes.
 - (e) Remote Call Forwarding is not suitable for satisfactory transmission of data.
 - (f) RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.27 Remote Call Forward (Cont'd.)

(g) When the Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.

(h) Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area within the same county, or are within an Extended Area Service arrangement as specified in this Tariff. All other calls will be sent-paid (1+) only.

(i) Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.

(j) Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the tariffed charges for any resulting rearrangement of the RCF service.

3. Minimum Contract Period

The minimum contract period for this service is one month.

4. Charges

The following charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.

Monthly Rate

| | |
|---|---------|
| (a) Per feature arranged for other than local calling | \$26.05 |
| (b) Per feature arranged for local calling | \$26.05 |
| (c) Per additional access facility | \$26.05 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.2 General Exchange Services (Cont'd.)

4.2.27 Remote Call Forward (Cont'd.)

5. Message Charges

(a) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:

- Between the originating station and all forwarding locations. The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Tariff for the type of call involved.
- Between the call forwarding location and the terminating station. The Remote Call Forwarding customer is responsible for the applicable charges specified in this or any other applicable Tariff for other than seven- or ten-digit local calling. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

No message charges apply for seven- or ten-digit local calling.

6. Remote Call Forward Additional Path \$26.05/each

Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.3 Toll Services

This Price List section applies to Local Service and Long Distance Message Telecommunications Service furnished or made available by the Company over service components located wholly within or partly within the Local Access and Transport Areas (LATAs) of the State of Florida between two or more points within LATAs of the State of Florida and where the respective rate centers of such points are also located in said State.

Service is furnished subject to the availability of the service components required. The Company will determine which of those components shall be used and make modifications to those components at its option.

4.3.1 Two-Point Service

A. Operator Service Charges

| <u>Description</u> | <u>Rate</u> |
|-----------------------------------|-------------|
| <u>Station-to-Station Service</u> | |
| <u>Billed to a Third Number</u> | |
| Non-Automated | \$4.50 |
| Semi-Automated | \$3.25 |
| Fully Automated | \$2.00 |
| <u>Sent-Paid</u> | |
| Non-Automated | \$4.50 |
| Semi-Automated | \$3.25 |
| <u>Person-to-Person Service</u> | |
| Non-Automated | \$ 4.75 |
| Semi-Automated | \$ 3.50 |
| <u>Other Services</u> | |
| Line Status Verification | \$ 4.50 |
| Busy Interrupt | \$ 13.50 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.3 Toll Services

4.3.2 Toll Service

Provides facilities to complete interLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1 + Area Code (where necessary) + telephone number, or, in some cases for IntraLATA, users must access the Company's network by dialing 1010678 then 1 + Area Code + Number. For operator assistance a customer dials O only, O + telephone number or O + NPA + telephone number for IntraLATA calls.

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using Birch for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using Birch for long distance service only.

Monthly Recurring Charge for Long Distance Only Customers: \$4.95 (I)

| | <u>Per Minute</u> | <u>Minimum Increment</u> | <u>Billing Increment</u> |
|-----------------------|--------------------|--------------------------|--------------------------|
| With Local Service | <Based on Product> | 30 seconds | 6 seconds |
| Without Local Service | \$0.099 | 30 seconds | 6 seconds |

4.3.3 Birch Long Distance Bundled Product Rates

| <u>Products (1)</u> | <u>Rates Per Minute</u> | | |
|-----------------------------|-------------------------|--------------------|--------------------|
| | <u>Intra-Lata</u> | <u>Intra-State</u> | <u>Inter-State</u> |
| BirchNet Value Line | \$0.069 | \$0.069 | \$0.069 |
| BirchNet Basic Line | Unlimited | \$0.049 | \$0.049 |
| BirchNet Essentials | Unlimited | \$0.049 | \$0.049 |
| BirchNet Basic Plus | Unlimited | \$0.10 | \$0.10 |
| Home Connection | \$0.060 | \$0.060 | \$0.060 |
| Home Connection Plus | Unlimited | \$0.10 | \$0.10 |
| Home Essentials | Unlimited | \$0.060 | \$0.060 |
| Home Value Line | \$0.10 | \$0.10 | \$0.10 |
| Out of Contract Business | \$0.075 | \$0.075 | \$0.075 |
| Out of Contract Residential | \$0.075 | \$0.075 | \$0.075 |

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While there are plans that offer free long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services

4.4.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Non-published or Non-listed Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published or non-listed telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves 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-listing or non-published listing.

1. Additional Listing

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$2.60 |

2. [Reserved for future use]

3. Additional Extra Listing – Toll Free number

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$2.75 |

4. Alternate Listing

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$2.75 |

5. [Reserved for future use]

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.1 Directory Listings (Cont'd.)

6. Cross Reference Listing

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$3.25 |

7. Foreign Listings

Where the Foreign Listing appears in a state of other than Florida, the applicable rate will be that tariffed by the Company in that state, or where the Company does not provide service, the applicable rate will be that tariffed by the incumbent local exchange carrier in the exchange in which the listing appears.

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$2.60 |

8. [Reserved for future use]

9. [Reserved for future use]

10. [Reserved for future use]

11. Non-Listed Listing

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$4.00 |

Non-Listed monthly rate will not apply in the following cases:

1. Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
2. Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
3. Ring master service number.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.1 Directory Listings (Cont'd.)

12. Non-Published

| | <u>Monthly Rate</u> |
|--------------------------------|---------------------|
| Business and Residential, each | \$6.00 |

Non-Published monthly rate will not apply in the following cases:

1. Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
2. Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.

13. Special Text Listing

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$7.63 |

14. Stylist Listing

| | <u>Monthly Rate</u> |
|----------------|---------------------|
| Business, each | \$4.50 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.2 Directory Assistance Service

A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each call (maximum of two numbers requested) is \$2.99.
2. Where the customer places a call to the Directory Assistance attendant via an operator or has Directory Assistance Service Charges are billed to a third number, or a special billing number, the charge for each call (maximum of two requests per call) is \$2.99.

B. Directory Assistance Charge Exemption

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

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

4.4.3 Directory Assistance Call Completion (DACC)

1. Rates

| Directory Assistance Call Completion | <u>Rate per Request</u> |
|--------------------------------------|-------------------------|
| <u>Fully-Automated DACC</u> | |
| - Sent-Paid Non-Coin | \$2.99 |
| <u>Semi-Automated DACC</u> | |
| - Sent-Paid | \$2.99 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.4 National Directory Assistance

A. Service Description

National Directory Assistance (NDA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers' home NPA are billed under the current Directory Assistance plan.

Callers access NDA by dialing 1+411 or 0+411. Only calls made for listings outside the customers' local directory assistance scope as defined above will be eligible for NDA.

B. Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of national subscribers as defined in 4.4.5 A. above.

The customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NDA.

There are no exemptions from billing for requests for NDA.

C. Rates

Charge Per Listing Request

| | |
|-------------------|--------|
| Sent Paid Request | \$2.99 |
|-------------------|--------|

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services

4.5.1 Toll Restriction (1)

A. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

| | <u>Monthly Rates</u> | <u>Non-recurring Charge</u> |
|---|----------------------|-----------------------------|
| Toll Restriction, per Business line equipped | \$5.00 | \$10.00 |

4.5.2 Reserved for Future Use

(1) Effective August 22, 2008, this product can no longer be ordered

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.3 Business Birch Sprawler Plus (1)

A. General

Birch Sprawler Plus is an extended local calling plan which enlarges a business customer's local calling scope to LATA-wide unlimited calling. Through this service, customers can make direct-dialed calls LATA-wide for a flat-rate additive.

B. Rates and Calling Scopes

The rate additives of this service are in addition to the local general exchange service rates as specified in 4.2.1. The calling scopes provided for subscribers of this service are defined in 3.3, and are in addition to the local calling areas.

Monthly Recurring Charges

| | |
|--------------|---------|
| Rate Group A | \$28.50 |
| Rate Group B | \$27.50 |
| Rate Group C | \$26.50 |
| Rate Group D | \$25.00 |
| Rate Group E | \$23.50 |
| Rate Group F | \$22.00 |

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.2 Restoration of Suspended Service

- A. The following Service and Equipment Charge will apply, per line, for restoring service after its temporary suspension by the Company, as covered in the Rules and Regulations of this Price List.

| | Residence | Business |
|------------------------------|-----------|----------|
| Per occasion initial line | \$30.00 | \$46.00 |
| Per occasion additional line | \$23.40 | \$15.00 |
| Per occasion pay phone | | \$25.00 |

In addition to the Service and Equipment Charge, the customer will be required to pay all charges due, including the monthly recurring charges for the period of denial.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.3 Buddy's Buyout Program (1)

The Buddy's Buyout Program allows new Birch customers who meet certain criteria set by Birch Telecom to receive a one-time per-line credit up to a maximum listed below to off-set early term liabilities the Customer will incur upon converting its service to Birch Telecom. Customers signing up for service after April 1, 2004, will be required to sign a two (2) year term plan with Birch Telecom.

The calculation of the amount is based on the amount of the Customer's early term liability as charged on the competitor's contract or invoice. The Customer must present a copy any documentation to the Birch Telecom representative.

Birch Telecom reserves the right to terminate the program at any time. No credits will be issued from and after the program termination date.

| <u>City</u> | <u>Maximum Credit</u> | <u>City</u> | <u>Maximum Credit</u> |
|-------------------|---------------------------|--------------------|---------------------------|
| Belle Glade | \$30.00 | Boca Raton | \$100.00 |
| Pahokee | \$30.00 | Boynton Beach | \$100.00 |
| Brooksville | \$40.00 | Cocoa | \$100.00 |
| De Leon Spring | \$40.00 | Cocoa Beach | \$100.00 |
| Flagler Beach | \$40.00 | Coral Spring | \$100.00 |
| Fort Pierce | \$40.00 | Daytona Beach | \$100.00 |
| Jensen Beach | \$40.00 | Deerfield Beach | \$100.00 |
| Keys | \$40.00 | Delray Beach | \$100.00 |
| Lynn Haven | \$40.00 | Eau Gallie | \$100.00 |
| New Smyrna | \$40.00 | Ft. Lauderdale | \$100.00 |
| Palm Coast | \$40.00 | Hobe Sound | \$100.00 |
| Panama City | \$40.00 | Hollywood | \$100.00 |
| Panama City Beach | \$40.00 | Homestead | \$100.00 |
| St. Augustine | \$40.00 | Jacksonville | \$100.00 |
| Vero Beach | \$40.00 | Jacksonville Beach | \$100.00 |
| De Land | \$60.00 | Julington | \$100.00 |
| Debary | \$60.00 | Jupiter | \$100.00 |
| Gulf Breeze | \$60.00 | Melbourne | \$100.00 |
| Holley Navarre | \$60.00 | Miami | \$100.00 |
| Pace | \$60.00 | North Dade | \$100.00 |
| Pensacola | \$60.00 | Orange Park | \$100.00 |
| Titusville | \$60.00 | Orlando | \$100.00 |
| Sanford | \$80.00 | Oviedo | \$100.00 |
| | | Perrine | \$100.00 |
| | | Pompano Beach | \$100.00 |
| | | Port St. Lucie | \$100.00 |
| | | Sebastian | \$100.00 |
| | | Stuart | \$100.00 |
| | | West Palm Beach | \$100.00 |

(1) Effective July 27, 2004, this program is no longer available to subscribers.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.3 Buddy's Buyout Program II (1)

The Buddy's Buyout Program II allows new and existing Birch Telecom Off-Net Business Customers, who meet certain criteria, to receive a one-time per-line credit.

The Customers will be required to sign a Birch Price Protection Plan 24-month term service agreement for local service. Customers are required to convert all of their off-net business lines, per location, to Birch in order to qualify for the Buddy's Buyout Program. If the Customer cancels service with Birch Telecom or reduces their lines below the line requirement prior to the end of their term, they will be required to repay the entire credit amount received through the Buddy's Buyout Program for each line cancelled.

All requirements applicable to Birch Price Protection term service agreement service shall apply in addition to the requirements listed for Buddy's Buyout Program.

A rebate form will be provided, by the sales representative, for Customer to submit in order to receive the credit. Credits will be given only by an authorized Birch representative, and only after the rebate form is completed and submitted along with a copy of the previous vendor's invoice wherein Customer has been charged for the early termination penalty.

Customers will only be given credit for the exact amount of the penalty on their invoice, up to the maximums for each market and service area as listed in the Rate Elements table below.

| <u>Markets*</u> | <u>Credit Maximum Per Line</u> | <u>Service Areas</u> | <u>Credit Maximum Per Line</u> |
|-----------------|------------------------------------|----------------------|------------------------------------|
| FLOTHLO11 | \$20.00 | Daytona Beach | \$50.00 |
| FLOTHLO2 | \$20.00 | Gainesville | \$50.00 |
| FLOTHLO3 | \$20.00 | Jacksonville | \$50.00 |
| FLOTHLO4 | \$20.00 | Miami | \$50.00 |
| FLOTHLO5 | \$20.00 | Orlando | \$50.00 |
| FLOTHLO6 | \$20.00 | Pensacola | \$50.00 |
| FLOTHLO7 | \$20.00 | Pensacola | \$50.00 |
| FLOTHLO8 | \$20.00 | | |
| FLOTHLO9 | \$20.00 | | |
| FLOTHLOX | \$20.00 | | |

* Markets are defined in Section 3.1

Birch Telecom reserves the right to terminate the program at any time. No rebate forms will be offered after the program termination date.

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.4 The Freedom Pack and Freedom Pack Plus Services (1)

A. Description

The Freedom Pack Service and The Freedom Pack Plus Service are add-on services for Birch Basic Business 24-month term plan Customers. The Customer will sign up to receive a block of outbound long distance minutes and a choice of up to seven (7) Birch Basic Features for a monthly recurring charge per line.

The Customer is required apply the Freedom Pack Service or Freedom Pack Plus Service to all eligible lines per location. The Customer is permitted to apply Freedom Pack Service at one of its location and apply Freedom Pack Plus Service at a additional location. These services are not available for resale lines.

If the Customer requires any additional features, they will be billed to the Customer at the tariffed rate listed under Birch Basic Feature List in Section 4.2.2.A.

The block of long distance minutes apply to only direct dialed domestic minutes and the minutes will be pooled at the service location level. Additional minutes of outbound domestic long distance minutes of use will be billed at no volume commitment level for 24-term plan customers. All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated according to the applicable interexchange tariff rates.

All requirements applicable to Birch Price Protection Plan service agreement service shall apply in addition to the requirements listed for The Freedom Pack Service and The Freedom Pack Plus Service.

(1) Freedom Pack and Freedom Pack Plus are not available to new customers, effective December 11, 2006.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.4 The Freedom Pack and Freedom Pack Plus Services (Cont'd.)

B. Rates

1 The Freedom Pack

A. Choice of up to seven (7) features from Birch Basic Feature List, per line
200 Domestic Outbound Long Distance Minutes, per line

B. Monthly Recurring Charge

| | |
|--------------|--------|
| Rate Group A | \$4.00 |
| Rate Group B | \$4.00 |
| Rate Group C | \$4.00 |
| Rate Group D | \$4.00 |
| Rate Group E | \$4.00 |
| Rate Group F | \$4.00 |
| Rate Group G | \$4.00 |
| Rate Group H | \$4.00 |
| Rate Group I | \$4.00 |
| Rate Group J | \$4.00 |
| Rate Group K | \$4.00 |

2 The Freedom Pack Plus

A. Choice of up to seven (7) features from Birch Basic Feature List, per line
500 Domestic Outbound Long Distance Minutes, per line

B. Monthly Recurring Charge

| | |
|--------------|--------|
| Rate Group A | \$6.00 |
| Rate Group B | \$6.00 |
| Rate Group C | \$6.00 |
| Rate Group D | \$6.00 |
| Rate Group E | \$6.00 |
| Rate Group F | \$6.00 |
| Rate Group G | \$6.00 |
| Rate Group H | \$6.00 |
| Rate Group I | \$6.00 |
| Rate Group J | \$6.00 |
| Rate Group K | \$6.00 |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.5 Birch Freedom Pack Essentials and Freedom Pack Unlimited Bundles (10) (11)

A. Freedom Pack Essentials Bundle is equipped with:

- Basic Residential/Business Line (1)
- Unlimited Features (2)
- Hunting
- 800 Minutes Long Distance Block of Time (6)
- One Birch Integrated Voicemail with Mobile Alert (9)

Monthly Recurring Charge

Rate Group

| | | | | | |
|----------|----------|----------|----------|----------|----------|
| <u>A</u> | <u>B</u> | <u>C</u> | <u>D</u> | <u>E</u> | <u>F</u> |
| \$32.00 | \$32.00 | \$32.00 | \$32.00 | \$32.00 | \$32.00 |
| <u>G</u> | <u>H</u> | <u>I</u> | <u>J</u> | <u>K</u> | |
| \$47.00 | \$47.00 | \$47.00 | \$47.00 | \$47.00 | |

B. Freedom Pack Unlimited Bundle is equipped with: (7) (8)

- Up to seven features from Feature List located 4.5.5E (2)(9)
- Unlimited Long Distance (6)

Monthly Recurring Charge

Rate Group

| | | | | | |
|----------|----------|----------|----------|----------|----------|
| <u>A</u> | <u>B</u> | <u>C</u> | <u>D</u> | <u>E</u> | <u>F</u> |
| \$23.00 | \$23.00 | \$23.00 | \$23.00 | \$23.00 | \$23.00 |
| <u>G</u> | <u>H</u> | <u>I</u> | <u>J</u> | <u>K</u> | |
| \$23.00 | \$23.00 | \$23.00 | \$23.00 | \$23.00 | |

C. Birch Long Distance Call Block for Freedom Pack Essentials Bundle:

| <u>Block of Time per Month</u> | <u>Overage Usage Rate per Minute</u> |
|--------------------------------|--------------------------------------|
| 800 Minutes | Included in bundle |
| Additional Minutes | \$.059 |

See Section 4.5.5.F for footnotes.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.5 Birch Freedom Pack Essentials and Freedom Pack Unlimited Bundles (Cont'd.)

D. Birch Freedom Pack Essentials and Freedom Pack Unlimited Non-Recurring Charges:

| | |
|--|---------|
| Installation of new service: | |
| Residential Line – Birch | \$40.00 |
| Business Line – Birch | \$63.50 |
| Line Move/Change: | |
| Residential Line – Birch | \$40.00 |
| Business Line – Birch | \$63.50 |
| Feature(s) Add/Delete/Change | \$19.00 |
| Class of service change | \$25.00 |
| Hunting Add/Change | \$10.00 |
| Establish dual service: | |
| Residential Line – Birch | \$19.00 |
| Business Line – Birch | \$30.00 |
| Expedited service charge | \$25.00 |
| Invoice change | \$10.00 |
| Service change, all other, per line | \$19.00 |
| Telephone number change | \$46.00 |
| Telephone number search, 1 st 20 free | \$15.00 |
| Transfer of service | \$10.00 |

E. Birch Freedom Pack Essentials and Freedom Pack Unlimited Feature List:

Anonymous Call Rejection (3) (4)
Auto Redial
Call Blocker
Call Forward Busy/No Answer
Call Forward
Call Return
Call Waiting
Call Waiting ID Options (5)
Caller ID
Distinctive Ring
Distinctive Ring Additional
Priority Call
Remote Access to Call Forward (3)
Selective Call Forward
Simultaneous Call Forward
Speed Call 8
Speed Call 30
Three Way Calling
Toll Restriction

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.5 Birch Freedom Pack Essentials and Freedom Pack Unlimited Bundles (Cont'd.)

F. Footnotes for Birch Freedom Pack Essentials and Freedom Pack Unlimited Bundles:

- (1) Freedom Pack Essentials and Freedom Pack Unlimited Bundles, effective December 11, 2006, will be the only services available to business and residential customers.

All customers will be required to sign a 24 month term agreement.

Early Termination Fees are calculated using the following formula:
 $50\% \times (\text{Line rate} \times \text{Number of lines}) \times \text{Months Remaining}$

All eligible lines at the service location must be included in bundle.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more than seven features are chosen with the Birch Freedom Pack Unlimited, standard rates located in section 4.2.2 will apply.

- (3) The availability of certain features depends on ILEC feature availability.

- (4) Some features are only available to residential customers.

- (5) Some features are only available to business customers.

- (6) Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

Free long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- (7) Birch Freedom Pack Unlimited is available in place of the Freedom Pack Essentials for business customers needing a more robust long distance plan. The basic business line rate is not included with the Birch Freedom Pack Unlimited. Basic business line rates are defined in Section 4.2.1 of this Tariff.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.5 Birch Freedom Pack Essentials and Freedom Pack Unlimited Bundles (Cont'd.)

F. Footnotes for Birch Freedom Pack Essentials and Freedom Pack Unlimited Bundles (Cont'd.)

- (8) Birch Freedom Pack Unlimited will only be available to Birch Business Local Service Customer locations in which the customer subscribes to no greater than 10 lines for domestic local toll and interLATA toll outbound calls from the business location. Customers are required to convert all of their off-net business lines, (restrictions listed below), per location, to Birch in order to qualify for this service. Multi-location customers may choose the service per location.

Certain restrictions apply:

Customers with 11 or more lines at a location are ineligible for Unlimited long distance at that location. Calls must be placed 1+ to qualify. Unlimited long distance is not available in conjunction with the following: Birchual Office, Birch standalone LD, Remote Call Forwarding, Toll Free, Calling Card, international calls, calls to 900 numbers, autodialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, broadcast fax transmissions, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PRI/PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above.

If the Company determines that Customer's usage exceeds ten times the average usage of Birch Telecom's long distance customers in the state in which the Customer is located or that the Customer is in violation of any of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$50 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Birch long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice. This service offer may not be combined with any other offer. Services are not available in all locations.

- (9) An additional charge will apply when adding extensions to Birch Integrated Voicemail. There is a minimum of 4 extensions, and a maximum of 20 extensions per voicemail box.

| | |
|--------------------|------------------------------------|
| First 4 extensions | Each additional extension up to 20 |
| \$2.00 | \$2.00 each |

Free Birch Integrated Voicemail is not available with the Freedom Pack Unlimited Bundle. Standard rates apply.

- (10) Effective August 22, 2008, Freedom Pack Unlimited will no longer be offered.
- (11) Effective August 22, 2008, new lines of Freedom Pack Essentials are only available at locations where the customer already has existing lines of the service. From the same date, physical moves of lines of this service will not be available.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.6 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

| <u>Charge</u> | <u>MRC Birch Telecom</u> |
|---------------------------------|---|
| Facilities Charge | \$6.38 on each Business line \$6.38 on each Residential line |
| Supplementary Facilities Charge | \$1.00 on each line |

4.5.7 [Reserved for future use]

4.5.8 Toll Free Service

Toll Free Service provides for facilities for the Customer(s) to receive interLATA and intraLATA calls. The Customer will be assigned unique Toll Free number(s) that, when dialed, will be routed via the Company's network and terminate at Customer's designated local access line(s).

| | |
|--|------------|
| Monthly Recurring Charge per Business Number: | \$5.00 |
| Monthly Recurring Charge per Residential Number: | \$5.00 (I) |

8XX usage will be billed separately.

| | <u>Per Minute</u> | <u>Minimum Increment</u> | <u>Billing Increment</u> |
|-----------------------|-------------------|--------------------------|--------------------------|
| With Local Service | \$0.069 | 30 seconds | 6 seconds |
| Without Local Service | \$0.089 | 30 seconds | 6 seconds |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services (Cont'd.)

4.5.9 **Carrier Access Recovery Charge**

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

| | |
|--------------------------------|---------------------|
| | <u>MRC</u> |
| Carrier Access Recovery Charge | \$1.35 on each line |

4.5.10 **Regulatory Compliance Fee**

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

| | |
|---------------------------|---------------------|
| | <u>MRC</u> |
| Regulatory Compliance Fee | \$0.75 on each line |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS)

From time to time, the Company may engage in promotional offerings, ICB or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings, ICB or trials, the Company may offer special rate incentives and waive in full or in part Installation/Move Charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company.

Issue Date: May 31, 2018

Effective: June 1, 2018

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.1 Buddy's Buyout to New Business Customers (1)

Between April 22, 2003 and August 31, 2003 New business customers, with three or more lines, who are subject to BellSouth's Key Customer Program, agreeing to a Birch Telecom 12- or 24-month term pricing plan, are eligible for the following promotional offer at the time of conversion:

A one-time, per-line credit, the calculation of which will be based on the amount of the Key Customer credit appearing on customer's most recent BellSouth invoice and the number of months customer has received the Key Customer credits, as advised by the customer, up to a maximum per line. The city name and maximum credit amount is listed below.

| <u>City</u> | <u>Maximum Credit</u> | <u>City</u> | <u>Maximum Credit</u> |
|-------------------|-----------------------|--------------------|-----------------------|
| Belle Glade | \$30.00 | Boca Raton | \$100.00 |
| Pahokee | \$30.00 | Boynton Beach | \$100.00 |
| Brooksville | \$40.00 | Cocoa | \$100.00 |
| De Leon Spring | \$40.00 | Cocoa Beach | \$100.00 |
| Flagler Beach | \$40.00 | Coral Spring | \$100.00 |
| Fort Pierce | \$40.00 | Daytona Beach | \$100.00 |
| Jensen Beach | \$40.00 | Deerfield Beach | \$100.00 |
| Keys | \$40.00 | Delray Beach | \$100.00 |
| Lynn Haven | \$40.00 | Eau Gallie | \$100.00 |
| New Smyrna | \$40.00 | Ft. Lauderdale | \$100.00 |
| Palm Coast | \$40.00 | Hobe Sound | \$100.00 |
| Panama City | \$40.00 | Hollywood | \$100.00 |
| Panama City Beach | \$40.00 | Homestead | \$100.00 |
| St. Augustine | \$40.00 | Jacksonville | \$100.00 |
| Vero Beach | \$40.00 | Jacksonville Beach | \$100.00 |
| De Land | \$60.00 | Julington | \$100.00 |
| Debary | \$60.00 | Jupiter | \$100.00 |
| Gulf Breeze | \$60.00 | Melbourne | \$100.00 |
| Holley Navarre | \$60.00 | Miami | \$100.00 |
| Pace | \$60.00 | North Dade | \$100.00 |
| Pensacola | \$60.00 | Orange Park | \$100.00 |
| Titusville | \$60.00 | Orlando | \$100.00 |
| Sanford | \$80.00 | Oviedo | \$100.00 |
| | | Perrine | \$100.00 |
| | | Pompano Beach | \$100.00 |
| | | Port St. Lucie | \$100.00 |
| | | Sebastian | \$100.00 |
| | | Stuart | \$100.00 |
| | | West Palm Beach | \$100.00 |

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.2 Birch 24 for 12 Promotion (1)

Between October 9, 2003 and December 31, 2003, new business customers eligible for the following promotional offer:

The Birch 24 for 12 promotion will offer the new 12-month commitment level customers the line rate associated with a 24-month Price Protection Plan for the remainder of their contract or, until the customer disconnects service or changes to another contract. This promotion does not effect the business rules or customer eligibility requirements of Birch Price Protection Plans.

5.3 The Freedom Pack Promotion (1)

Birch Telecom will offer the Freedom Pack Promotion to Customers, who purchase a minimum of three (3) lines, a block of 200 long distance minutes and five (5) to seven (7) features, for a \$2.00 monthly recurring charge.

New customers will be required to sign up for a 24-month term plan. Existing term customers will be required to renew with a 24-month term plan. Existing month-to-month customers will be required to sign a 24-month term plan. The Freedom Pack will not be available for resale customers.

Birch Telecom will offer the Customer a choice of features that are listed in Section 4.2.2 of the Florida Price List 2. The Customer may choose a minimum of five (5) features to a maximum of seven (7) features for each line. Any additional features will be billed to the Customer at the tariffed rate.

The block of 200 long distance minutes will be available on a per line bases. Each line will begin being billed overage after the 200 minutes at a rate of \$.059. The Freedom Pack may not be used with a long distance commitment to receive a discounted rate on the Customer's overage minutes.

This promotion will begin on December 2, 2003 and run until March 31, 2004. This promotion may not be offered in conjunction with any other promotions. Customers who sign up for Buddy's Program are eligible for The Freedom Pack Promotion.

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.4 Multi-Line Discount Promotion (1)

Birch Telecom will offer the Multi-Line Promotion to Birch Business Basic Line Customers. The promotion is a \$2.00 per line discount for month-to-month, 12-month term or a 24-month term Customers.

To qualify, the Customer must subscribe to a minimum of three (3) lines at a single location. Customers who subscribe to Birch Basic Business Line Service with 1 or 2 lines at a single location, during the promotion period, will be eligible to receive the discount when the Customer subscribes to a third line at that single location. The discount will apply to the third line and each additional line thereafter for the remainder of the Customer's contract or, until the customer disconnects service or changes to another contract for term Customers.

The promotion is not available to Residential or Smart Biz Customers.

This promotion will be available from April 1, 2004 through June 30, 2004 unless sooner canceled by Birch Telecom.

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.5 The Freedom Pack Promotion II (1)

Birch Telecom will offer the Freedom Pack Promotion to Customers, who purchase a minimum of (3) three lines, a block of 200 long distance minutes and (5) five to (7) seven features, for a \$2.00 monthly recurring charge.

New Customers will be required to sign up for a 24-month term plan. Existing term Customers will be required to renew with a 24-month term plan. Existing month-to-month Customers will be required to sign a 24-month term plan. Birch Telecom will waive the non-recurring charge for existing Customers who sign up for this promotion. The Freedom Pack will not be available for resale Customers.

Birch Telecom will offer the Customer a choice of features that are listed in Section 4.2.2 of the Florida PSC Price List No. 2. The Customer may choose a minimum of (5) five features to a maximum of (7) seven for each line. Any additional features will be billed to the Customer at the tariffed rate.

The block of 200 long distance minutes will be pooled at the service location level and are mandatory on all eligible lines at the service location. BirchNet DSL lines are not eligible for this promotion. The long distance minutes will be determined by the number of lines with the Freedom Pack, times 200 minutes.

This promotion will begin on July 1, 2004 and run until September 30, 2004 unless sooner canceled by Birch Telecom. Customers who have signed up for Buddy's Program are eligible for The Freedom Pack Promotion. Promotion cannot be combine with Freedom Pack Plus Promotion or Multi-Line Discount Plus Promotion.

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.6 The Freedom Pack Plus Promotion (1)

Birch Telecom will offer the Freedom Pack Plus Promotion to Customers, who purchase a minimum of (3) three lines, a block of 500 long distance minutes and (5) five to (7) seven features, for a \$3.00 monthly recurring charge.

New Customers will be required to sign up for a 24-month term plan. Existing term Customers will be required to renew with a 24-month term plan. Existing month-to-month Customers will be required to sign a 24-month term plan. Birch Telecom will waive the non-recurring charge for existing Customers who sign up for this promotion. The Freedom Pack will not be available for resale Customers.

Birch Telecom will offer the Customer a choice of features that are listed in Section 4.2.2 of the Florida PSC Price List No. 2. The Customer may choose a minimum of (5) five features to a maximum of (7) seven for each line. Any additional features will be billed to the Customer at the tariffed rate.

The block of 200 long distance minutes will be pooled at the service location level and are mandatory on all eligible lines at the service location. BirchNet DSL lines are not eligible for this promotion. The long distance minutes will be determined by the number of lines with the Freedom Pack, times 200 minutes.

This promotion will begin on July 1, 2004 and run until September 30, 2004 unless sooner canceled by Birch Telecom. Customers who sign up for Buddy's Program are eligible for The Freedom Pack Plus Promotion. Promotion cannot be combine with Freedom Pack Promotion II or Multi-Line Discount Plus Promotion.

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.7 Multi-Line Discount Plus Promotion (1)

Birch Telecom will offer the Multi-Line Promotion to Birch Business Basic Line Customers. The promotion is a \$1.00 discount per line for the Customer who signs up for the promotion. To qualify, the Customer must subscribe to a minimum of (3) three lines at a single location. Customers with three (3) or more lines will be credited the discount per line beginning at the first line and the discount will be applied on all eligible lines. BirchNet DSL lines are not eligible for this promotion. Birch Telecom will not assess the non-recurring charge to the Customer's account during the promotional period.

New Customer will be required to sign a 24-month term agreement. Current month-to-month Customers requesting the promotion will be required to sign a 24-month term agreement. Current term Customers requesting the promotion will be required to sign a new 24-month term agreement

This promotion will begin on November 1, 2004 and run until January 15, 2005 unless sooner canceled by Birch Telecom. Customers who sign up for Buddy's Program are eligible for Multi-Line Discount Promotion. This promotion is not available to Residential or Smart Biz Customers.

(1) Effective August 22, 2008, this service is no longer offered.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.6 The Freedom Pack Unlimited LD Promotion (1)

Birch Telecom will offer the Freedom Pack Unlimited LD Promotion to Business Customers, who purchase three (3) lines to ten (10) lines at any given location, unlimited long distance service and up to seven (7) features, for a \$23.00 per line monthly recurring charge.

New Customers will be required to sign up for a 24-month term plan. Existing term Customers will be required to renew with a 24-month term plan, forfeiting any then-existing plan and/or promotional pricing. Existing month-to-month Customers will be required to sign a 24-month term plan. Birch Telecom will waive the non-recurring charge for existing Customers who sign up for this promotion. The Freedom Pack Unlimited LD Promotion is not available for Resale lines, however, Resale lines do count toward the three-line minimum and ten-line maximum.

Certain restrictions apply. Customers with 11 or more lines, including Resale lines, at a location are ineligible for Unlimited LD Promotion at that location. Calls must be placed direct-dialed (1+) domestic to qualify. Freedom Pack Unlimited LD Promotion is not available in conjunction with the following: Birchual Office, Birch standalone LD, Remote Call Forwarding, Toll Free, Calling Card, international calls, calls to 900 numbers, autodialers, long distance Internet access, long distance Intranet access, call center applications, including, but not limited to, autodialers, PBX trunks, broadcast fax transmissions, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion PBX services, WATS services, PRI/PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. All of Customer's eligible lines, in a given location, must have the same bundle type for the Freedom Pack Unlimited LD Promotion.

If the Company determines that Customer's usage exceeds ten times the average usage of Birch Telecom's long distance customers in the state in which the Customer is located or that the Customer is in violation of any of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$50 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Birch long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

Service is subject to terms and conditions contained in the Birch Telecom Interexchange Tariffs and the Price and Service Protection Plan agreement for term customers. Rates are subject to change and Birch reserves the right to discontinue any service at any time. Taxes, fees and other charges apply. This promotion may not be combined with any other offer. Services are not available in all locations. see a Birch representative for details.

(1) Effective August 22, 2008, this service is no longer offered.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS) (CONT'D.)

5.6 The Freedom Pack Unlimited LD Promotion (Cont'd.) (1)

Birch Telecom will offer the Customer a choice of features that are listed in Section 4.2.2 of the Florida P.S.C. Price List No. 2. The Customer may choose up to a maximum of (7) seven for each line. Any additional features will be billed to the Customer at the tariffed rate.

This promotion will begin on November 1, 2004 and run until January 31, 2005 unless sooner canceled by Birch Telecom. This promotion is offered in conjunction with the Atlanta Line Promotion, Secondary Market Promotion and BirchNet DSL Promotion. Customers who have signed up for Buddy's Buyout Program are eligible for The Freedom Pack Unlimited LD Promotion. (Southeast states only). Customers who are signing up for the Multi-Line Plus Promotion are not eligible for this promotion.

(1) Effective August 22, 2008, this service is no longer offered.