

COMPETITIVE

TELECOMMUNICATIONS

SERVICES GUIDE

of

Buckeye TeleSystem

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SECTION 1. DEFINITIONS

Definitions: Certain terms used generally throughout this document are defined below:

Access Line: Means the facilities and communications path used to make a telecommunications connection from a network interface device to a serving switching center.

Advanced Listed Telephone Number: Offering directory listing to a customer who wants to ensure that he/she will be in the directory, but who is not going to have service until after the directory closes for new additions or changes.

Advance Payment: Means a payment that may be required by Company of a new (or existing) Customer prior to providing the particular service as a means of being compensated for extraordinary expenses, including, but not limited to, special construction costs associated with a particular service installation.

Applicant (or Customer): Means any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc. that applies for telecommunications service and will be responsible for payment of charges and compliance with the rules and regulations of Company.

Appointment: Means an agreed arrangement between a Customer and Company to meet at a set time and place.

Authorized User: A person, firm, corporation, or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Automatic Number Identification (ANI): Display of the seven digit telephone number of the calling party. The number is identified by the switch and passed over the network to equipment at the terminating location.

Bandwidth: The total frequency band, in hertz, allocated for a channel.

Business Day: Means for purposes of installations, a day when Company performs regularly scheduled installation; for purposes of repair, a day when the Company performs non-emergency repair; and for all other purposes, a day when the Company observes regularly scheduled Customer service office hours.

Call: Means a completed telephone message rather than an attempted message. A completed message is when the call encounters a ring-back tone, line busy signal, or intercept facility (except an intercept facility stating that all circuits are busy).

Caller ID: Allows incoming numbers from outside the system to be displayed, where facilities permit, on compatible Customer Provided Equipment. In addition, the date and time of the call is displayed.

Free per Call Blocking Service is available for customers who are served from appropriately equipped central offices. Customers may prevent delivery of their telephone numbers to Caller ID subscribers on a per call basis by activating the appropriate Caller ID Activation code prior to placing the call.

Caller ID with Name: Provides the name associated with the calling party number, or an indication of anonymity or unavailability in lieu of the name, to the called party where facilities permit. Caller ID with Name is an optional feature to Caller ID and is not provided without Caller ID.

Call Forwarding-Busy: Permits forwarding automatically of incoming calls to a fixed telephone number when the Customer's line is busy. This feature must be set up in advance through the Company.

Call Forwarding-Don't Answer: permits forwarding automatically of incoming calls to a fixed telephone number when the called line is not answered after a preset number of rings. The number of rings and the forwarded number are set up in advance by the Company.

Call Forwarding - Variable: Permits the Customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion.

Call Trace: permits the customer to dial a code to automatically request a record of the caller's originating telephone number, the date, and time of the call, as well as the date and time of the customer initiated trace. The information is stored and disclosed only to a law enforcement agency for investigation purposes by the Company. The customer does not receive any information regarding the origination of the calls.

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

Called Station: The telephone number called.

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

Channel or Circuit: A dedicated communications path between two or more points having a bandwidth or transmission speed specified in this document and selected by a Customer.

Class of Service: Means a description of local exchange service furnished to the Customer which denotes the nature of use for the service, either residential or nonresidential.

Circular Hunting: See Hunting.

Collect Call: A billing arrangement by which the charge for a message may be reversed provided the charge is accepted at the called service point.

Committed Information Rate (CIR): The minimum bandwidth that would be available at any given time between two locations offering frame relay access service that would be guaranteed to go through the network.

Commitment: Means a promise to complete by a given time and date an outside repair or installation that does not require the presence of the customer.

Company: Buckeye TeleSystem, Inc (BTS).

Conferee: An end user, including the call initiator, participating in a conference call.

Customer: (Same as Applicant).

Customer Changeable Speed Calling: permits the Customer to place calls to other telephone numbers by dialing a code rather than the complete telephone number. The feature is available as a 30-code list. The list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the Customer dials an activating code, receives a second dial tone and dials a code plus the telephone number.

Dedicated Access/Special Access: Dedicated Local Access between the Customer's premises or serving wire center and the Company's point-of-presence for origination or termination of calls.

Deposit: Means a payment required as a safeguard to assure the creditworthiness of a Customer or service applicant.

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

Dialed Number Identification Service (DNIS): Feature of 800 service that allows multiple 800 numbers to terminate to a single service group.

Direct Inward Dialing (DID): A service feature that routes incoming calls directly to a station, bypassing a central answering point.

Directory Assistance: Means an information service providing the published or existence of a nonlisted telephone number of a Customer.

Disconnection of Service: The intentional interruption of incoming or outgoing service whether local or toll.

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

DS-0: DS-0 means Digital Signal Level 0 Service and is a 64 Kbps signal.

DS-1: DS-1 means Digital Signal Level 1 Service and is a 1.544 Mbps signal.

DS-3: DS-3 means Digital Signal Level 3 Service and is a 44.736 Mbps signal.

Emergency Service Number (911): A service that provides a telephone user with direct access to centralized public safety emergency answering locations from which police, fire, and other emergency assistance services are dispatched.

Extended Permanent Virtual Connection (EPVC): The term denotes the interconnection of a port on a Buckeye TeleSystem frame relay network with a port on another interconnected frame relay network.

Frame: A group of data bits in a specific format, which enables network equipment to recognize the meaning and purpose of the specific bits for Packet Data Network purposes.

Frame Relay Access Connection (FRAC): The physical facility, including the associated port, between the end user's data terminal equipment and the Company frame relay switch.

Frame Relay Access Service (FRAS): A type of packet data network service that allows the interconnection of networks or other compatible customer premises.

Frame Relay End User Port (EUP): A physical location in the Company switching office where the end-user customer connects to the frame relay switch/frame relay network. It specifies how a frame relay switch sends and receives data.

Frame Relay Inter-network Connection (FRIC): The physical facility, including the associated port, between the access customer's frame relay network and the Buckeye TeleSystem frame relay switch.

Frame Relay Inter-network Customer Port (IUP): The physical location in the Buckeye teleSystem switching office where the access customer's facility connects to the frame

relay access service network. It specifies how a frame relay switch sends and receives data from a frame relay access customer's network.

Gbps: Gigabits per second.

High Capacity: An Access Service channel for the transmission of isochronous serial data at rates of 1.544, 3.152, 6.312, 44.736 or 274.176 Megabits per second (Mbps).

Hunting:

Sequential Hunting: 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.

Circular Hunting: 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.

Individual Case Basis (ICB): A service arrangement in which the regulations, rates, and charges are developed based on the specific circumstances of the Customer's situation.

LATA: Local access and transport area as defined in The Telecommunications Act of 1996

Local Calling Area: The geographic area in which an end user/subscriber may originate and terminate a call without incurring a toll charge.

Local Service Provider: Any incumbent or competitive telecommunications provider that provides local exchange services to consumers on a common carrier basis.

Mbps: Megabits per second.

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

Multiplexing: Multiplexing is the sequential combining of lower bit rate Special Access Service onto a higher bit rate Special Access Service for more efficient facility capacity usage or vice versa.

Non-Listed Number: A telephone number that is, at the customer's request, not included in the white page directory listings, but provided for directory assistance purposes.

Non-Profit Business Line Service: A business that has a classification as a 501(c)(3), 501(c)(19) or 501(c)(23) non-profit entity by the United States Internal Revenue Service can qualify for a non-profit Business Line from Buckeye TeleSystem. A non-profit Business Line will offer the features described in Section 4.2 at a monthly rate described in Sections 4.5 and 4.6.

Non-Published Service: A service that functions to insure that the subscriber's telephone number will neither be included in the white pages directory listings, nor provided by directory assistance personnel for directory assistance purposes.

Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the service order is executed.

NXX: In the North American Numbering Plan, the Central Office Code which is the 4th, 5th, and 6th digits of a 10-digit number, or, correspondingly, the first 3 digits of a 7-digit local phone number. N = Any digit X = Any digit 0-9.

OAC: Ohio Administrative Code.

Off-Premise Extension (OPX): A station line located other than at the premises where the PBX (or local exchange service) is located.

ORC: Ohio Revised Code.

Outage: An interruption of the local, toll, or 911 service of a substantial number of the local serving area's subscribers (The smaller of twenty-five per cent or two thousand of the local serving area's access lines for a time period in excess of one hour).

Packet Data Network: A high-speed digital data transport mechanism that moves variable-length packets or frames through the network to the same or different addresses.

Person-to-Person: A service where the person originating the message specifies to the Company operator a particular person to be reached.

Positive Enrollment: A situation occurring when a subscriber must affirmatively elect to subscribe to a service before it is added to the subscriber's account.

Premises: The space designated by a Customer at its place(s) of business for termination of Company service.

Rate Center: A specified geographical location used for determining mileage measurements.

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

Regulated Service: A service under the jurisdiction of the Public Utilities Commission of Ohio.

Remote Activation of Call Forwarding: Permits the Customer to activate and/or deactivate the Call Forwarding feature from any remote location, using a Tone Dialing telephone.

Remote Call Forwarding: A switch-based service that permits the Customer to have all incoming calls placed to their local telephone number forwarded to a fixed telephone number at a location outside of the company's Local Calling Area.

Reserved Telephone Number: See Advanced Listed Telephone Number.

Sequential Hunting: See Hunting.

Service Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Service Guide, but the duration of the service is calculated from the Service Commencement Date.

Services: The Company's telecommunications services offered on the Company's network.

Service Commencement Date: The date or day a Customer is able to use a service.

Standard Permanent Virtual Connections (SPVC): The connection of ports within the same frame relay network or switch. A software connection sometimes referred to as Permanent Virtual Connection (PVC).

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

Station-to-Station: A service where the person originating the message dials the telephone number desired or gives to the Company operator the telephone number which is reached directly.

Subscriber: Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., which contracts for telecommunications service and is responsible for the payment of charges and compliance with the rules

and regulations of the telecommunications provider. May also be known as Customer, Consumer or End User.

Supersedure: A clerical charge levied to alter any information in the customer database.

Tariff: A schedule of rates, tolls, rentals, charges, classifications and rules applicable to services and equipment provided by a telecommunications provider.

Telecommunications Provider: A telephone company that provides telecommunications service other than commercial mobile radio service (except fixed wireless service) under the Commission's jurisdiction.

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

Toll-Free/Free Phone: An international toll-free number assigned to anyone using Buckeye TeleSystem Audio Conferencing Long Distance. The number is used by anyone outside the continental United states wishing to join a conference call set up under Buckeye TeleSystem Audio Conferencing Long Distance.

Traditional Operator Services: Traditional Operator Services are those services provided by the Company in which the end user has a customer relationship with the Company, the Company contracts with the customer/end user to provide the service, and the customer/end user pays for the actual processing of the operator assisted calls.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

User: A Customer or any other person authorized by the Customer to use service provided under this Service Guide.

SECTION 2. REGULATIONS

2.1 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operations of its 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 advanced notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

2.2 Provision of Equipment and Facilities

Unless the customer requests a later installation time, the Company shall complete installation of access-line service within five business days after receipt of application. When subscriber provides at least five business days' notice, the Company will make such installation on the requested date. The Company's liability for failure to install new service within five business days or on the requested date if longer than five business days, shall be to waive no less than one-half of the nonrecurring installation charge. Further, if the Company fails to install new service within ten business days of an application for service or fails to install such service by the requested date if ten days' notice is given, the Company shall waive all nonrecurring installation charges. Such credits shall not be made where special equipment or service is involved, application is for a new service in an undeveloped area where no facilities exist, or subscriber has not met pertinent requirements. Residential customers are also permitted to return to their prior-type service once, without charge, within sixty (60) days of a service change, but not if they have done so in the previous six months. The Company shall use reasonable efforts to maintain facilities 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 installed by the Company, except upon the written consent of the Company.

The Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.

Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.

The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities, the responsibility of the Company shall be limited to the furnishing of facilities offered in this Service Guide or in Buckeye TeleSystem's Tariff PUCO No. 6 (www.buckeye-telesystem.com) and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- A. The transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- B. The reception of signals by Customer-provided equipment; or

- C. Network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.3 Non-routine Installation

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

2.4 Station Equipment

The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will promptly be notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.11 following may not be applicable.

The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.5 Establishment of Credit Worthiness

Applicants for local and toll service may be required to establish credit worthiness (financial responsibility) prior to the establishment of service. The Company will inform the applicant of the various forms for establishing financial responsibility which include the following:

- credit reporting bureaus,
- prior telephone service history,
- payment of unpaid debt for regulated service,

- the provision of a third-party guarantor which has established credit worthiness for payment of a residential customer deposit, or
- payment of a deposit.

Deposits

For purposes of this section, the following definitions apply. A “Commercially acceptable level of credit worthiness” is defined as having a corporate debt securities rating with respect to any outstanding general debt obligations of at least BBB according to Standard & Poor’s or an equivalent rating from other debt rating agencies. For a customer that does not issue debt securities, a “commercially acceptable level of credit worthiness” is defined as the customer having a composite credit appraisal rating published by Dun and Bradstreet of at least “good” or a Paydex score as published by Dun and Bradstreet of at least “average.” A “proven history of late payments to the Company” is defined as two or more occurrences in the preceding twelve (12) month period during which the Company received the customer’s remittance after the payment date specified in this tariff.

Applicants for service or existing Customers who cannot establish a satisfactory credit standing with the Company in may be required at any time to provide the Company a security deposit. The Company has chosen to apply the “Individual Service History Method” of computing a deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.

The deposit will not exceed:

- A. **Local:** An amount equal to two hundred, thirty per cent (230%) of the monthly, historic average total charge for all local services provided or the estimated charge for all local services to be provided for all local services.

Toll: An amount equal to two hundred, thirty per cent (230%) of the monthly, historic average total toll charges to be provided.

The Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. At the Company’s option, such deposit may be refunded to the Customer’s account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer’s compliance with this request.

- B. A deposit or an additional deposit amount may be required from a customer at any time following establishment of service when: (a) the customer has established a proven history of late payments to the Company; (b) the customer’s average monthly billing for the preceding three months has increased beyond the amount initially used to set the currently held security

deposit, and/or (c) the Company becomes aware that the credit worthiness is below a commercially acceptable level.

The Company will provide written notice to the customer via Certified U.S. Mail of the required deposit. Such notice will include the criteria the Company used in its decision to require the deposit as well as the data used to calculate the amount of the deposit. The Company must receive the customer's deposit within fourteen (14) days of the date on the notice in the form of funds that are available for use by the Company on the same day on which the funds are received. In the event the customer fails to remit the deposit required under this section, service(s) to the customer may be discontinued in accordance with the terms specified elsewhere in this tariff. If pursuant to this section, the Company requires a deposit from an existing customer that has a discount plan commitment(s) in place on or before the effective date of this tariff section, (Sec. 2.10), a written notice will be provided to the customer informing him of the requirement of a deposit. If such customer accepts the condition that continuation of its service(s) is contingent upon its provision to the Company of the required deposit, then the regulations specified in this section will apply to the customer for the remainder of the discount plan commitment for all existing service to which the customer subscribes.

A deposit may be required in addition to an advance payment. Advance payment may be required for special construction.

When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at the Customer's option, return the deposit or credit it to the Customers' account.

Deposits held will accrue interest at the fixed rate specified by the Public Utilities Commission of Ohio. Interest is credited to the customer annually, or upon termination of the service, or upon return of the deposit by the Company.

Buckeye TeleSystem on its own behalf or on behalf of a toll service provider, when an applicant for 1+toll service who has previously been universally blocked for nonpayment of toll charges, seeks to select, through a PICing mechanism, some subsequent toll provider a deposit may be required. A lower deposit may be negotiated based on credit information obtained from either a credit bureau or directly from the Customer.

Where a Deposit is required, the Company will inform the Customer of the option of providing a Third-Party Guarantor in lieu of a Deposit. The Customer shall be deemed creditworthy if he furnishes a written guarantee signed by a third-party guarantor who has a credit rating.

If a Customer has provided a Guarantor, that Guarantor shall be afforded the opportunity to receive all notifications relating to the Customer's disconnection of

service for non- payment. These notices shall be sent in the same manner and at the same time as those sent to the Customer.

Local telecommunications service will not be denied to any applicant based on grounds that the applicant has failed to pay for a service other than local telecommunications service. An unpaid toll service account owed to Company may be considered a reason to deny establishment or reestablishment of 1+ presubscription of the same type and class of service previously provided. As a subsequent toll service provider, Company will not deny toll service on the basis of an unpaid toll account of another provider alone, but will examine pertinent credit information to determine creditworthiness.

Company may, pursuant to a contract obligating it to do so, enforce the tariff-established credit and deposit policies of another telecommunications carrier.

2.6 Interconnection of Facilities

Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.

Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

Facilities furnished under this Service Guide or in Buckeye TeleSystem's Tariff PUCO No. 6 may be connected to Customer-provided terminal equipment in accordance with the provisions of the two documents referred to above.

2.7 Inspections

Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.

If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm. The Company will, upon request 24

hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

2.8 Disputed Bills

The Customer may exercise his right to call or write the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO web site at www.puco.ohio.gov.

2.9 Advance Payments

To safeguard its interests for extraordinary expenses, the Company may require the Customer to make an Advance Payment before services and facilities are furnished. Where special construction is involved, the Advance Payment may include an amount equal to the estimated Non-Recurring Charges for the special construction for a period to be set between the company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

2.10 Disconnection & Reconnection of Service

A. Disconnection and Reconnection of Service Other Than Toll Service

For purposes of this section, all regulated telephone services provided by Buckeye TeleSystem, except toll service, shall be defined as local service.

Buckeye TeleSystem may disconnect its Customer's local service for nonpayment of charges incurred for local service. Such disconnection will be conducted pursuant to applicable minimum telephone service standards. When disconnection of service is appropriate, the Company will notify or attempt to notify through any reasonable means, a Customer before service is refused or disconnected when any of the following conditions exist:

- a violation of or noncompliance with the Company's rules or tariffs on file with the Commission;
- a failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
- a refusal by the Customer to permit the Company access to its facilities.

A notice of disconnection for nonpayment shall state the following:

Failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in disconnection of local or toll services;

The earliest date when disconnection will occur;

The reason(s) for disconnection and any actions which the Customer must take in order to avoid the disconnection, including the total amount required to be paid (which shall not be greater than the past-due balance);

The total amount due to avoid disconnection of local service as defined in A. above, which must be listed separately from charges for regulated toll and charges for unregulated services;

- The total amounts due for toll charges and non-regulated charges and statements that non-payment of toll charges may result in disconnection of toll service or if appropriate a statement that non-payment of non-regulated charges cannot result in the disconnection of regulated local or toll service.
- The address and telephone number of the office of the Company or provider of service that the Customer may contact in reference to the account and the following statement, "If your questions are not resolved after you have called the Company, Customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or 1-614-466-3292 or for TDD/TYY toll free at 1-800-686-1570 or 1-614-466-8180 from 8:00 a.m. to 5:00 p.m. weekdays or visit the PUCO web site at www.puco.ohio.gov.
- A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the Customer's account.

B. Reconnection of Local and Toll Service shall be governed by the following:

Unless prevented by circumstances beyond the Company's control or unless a Customer requests otherwise, the Company shall reconnect previously disconnected service by five (5) p.m. on the next business day following either:

- Receipt by the Company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection or service have been eliminated; or
- Agreement by the Company and the Customer on a deferred payment plan and a payment, if required, under the plan. In no instance will the Company insist on payment of any amount that has not been included on a notice of disconnection.

The Company will notify or attempt to notify the Customer through any reasonable means before service is disconnected when the Customer has committed a fraudulent practice as set forth and defined in its tariffs on file with the Commission.

The Company will not disconnect the local or toll service of a Customer who pays the Company the total amount due (or any amount agreed upon between the parties) on the account by the close of business on the disconnection date listed on the disconnection notice.

Local Service may not be disconnected or refused to any customer or applicant for any of the following reasons:

- failure to pay for non-regulated services;
- failure to pay for toll services;
- failure to pay for service furnished to a former customer unless the former customer and the new applicant for service continue to be members of the same household;
- failure to pay for a different class of service, nonresidential for example;
- failure to pay any amount which is in bona fide dispute as long as the Customer pays either the undisputed amount or the amount paid for the same billing period in the prior year, if applicable.
- Partial payments applied towards any past due amount on a bill or disconnection notice will be apportioned first to past-due regulated local service charges, then to any current local charges prior to being applied to toll or non-regulated charges. If a Customer pays the entire amount past due or more, that amount will first be applied to current local service charges.

Payment schedule and disconnection procedures for non payment shall be as follows:

- A Customer's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due;
- The Company shall not disconnect service sooner than fourteen days after the date of the bill; and without sending a written notice of disconnection postmarked at least seven days prior to the date of disconnection of service;
- Where local service is disconnected for non payment, customer access to emergency services (either 911 or operator access) will be provided for a period of at least fourteen (14) days following such disconnection.
- Disconnection of service will occur during regular business hours except that no disconnection for past-due bills will be made after twelve thirty (12:30) p.m. on the day preceding a day that all services necessary for reconnection are not available.

Unless prevented by circumstances beyond the Company's control or unless a subscriber requests otherwise, reconnection of Toll and Local Service shall be accomplished by five (5:00) p.m. on the next business day following receipt by either:

- The Company (or its authorized agent) of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection of service have been eliminated (the Company will not insist on payment of any amount that has not been included on the notice of disconnection); or
- Agreement between the parties on a deferred payment plan and a payment, if required under the plan; or verification by the Company that conditions which warranted disconnection of service have been eliminated.

Company on its own behalf may disconnect toll service for non payment in accordance with all applicable billing, notice, credit/deposit, disconnection and reconnection standards set forth in the Minimum Telephone Service Standards and as contained in this Service Guide. Such disconnection will also be in compliance with blocking and subsequent 1+ presubscription policies contained in this section and/or other sections of this Service Guide.

Company may enforce the Commission-approved, tariffed disconnection procedures of a separate provider of toll services pursuant to a contract to do so. Company acting on behalf of toll providers subject to billing and collection agreements may otherwise block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not, thereby, denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any subsequent 1+ authorized toll service provider.

2.11 Toll Service Blocking

Company when providing toll service, may “universally” block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, Company when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

- the customer is able to establish creditworthiness using one of the means for doing so available under the PUCO rules, or

- Company, when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- Company, when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO-approved tariff.

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select Company as his or her 1+ carrier of choice, Company may require a deposit for toll service. The deposit shall be in accordance with OAC rules, but Company may negotiate a lower deposit.

Company may furnish credit information, acquired from Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Fair Credit Reporting Act. Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

Upon Payment by the customer of all past due toll debt to Company, the Company will remove the block and all 1+ dialing capabilities, including 101XX will be restored.

2.12 Discontinuance of High Capacity or Frame Relay Service

Upon nonpayment of any amounts owing to the Company, the Company may, by giving ten days' prior written notice to the Customer, discontinue or suspend high capacity or frame relay service without incurring any liability.

Upon violation of any of the other material terms or conditions for furnishing service, the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during the period.

Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

Upon any governmental prohibition or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

Upon the Company's discontinuance of service to the Customer under Section 2.10, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this document, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

2.13 Allowances for Interruptions of Service/Missed Appointments - Credit for Interruptions

When a Customer's service is interrupted and remains out of service for more than 24 consecutive hours after being reported to the Company or after being found by the Company to be out of service, whichever occurs first, or where the company misses an installation or repair appointment, the Company shall make an adjustment to the Customer's account as follows:

- If a service interruption exceeds 24 hours but is less than 48 hours, the adjustment shall be at least the pro-rata portion of the monthly charges for any and all local services rendered inoperative during the interruption.
- Any Customer who experiences a service interruption in excess of 48 hours but less than 72 hours shall be provided with a credit equal to at least one-third of one month's charges for any local services rendered inoperative.
- Any Customer who experiences a service interruption in excess of 72 hours but less than 96 hours shall be provided a credit equal to at least two-thirds of one month's charges for any local services rendered inoperative.
- Any Customer who experiences a service interruption in excess of 96 hours shall be provided a credit equal to at least one month's charges for any local services rendered inoperative.
- Missed installation appointment credit will be at least one half of all nonrecurring installation charges when the Company fails to install new service in five (5) business days or by the requested date when five business days' notice is given. Where the interval missed is ten (10) days, the Company will waive all nonrecurring installation charges. Where the Company misses a repair appointment, the Customer will be credited for one half month's charges for the service affected, unless the Company provides the Customer with twenty-four (24) hour notice of its inability to meet the appointment.

Computations of such credits shall apply to all charges for basic and regulated optional local services rendered inoperative. The length of such service interruption shall be computed on a continuous basis, Saturdays, Sundays and holidays included. The above provisions do not apply if the service interruption:

- occurs as a result of a negligent or willful act on the part of the Customer;
- occurs as a result of a malfunction of Customer-owned telephone equipment;

- occurs as a result of acts of God, military action, wars, insurrections, riots, or strikes;
- is extended by the Company's inability to gain access to the Customer's premises due to the Customer missing a repair appointment.

2.14 Use of Alternative Service Provided by the Company

Should the customer elect to use an alternative service provided by the Company during the period that the service is interrupted, the Customer shall be charged the lower of the two services' rates.

2.15 Notices and Communications

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

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

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

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

2.16 Flexible Pricing

Notice to Customers of a rate change shall be made in accordance with PUCO regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved. A Customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a rate increase. The customer will be credited for the difference between the new rate and the old rate retroactive to the effective date of the rate increase if the customer notifies the company of its desire to disconnect service within 20 days of receiving notification of the rate increases.

SECTION 3. SERVICE CONNECTION CHARGES

| | <u>Rate</u> |
|--|--------------------|
| New Installation (per line) | \$30.00 |
| Optional Features | \$10.00 |
| Line Restoral (per line/per trunk) ¹ | \$30.00 |
| PIC Change* (per line) | \$5.50 |
| Suspension of Service Restoral Charge (per line/per trunk) | \$25.00 |

| <u>Applicable to Residents and Business Service</u> | |
|--|--------------------|
| | <u>Rate</u> |
| Directory Services | \$1.00 |
| Number Change (per access line) | \$35.00 |
| Supersedure | \$35.00 |
| Rearrangement of trunk circuit | \$10.00 |
| Establish, Change from one type of hunting to another, or rearrange hunting sequence per access line | \$30.00 |
| Change type of service (i.e. from measured to flat or flat to measured) | \$15.00 |
| Add DID Number 1 – 19 | \$20.00 |
| Add DID Number 20 plus | \$30.00 |
| ISDN PRI Lead Number Change | \$45.00 |

The Labor Charges outlined below apply whenever a customer premises visit is required, at the customer’s request for regulated service, as specified above.

| | <u>Max.</u> |
|--|--------------------|
| Trip Charge | \$80.00 |
| Each additional 15 minutes or fraction thereof | \$20.00 |

¹ Applies for Line/Trunk Restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

The following Maintenance Service Charges apply when a dispatch is necessary to isolate trouble on the customer's side of the demarcation point.

| | |
|----------|------------------------|
| Business | \$80.00/hr, 1 hr. min. |
|----------|------------------------|

SECTION 4. TIMING OF MEASURED RATE LOCAL EXCHANGE CALLS

Unless otherwise indicated, all Measured Rate calls are timed in one-second increments with a minimum charge of six seconds per call. For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station. For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station, or mobile unit specified or an agreed alternate. Call timing ends when the calling station and/or called station "hangs up," thereby releasing the network connection.

4.1 Small Business Packages

Small business packages are for business customers with up to eight lines, offering a variety of local and long distance calling options, in addition to varying features (as outlined in Sections 4.2 and 8). The agreement will be automatically renewed at the existing rate for one year unless terminated by either side. Notice of termination of the agreement must be given to the other party in writing 30 days before the end of the term. All communications between customer and Buckeye such as termination notices, etc. (except for service emergencies and outages) after the service agreement is signed shall be by e-mail unless the customer requests that communications be in a form other than e-mail. If the customer makes such a request, then all communications shall be in a non-electronic writing.

There are two packages (Essential and Premium) that offer a range of calling features and interstate and intrastate long distance options. All packages include 5,000 minutes per month local calling in the Company's local calling area and some offer 2,500 minutes per month of domestic (continental United States) outbound long distance, as long as the services are used as intended. Prohibited uses include computer-aided auto dialers or any other automated device capable of generating extremely high-volume calls, long distance Internet or intranet access, call center, and certain switching applications. If service is misused or changed, Customer will be moved to a per-minute rated plan. Descriptions of individual package features follow:

Essential** – Includes Caller-ID with name, call waiting, call forward, hunting, *67 (caller ID blocking), and 5,000 minutes of local calls.

Premium*** – Includes Caller-ID with name, call waiting ID, call forward variable, hunting and *67, three-way calling, *69 (Automatic Call Back), *66 (Repeat Dialing), speed dial 8, and 5,000 minutes of local and 2,500 minutes of long distance calls.

Any telephone customer who chooses AutoPay, by which the monthly charges are debited to the customer's bank account or credit card, will receive a one-time credit of \$20 applied to the customer's account.

Service provided through the Small Business Packages cannot be used with auto dialer, call center, certain automated switching equipment, or for periods of Internet Access in excess of 2 hours per Internet call. Company reserves the right to immediately suspend, restrict, or cancel the Customer's service without prior notice and may apply additional recurring charges for each month in which said usage occurred. Such termination will be in general accordance with Section 2.10. However, because of the potential for suspension of service for violation of the provisions of this service, this information will be included on the application for service. If service is suspended for cause, the company will notify the customer verbally and in writing, the specific reason(s) for its action. The free domestic long distance is only for outbound, direct-dialed calls to the United States and its territories. The free local and domestic long distance services do not include any calls that generate per-call usage (such as international calls, operator services or directory assistance calls, calls to customer's own Toll Free number, calls to 900 lines). All event-driven charges will be billed at standard rates. Depending upon the customer premise location, type, and number of lines ordered, Company will provide a universal power supply (UPS) for power backup of Company's telephony equipment. Company-supplied UPS equipment is not to be used with any other customer equipment. Following the initial warranty period, the customer will be responsible for the replacement of the UPS. Customer may contact Buckeye TeleSystem for current options for replacement of the UPS. After three years, usage restrictions on UPS equipment would no longer apply.

4.2 Additional business line features can be purchased at standard tariff rates.

Incidental Internet and other data usage is permitted; however, any usage in excess of the limits above shall be presumed to be inconsistent with small business voice applications and shall be subject to the conditions in this Section. Long Distance package minutes are Continental/Domestic in-state and state-to-state calling only. Duration of each call is rated in 6-second increments.

Call detail of individual long distance and local calls will not be provided on monthly bill. International rates will vary depending on destination/country called.

Small business service will begin on the date of service installation and will continue as noted on the Work Order or Telecommunications Master Service Agreement. Upon expiration of the term, the Agreement will automatically renew for an additional 12 months at Company's prevailing rates for the Service(s) at that time unless the Customer or Company provides written notice of its intent to terminate to the other

party 60 days prior to the end of the then-current term. Termination charges for small business service will be assessed only during early termination of the initial year of the contract and will consist of unrecovered non-recurring capital costs. Early termination charges will not apply to customers whose contracts have been automatically renewed.

4.3 Rates and Charges

A Local Business Line Customer will be charged applicable Non-Recurring Charges and Recurring Charges below, and Usage Charges as specified in Section 3.

Local Business Line Charges will vary based on whether the Customer chooses the Measured or Message Rate Service Option, as specified in Section 3.

Recurring charges for each Measured Rate or Message Rate Local Business Line:

| | Maximum |
|----------------|----------------|
| Month-to-Month | \$30.00 |
| 1 Year | \$30.00 |
| 2 Year | \$30.00 |
| 3 Year | \$30.00 |
| 5 Year | \$30.00 |

Actual rates are listed in Section 3. If the customer adds any level of Internet service offered by Buckeye TeleSystem or its affiliates, the customer will be eligible for discounts more fully described in Section 3.

4.4 Usage Rates for Local Business Line Calls

The rates set forth in this section apply to all non-ICB direct-dialed local calls.

Measured Rate

| First Minute | <u>Each Additional Second</u> |
|---------------------|--------------------------------------|
| \$.06 | \$.00042 |

Message Rate

| <u>Per Call</u> |
|------------------------|
| <u>Max.</u> |
| \$.07 |

Call Transfer

| | Rate |
|----------------|-------------|
| Monthly Charge | \$2.75 |

4.5 Local and Small Business Packages, Maximum Rate

| STD Pricing (No Internet Discount) | | | | | |
|---|------------|--------------|--------------|--------------|--------------|
| | MTM | 1 YR. | 2 YR. | 3 YR. | 5 YR. |
| Essential | \$27.95 | \$26.95 | \$25.95 | \$23.95 | \$21.95 |
| Premium | \$49.95 | \$48.95 | \$47.95 | \$45.95 | \$41.95 |
| Business Line | \$21.50 | \$20.50 | \$20.00 | \$19.50 | \$19.00 |

| IP Discount (has Qualifying Internet Product) | | | | | |
|--|------------|--------------|--------------|--------------|--------------|
| | MTM | 1 YR. | 2 YR. | 3 YR. | 5 YR. |
| Business Line | \$20.50 | \$19.50 | \$18.50 | \$17.50 | \$16.50 |
| Essential | \$26.95 | \$25.95 | \$23.95 | \$21.95 | \$19.95 |
| Premium | \$48.95 | \$47.95 | \$45.95 | \$43.95 | \$39.95 |

| Package | MTM | 1 year | 2 year | 3 year | 5 year |
|----------------|----------------|----------------|----------------|----------------|----------------|
| Essential | \$31.95 | \$30.95 | \$28.95 | \$26.95 | \$24.95 |
| Premium | \$53.95 | \$52.95 | \$50.95 | \$48.95 | \$44.95 |

Actual rates are listed in Section 3. If the customer adds any level of Internet service offered by Buckeye TeleSystem or its affiliates, the customer will be eligible for discounts more fully described in Section 3.

4.6 Local Business Line Features

| Business Features | Maximum |
|--|----------------|
| Three Way Calling | \$2.75 |
| Automatic Call Back (*69) | \$2.75 |
| Repeat Dialing (*66) | \$2.75 |
| Speed Dial 8 | \$2.75 |
| Call Forward – Variable | \$2.75 |
| Call Forward – Busy / No Answer | \$2.75 |
| Call Forward – Remote Activation | \$2.75 |
| Call Waiting ID | \$2.75 |
| Call Waiting | \$2.75 |
| Anonymous Call Rejection – Prevents call from ringing through if caller disabled Caller ID display | \$2.75 |
| Selective Call Rejection – Customer-programmable number prevented from completing inbound call. | \$2.75 |
| Call Block – Toll restriction | \$0 |
| Call Block – Collect Calls | \$0 |
| Call Block – Third Party Calling | \$0 |
| Call Block – Third Party Collect | \$0 |

SECTION 5. ANALOG TRUNK SERVICE - DESCRIPTION

Analog Trunk Service provides the customer with a single, analog, voice-grade communications channel that can be used to place or receive one call at a time. Each Analog Trunk will include a telephone number except in a hunting arrangement where only one telephone number may be provided. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Analog Trunk is offered on a measured or message rate basis. The signal is an analog signal at the DS-O level.

Measured rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a length of call basis. Message rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a per-call basis.

An Analog Trunk Customer will be charged applicable Non-recurring and Recurring charges and optional feature charges. Local Business Line charges will vary based on whether the customer chooses, the message, measured, or flat rate service plan.

5.1 Standard Features

Each Analog Trunk will be provided with the following standard features:

Tone Dialing

Hunting

Inward, Outward, or Two-Way

DTMF, MF or Dial Pulse signaling (as specified by the Customer)

5.2 Optional Features

Direct Inward Dialing (DID)

DID Telephone Numbers:*

Individual

Group of 20

Group of 100

Call Forwarding

Remote Activation of Call Forwarding

Call Trace

ANI and DNIS with conventional signaling

5.3 Timing of Measured Rate Local Exchange Calls

Provisions for timing are provided in Section 3.

5.4 Rates and Charges

An Analog Trunk Customer will be charged applicable Non-Recurring Charges, Recurring Charges and Optional Features Charges below, and Usage Charges as specified in Section 3. Analog Trunk Charges will vary based on whether the Customer chooses the Measured or Message Rate Service Option, as specified below.

Recurring Rates:

| Element | MTM | 2 YR | 3 YR | 5 YR |
|--------------------|---------|---------|---------|---------|
| Trunk Charge | \$25.00 | \$23.00 | \$22.00 | \$20.00 |
| DID Service Charge | \$46.00 | \$44.00 | \$43.00 | \$41.00 |

Non-Recurring Rates:

| Element | MTM | 2 YR | 3 YR | 5 YR |
|--------------------|---------|---------|--------|--------|
| Trunk Charge | \$25.00 | \$25.00 | Waived | Waived |
| DID Service Charge | \$25.00 | \$25.00 | Waived | Waived |

Optional Features:

| Feature | Rate |
|--------------------------------------|--------|
| Call Forwarding | \$6.00 |
| Remote Activation of Call Forwarding | \$6.00 |
| ANI / DNIS | \$8.00 |
| Call Trace | \$7.00 |

Rates for DID Telephone Numbers are provided in Section 3.

SECTION 6. DIGITAL TRUNK SERVICE – DESCRIPTION

Digital Trunk Service provides the Customer with PBX or PBX-like equipment with connection to the public switched telecommunications network via a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice-grade communications channels to provide dial tone for placing or receiving one call at a time.

Digital Trunks may be provisioned with either Dual Tone Multi-frequency (DTMF), Dial Pulse (DP) or Multi frequency (MF) signaling, and may be configured into hunt-groups with other Company-provided trunks. Each individual channel may also be equipped with Direct-Inward-Dialing (DID). Each Digital Trunk is offered on a measured or message rate basis.

Measured rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a length of call basis.

Message rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a per-call basis.

Usage charges will vary based on whether the customer chooses message, measured, or flat rate service plan, in addition to the type of call on each channel.

6.1 Standard Features

Each Digital Trunk is provided with the following standard features:

- Terminal Interface: DSX-1 panel
- Tone Dialing, Multi-frequency, or Dial Pulse signaling
- Hunting

6.2 Optional Features

- Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS)
- Direct Inward Dialing

6.3 Timing of Measured Rate Local Exchange Calls

Provisions for timing are provided in Section 3.

6.4 Rates and Charges

A Digital Trunk Customer will be charged the following rate elements as well as Non-Recurring charges.

DS-1 / T-1 Link: Provides a DS-1 connection from the Central Office to the customer's PBX. One monthly and one non-recurring charge per Digital Trunk applies.

2-Way / DID Channel: Provides a voice grade channel on a DS-1 to place or receive one call at a time with Direct Inward Dialing capability. One monthly and one non-recurring charge per 2-way DID channel, maximum of 24 per Digital Trunk, applies.

2-Way Channel: Provides a voice grade channel on a DS-1 to place or receive one call at a time. One monthly and one non-recurring charge per 2-way channel, maximum of 24 per Digital Trunk, applies.

ANI / DNIS: Automatic Number Identification and Dialed Number Identification Service. Provides Caller ID capability to a Digital Trunk Channel. One monthly recurring charge per channel applies.

DID Numbers: Are offered at an individual monthly rate or in blocks of 20 or 100 numbers.

Usage Charges: These charges apply to each call placed on each channel of a Digital Trunk in addition to the above elements. Applicable rates for Measured and Message Usage are shown in Section 3.

6.5 Recurring Rates

| | MTM | 2 YR | 3 YR | 5 YR |
|--------------------|------------|-------------|-------------|-------------|
| DS-1 Link | \$200.00 | \$185.00 | \$180.00 | \$170.00 |
| 2-Way / DID | \$30.00 | \$26.50 | \$25.00 | \$24.00 |
| 2-Way / Non-DID | \$13.00 | \$11.50 | \$11.00 | \$10.00 |
| ANI / DNIS | \$0.25 | \$0.25 | \$0.25 | \$0.25 |
| DID # Individual | \$0.25 | \$0.25 | \$0.25 | \$0.25 |
| DID # Group of 20 | \$2.25 | \$2.25 | \$2.25 | \$2.25 |
| DID # Group of 100 | \$9.50 | \$9.50 | \$9.50 | \$9.50 |

6.6 Non-Recurring Rates

| | MTM | 2 YR | 3 YR | 5 YR |
|--------------------|------------|-------------|-------------|-------------|
| DS-1 Link | \$350.00 | \$350.00 | Waived | Waived |
| 2-Way / DID | \$28.00 | \$28.00 | Waived | Waived |
| 2-way / Non-DID | \$11.00 | \$11.00 | Waived | Waived |
| DID # Individual | \$1.00 | \$1.00 | Waived | Waived |
| DID # Group of 20 | \$50.00 | \$50.00 | Waived | Waived |
| DID # Group of 100 | \$125.00 | \$125.00 | Waived | Waived |

SECTION 7. Integrated Service Digital Network (ISDN) – Basic Rate Interface (BRI) – Description

ISDN-BRI service provides 2B+D switched access to the public switched telecommunications network for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis.

Circuit switched voice and data provides the customer the ability to originate and receive respectively switched voice and switched data calls over a 64 Kbps channel, including video or fax.

BRI lines have two 64 Kbps B channels. Each channel can have a separate phone number that can be used as a regular phone line, or the two B channels can be combined to create a single, higher bandwidth channel.

BRI has one 16 Kbps data or D channel used primarily for signaling and data transmission.

BRI service is offered on a measured rate basis.

Measured rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a length-of-call basis.

ISDN-BRI is furnished to Customers at the rates and charges that follow.

7.1 Standard Features

- National ISDN Standard
- 2B+D channels
- 2 B channels support circuit switched voice and/or data and the D channel supports signaling and/or packet switched data.
- Simultaneous voice-data calling
- Call Forwarding – Variable
- Call Forwarding – Busy
- Call Forwarding – Don't answer
- Tone Dialing
- Voice-data protection
- 3-way Conference Calling
- Separate channel signaling
- Multi-button key set capability
- Multi-point DSL

7.2 Optional Features

- Multiple directory numbers

7.3 Rates and Charges

An ISDN-BRI Customer will be charged applicable Non-Recurring Charges, Recurring Charges, and Change Charges below, and Usage Charges as specified in Sections 6.5 and 6.6.

| Recurring | MTM | 2 YR | 3 YR | 5 YR |
|----------------------|------------|-------------|-------------|-------------|
| Flat Rate | \$82.50 | \$75.90 | \$74.25 | \$70.95 |
| Measured Rate | \$44.00 | \$40.48 | \$39.60 | \$37.84 |
| Non-Recurring | | | | |
| Measured Rate | \$76.50 | \$76.50 | Waived | Waived |

| Optional Features/Recurring | Rate |
|------------------------------------|-------------|
| Multiple Directory Numbers | \$1.00 |
| Non-Recurring | |
| Multiple Directory Numbers | \$1.00 |

| Changes | Rate |
|----------------------------|-------------|
| Measured Rate | \$30.00 |
| Optional Features | |
| Multiple Directory Numbers | \$30.00 |

ISDN – PRI service provides 23B+ D (twenty-three 64 Kbps B channels and a 64 Kbps data channel) access on a DSX-1 interface. PRI Voice service is offered on a measured- or message-rate basis. PRI Data service is offered on a flat- or measured-rate basis.

Flat rate denotes service where, for a stated monthly rate, unlimited calling is allowed to all other local lines/trunks in the local service area of the exchange in which it is furnished.

Measured rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a length-of-call basis.

Message rate denotes service where calls to all other local lines/trunks in the local service area of the exchange in which it is furnished are billed on a per call basis.

Video Teleconferencing Service also may be provided on a two-way, switched basis if required to meet Customer request. Rates for such service(s) would be in accordance with Commission rules on an Individual Case Basis. This means that customers must sign an individual contract with the Company for the provision of video teleconferencing services.

An ISDN-PRI voice customer will be charged applicable usage or flat rate non-recurring and recurring charges, as specified in Sections 6.5 and 6.6.

7.4 Optional Features (Multi-Trunk Package)

Non-Facility Associated signaling
D-Channel Backup
Associated 24 Channel PRI

7.5 Timing of ISDN-PRI Voice Measured Rate Local Exchange Calls

An ISDN-PRI Voice Customer will be charged applicable Non-Recurring Charges, Recurring Charges, as well as Measured, Message and Flat Rate Usage Charges as specified in Sections 6.5 and 6.6.

An ISDN-PRI Data Customer will be charged applicable Non-Recurring Charges, Recurring Charges, Change Charges and Usage Charges as specified below. Charges will vary based on whether the Customer chooses the Flat or Measured Rate Service Option below.

| ISDN-PRI Data | MTM | 2 YR | 3 YR | 5 YR |
|----------------------|------------|-------------|-------------|-------------|
| Recurring | | | | |
| Measured Rate | \$514.25 | \$451.60 | \$438.90 | \$421.02 |
| Flat Rate | \$1,963.50 | \$1795.20 | \$1,767.15 | \$1688.50 |
| Non-Recurring | | | | |
| Measured Rate | \$2,000.00 | \$2,000.00 | Waived | Waived |
| Flat Rate | \$2,000.00 | \$2,000.00 | Waived | Waived |

| ISDN-PRI Flat Rate* | | | | | |
|----------------------------|-------------|------------|-------------|-------------|-------------|
| Recurring | | MTM | 2 YR | 3 YR | 5 YR |
| Flat Rate* | DS1 Link | \$200.00 | \$185.00 | \$180.00 | \$170.00 |
| | PRI Package | \$400.00 | \$370.00 | \$345.00 | \$330.00 |
| Non - Recurring | | | | | |
| Flat Rate* | DS1 Link | \$350.00 | \$350.00 | Waived | Waived |
| | PRI Package | \$200.00 | \$200.00 | Waived | Waived |

| Analog Trunk Flat Rate* | | MTM | 2 YR | 3 YR | 5 YR |
|--------------------------------|-----------------|------------|-------------|-------------|-------------|
| Recurring | | \$31.75 | \$29.75 | \$28.75 | \$26.75 |
| Non - Recurring | | | | | |
| Flat Rate* | Analog Trunk | \$50.00 | \$50.00 | Waived | Waived |
| | DID Service Chg | \$70.00 | \$70.00 | Waived | Waived |

| Business Line Flat Rate* | | MTM | 2 YR | 3 YR | 5 YR |
|---------------------------------|---------------|---|-------------|-------------|-------------|
| Recurring | | Rate | Rate | Rate | Rate |
| Flat Rate* | Business line | \$6.75/additional per Standard Business Line Monthly Recurring Charge | | | |
| Non - Recurring | | | | | |
| Flat Rate* | Business line | \$30.00 | \$30.00 | Waived | Waived |

* Available to customers in the Toledo, Sylvania, and Bowling Green Service Areas.

| Optional Features/Recurring | Rate |
|------------------------------------|-------------|
| Non-Facility Associated Signaling | \$150.00 |
| D-Channel Backup | \$150.00 |
| Associated 24 Channel PRI | \$150.00 |
| Non-Recurring | |
| Non-Facility Associated Signaling | \$150.00 |
| D-Channel Backup | \$150.00 |
| Associated 24 Channel PRI | \$150.00 |

| USAGE CHARGES (DATA) PER MINUTE | | | |
|--|-------------|-------------|-------------|
| MTM | 2 YR | 3 YR | 5 YR |
| Rate | Rate | Rate | Rate |
| \$0.0020 | \$0.0200 | \$0.0200 | \$0.0020 |

SECTION 8. SPECIAL FEATURES

8.1 Caller ID

Caller ID allows a customer to identify the telephone number from which a call is being made. The telephone number of the person initiating the call is displayed on a customer-provided display device. The customer-provided display device must conform with the Company's Technical References. Caller ID is offered in appropriately equipped central offices.

8.2 Caller ID With Name

Caller ID with Name works along with Caller ID and provides for the display of an incoming telephone number and listed name associated with that telephone number, on a customer-provided display device attached to the customer's (called party's) line or set. The customer-provided display device used to interface with Caller ID and Caller ID with Name must conform with the Company's Technical Reference Specifications.

Unless Calling Party Number Blocking is activated, the telephone numbers and names associated with all calls originating from appropriately equipped switches will be displayed.

Caller ID with Name is offered in appropriately equipped central offices.

8.3 Call Return

This custom feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered. The customer can dial a code (*69) and the number from which the last incoming call that was placed is announced/displayed. The call will not be returned, announced, or displayed if it is marked private through the activation of per-call or per-line number privacy. If the customer wishes to return the call, a code is dialed to place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins where both the originating and terminating lines are checked for a period of thirty minutes for availability to complete the call. During this process, if the called line becomes available, the originating customer is notified by a distinctive ring that the network is

ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

Call Return does not interfere with the normal operation of incoming and outgoing calls during the queuing process. Call Return is considered activated when the customer dials the first code. The Call Return customer is responsible for any applicable local or toll usage charges for returned calls. The service cannot be activated for all telephone numbers, for example, 700, 800, or 900 numbers.

| | Rate |
|--------------------------------|-------------|
| Caller ID | \$2.00 |
| Caller ID with Name* | \$2.75 |
| Caller ID Blocking | |
| Per Line / Per Month Unlimited | \$2.75 |
| Unblocking Per Occurrence | \$0.0 |
| Call Return | |
| Per Month Unlimited | \$2.75 |
| Per Occurrence | \$0.0 |

* Not available without Caller ID

Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within the Local Calling Area by calling the Directory Assistance operator.

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

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

The Customer experiences poor transmission or is cut off during the call, or
The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative.

Operator Assistance

Description

A customer may obtain the assistance of a local operator to complete local exchange or intraLATA calls or the assistance of an operator to complete state interLATA calls in the manner listed in this section. The total charge for each completed operator assistance call consists of two charge elements (unless otherwise provided herein). The first element is a fixed, one-time charge for the operator service often referred to as an operator surcharge. The second element is a measured usage charge dependent on the duration and time of day of the serviced call.

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

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

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

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

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

| | Rate |
|------------------------------------|-------------|
| Each Call (Local or Long Distance) | \$1.00 |

Directory Assistance Call Completion

| | Rate |
|-------------------------|-------------|
| Rate Per Completed Call | \$.50 |

Operator Assistance

| <u>Operator Assisted Surcharges</u> | <u>Rate</u> |
|--|--------------------|
| Third Number Billing | \$5.00 |
| Collect Calling | \$5.00 |
| Person-to-Person | \$5.00 |
| Station-to-Station | \$5.00 |
| General Assistance | \$5.00 |
| Calling Card | \$5.00 |
| <u>Busy Line Verification And Interrupt Service</u> | |
| Busy Line Verification (Per Request) | \$2.00 |
| Busy Line Interrupt (Per Request) | \$3.00 |

8.4 **Directory Assistance Call Completion – Description**

Directory Assistance Call Completion (DACC) is an optional service provided to users of Directory Assistance service. When dialing directory assistance, Customers may

choose to have the requested telephone number dialed by the directory assistance operator/system. This service is available to Residence and Business Customers.

Limitations of the Service

DACC is not available for the following service call categories:
Calls from tandems where the end user cannot be identified.
Calls from Customer-Owned Coin Telephone stations.

8.5 Rates and Charges

| | |
|-------------------------|--------|
| Rate per completed call | \$0.25 |
|-------------------------|--------|

8.6 Operator Assisted Surcharges

The following surcharges will be applied on a per-call basis:

| | |
|----------------------|--------|
| Third Number Billing | \$5.00 |
| Collect Calling | \$5.00 |
| Person-to-Person | \$5.00 |
| Station-to-Station | \$5.00 |
| General Assistance | \$5.00 |
| Calling Card | \$5.00 |

8.7 Busy Line Verification and Interrupt Service - General

Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

- A. Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- Busy Line Verification with Interrupt: The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.
- The Operator shall inform the requesting caller of the service charge before the service is performed. When trouble is detected on the called party's access line in the course of conducting a Busy Line Verification, there shall be no charge to the calling party.

8.8 Busy Line Verification and Interrupt Service - Rates

Rates for Busy Line Verification and Interrupt Service as specified below, will apply under the following circumstances:

The operator verifies that the line is busy with a call in progress.

- The operator verifies that the line is available for incoming calls.
- The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

| Per Request | Rate |
|------------------------|--------|
| Busy Line Verification | \$2.00 |
| Busy Line Interrupt | \$3.00 |

8.9 Directory Listings

Directory listings are provided in connection with each Customer service as specified herein.

- Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified below.
- Advanced Listed Telephone Number: Offering directory listing to a customer who wants to ensure that he/she will be in the directory, but who is not going to have service until after the directory closes for new additions or changes.
- Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls. Rates for alternate call listings are specified below.
- Foreign Listings: Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listing.
- Information Listings: Where available, additional lines of information which may be included with the primary, additional, or reference listings.
- Non-Listed Numbers: A Non-listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Non-listed Listings are specified below.
- Non-Published Listings: Listings that are not printed in directories nor available from Directory Assistance. A Non-published Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted

from the directory assistance records. Rates for Non-published Listings are specified below.

- Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address or post office box number and telephone number of the Customer. This listing is provided at no additional Charge.
- Reference Listings: A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone.
- Reserved Telephone Number: See Advanced Listed Telephone Number.

Monthly Recurring Charges associated with Directory Listings are as follows:

| Residential & Business Per Listing or Per Number Charge | Rate |
|--|-------------|
| Primary Listing | N/C |
| Additional Listing | \$3.50 |
| Advanced Listed Telephone Number | \$25.00 |
| Non-Published Number | \$3.50 |
| Non-Listed | \$3.50 |
| Alternate Call Listing | \$2.50 |
| Information Listing | \$3.50 |

8.10 Vanity Telephone Number

At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.

The following charge will apply for Vanity Telephone Numbers:

| | Rate |
|----------------------------|-------------|
| Non-Recurring (per number) | \$50.00 |

SECTION 9. SPECIAL ARRANGEMENTS

9.1 Special Construction

Basis for Charges:

Charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities, or (4) combinations thereof.

Basis for Cost Computation:

The costs referred to in Paragraph A above may include one or more of the following items to the extent they are applicable:

- Cost installed of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost installed includes the cost of: equipment and materials provided or used, engineering, labor and supervision, transportation, and rights of way;
- Cost of maintenance;
- Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- Administration, taxes, and uncollectible revenue on the basis of reasonable average costs for these items;
- License preparation, processing, and related fees;
- Any other identifiable costs related to the facilities provided, or
- An amount for return and contingencies.

SECTION 10. TERMINATION CHARGE

Termination Charge: Cancellation of Service by the Customer: If Customer terminates Service(s) at the assigned address before the completion of the initial Term or any subsequent renewal Term for any reason whatsoever other than service interruption (as defined within the applicable tariff or Competitive Telecommunications Service Guide), or if a Customer moves to another service address that BTS cannot service, the Customer agrees to pay BTS:

- (A) All Non-Recurring Charges reasonably expended by BTS to establish Service to Customer, plus
- (B) Any disconnection, early cancellation, or termination charges reasonably incurred and paid to third parties by BTS on behalf of Customer, plus
- (C) The pro-rata portion of any Special Offer provided by BTS to Customer, plus
- (D) The full amount of the Monthly Recurring Charges that would have been due to BTS by the Customer had the Service run to its full Term or renewal Term. Term is as defined in the Term of Agreement section.

SECTION 11. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to requests by customers to the Company for proposals or for competitive bids. Service offered under this provision will be provided to the Customer pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this Service Guide. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

SECTION 12. MESSAGE TOLL SERVICE (MTS) – INTRALATA - GENERAL

IntraLATA MTS is a communication service which is available for use by Buckeye TeleSystem Customers twenty-four (24) hours a day. It enables a user of an exchange access line or trunk to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area, but within the boundaries of the LATA where the Customer (or the Customer's end user) is located. The intraLATA MTS charges specified in this section are in payment for all service furnished between the calling station and called station, except as otherwise provided in this document.

12.1 Description of Services and Rates

Long Distance Business Service (Customer Dialed) - A service for which the person originating the call from other than a public coin telephone dials the telephone number desired and the call is completed without the assistance of a Company operator and the call is not billed to a number other than the originating number. All are billed on an individual Call Basis (ICB).

12.2 Operator-Assisted Message Toll Calls

Customer may obtain the assistance of an operator to complete intraLATA telephone calls in the following manner:

- **Third Number Billing**: Provides the Customer with the capability to charge a call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- **Collect Calls**: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- **Calling Cards**: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.
- **Person-to-Person**: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- **Station-to-Station**: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- **General Assistance**: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information, and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

Operator-Assisted Surcharges

| | Rate |
|--------------------|-------------|
| Third Number | \$5.00 |
| Collect Calls | \$5.00 |
| Calling Card | \$5.00 |
| Person-to-Person | \$5.00 |
| Station-to-Station | \$5.00 |
| General Assistance | \$5.00 |

12.3 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers in accordance with the provisions outlined in Section 8.

Directory Assistance Call Completion (DACC)

A Customer may obtain DACC in accordance with the provisions outlined in Section 8.

12.4 Busy Line Verification and Interrupt Service

A Customer may obtain Busy Line Verification and Interrupt Service in accordance with the provisions outlined in Section 8.

SECTION 13. MESSAGE TOLL SERVICE (MTS) – INTERLATA – GENERAL

InterLATA MTS is a communication service which is available for use by Buckeye TeleSystem Customers twenty-four (24) hours a day. It enables a user of an exchange access line or trunk to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation outside of the intraLATA calling area where the customer is located, but within the State of Ohio. The interLATA MTS charges specified in this section are in payment for all service furnished between the calling station and the called station, except as otherwise provided in this Service Guide.

13.1 Timing of Messages

The timing of messages for InterLATA messages shall be in conformance with Section 4, except as otherwise provided herein.

13.2 Time Periods Defined

InterLATA Message Toll Service calls, regardless of time period, are billed on an Individual Cast Basis.

13.3 Description of Services and Rates

- **Long Distance (Customer Dialed) Message Toll Service**

A service for which the person originating the call from other than a public coin telephone dials the telephone number desired and the call is completed without the assistance of a Company operator and the call is billed to the originating number.

Rate Schedule

| | <u>Rate</u> |
|--------------------|--------------------|
| Third Number | \$5.95 |
| Collect Calls | \$5.95 |
| Calling Card | \$5.00 |
| Person-to-Person | \$5.95 |
| Station-to-Station | \$4.75 |
| General Assistance | \$5.00 |

- **Operator-Assisted Message Toll Calls**

The Customer may obtain the assistance of an operator to complete interLATA telephone calls in the following manner:

- Third Number Billing: Provides the Customer with the capability to charge a call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.
- Person-to-Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- Station-to-Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information, and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

Operator-Assisted Calls consists of two charge elements, a one-time fixed operator service charge and a measured usage charge dependent on the duration and time of day of the call. The following surcharges apply:

| | Rate |
|--------------------|-------------|
| Third Number | \$5.95 |
| Collect Calls | \$5.95 |
| Calling Card | \$5.00 |
| Person-to-Person | \$5.95 |
| Station-to-Station | \$4.25 |
| General Assistance | \$5.00 |

Operator Transfer Service provides end user customers with access to operators other than Company operators for the completion of calls. The Operator Transfer Service charge includes the cost associated with handling the traffic and applies on a “per call transferred” basis.

| | Rate |
|--------------------|-------------|
| Third Number | \$5.95 |
| Collect Calls | \$5.95 |
| Calling Card | \$5.00 |
| Person-to-Person | \$5.95 |
| Station-to-Station | \$4.75 |
| General Assistance | \$5.00 |

SECTION 14. 976 SERVICE

976 Service consists of transporting an Information Provider’s pre-recorded announcements or interactive programs between Company’s territory and Ameritech Ohio’s territory and provision of Billing and Collection Services. The Company will provide Billing and Collection services to 976 providers on a detariffed basis. 976 Service enables a caller, for a charge, to dial an information 976 telephone number and receive a 976 Provider’s recorded announcement or interactive program. Charges for 976 calls will be determined by the Information Provider. These charges are in addition to any applicable Company toll or local measured usage charges.

A caller to a 976 number is a client of the Information Provider and/or 976 Program sponsor.

Pay-Per-Call Services are telecommuni-cations services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.

14.1 Regulations

- 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another 976 Service Provider sponsoring the same or similar announcement or program.
- The 976 Service Provider shall defend, indemnify and save harmless the Company from and against any and all losses, claims, demands, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or caller while using or attempting to use 976 Service and facilities.
- The limitation of the Company's liability is set forth in Section 2 of this Service Guide.
- Directory listings will be furnished as set forth in Section 8 of this Service Guide.
- The Information Provider will be billed a minimum of 60 seconds transport regardless of the length of the call. After the first 60 seconds, the Information Provider is charged transport in increments of 30 seconds.
- The 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary Provider premises equipment.
- The 976 Service Provider's automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.
- The name, address, and telephone number for inquiries of information providers which have transport arrangements with the Company may be released to callers upon request. The Company may, at its discretion, and if the information is available, release the same information for providers with whom it does not have transport arrangements.
- The Company will give a one-time credit for unauthorized or unknown adult-placed 976 calls. This will cover the amount of the charges incurred for one month plus the time it takes for the customer to receive the bill which itemized these charges.
- Access to 976 Service programs will not be permitted for calls from pay telephones, third number billed, collect, and operator-assisted calls.
- The Company will immediately terminate service to any 976 Service Provider for fraud, abuse, or unlawful business practices.

14.2 Service Provider Obligation

- The 976 Service Provider will furnish continuous uninterrupted automatic recorded announcement or interactive program service.
- The Provider is responsible for the preparation and recording of all announcement and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.

- The Provider understands and agrees that all announcements must comply with the Federal, State, and Local laws, rules, and regulations.
- Each Provider advertisement, publication, or other communications containing the 976 Service telephone number to be called shall clearly and conspicuously display the 976 Service local calling area, what the per-call rate is for direct-dialed calls from within that area, and that calls from outside the area will be at normal toll rates plus the 976 Service call rate.

In addition, all television advertisements must include a voice-over announcement of the price of the 976 call. All 976 Service programs directed to minor children which contain an inducement or “teaser” to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All 976 Service programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted 976 Service call.

- The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services, including but not limited to, the Provider premises equipment, producing the announcement, or interactive program development, advertising, and promotional expense.
- The Provider is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements, or performance are used in connection with this service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

SECTION 15. CALL BLOCKING - GENERAL

Call blocking is a service which allows 976 Service Information Providers (Sponsors), and Interexchange Carriers (IXCs) who provide billing and collection service for sponsors and residence and business customers to request the Company to block the origination of all direct-dialed “Pay-Per-Call” type services (including but not limited to 900/700 services) provided by sponsors. A blocked call will be diverted to a company-provided intercept announcement.

15.1 Regulations

Call blocking is available only where facilities and conditions permit and where necessary modification to provide the service can feasibly be made in the Company’s Network Operations Center.

Call blocking is permitted from all business individual and trunk lines, subject to limitations above.

Call blocking is available only for customer-dialed, station-to-station calls. The Company will initiate said blocking at no charge for end users who fail to pay 976 charges or when the Company suspects fraudulent or abusive use of 976 service.

Call blocking is available only to block all "Pay-Per-Call" type services and cannot be implemented to block specific programs. The initial request for blocking on a line provides blocking for calls to all "Pay-Per-Call" type services from that line.

Customer-requested call blocking will be removed from a residential or business individual and trunk line only after receipt of written request from the person responsible for the service.

The sponsor or IXC must certify to the Company that notification was given to the customer of possible blocking of "Pay-Per-Call" type services before the Company will provide Sponsor- or IXC-requested call blocking.

Upon proof by the customer of payment or other satisfactory resolution of his or her account, or upon notice by the sponsor or IXC, sponsor-requested blocking will be removed by the Company.

Business service customers may subscribe to Call Blocking at no charge, on a one-time basis, when telephone service is established or when service is initiated at a new location, and for 60 days thereafter.

Calling Party Number Blocking provides telephone customers with the capability to prevent the disclosure of the calling telephone number on calls made to an exchange service equipped with Caller ID and other Advanced Custom Calling services where the calling party number may be disclosed. Calling Party Number Blocking is available on a per service basis for residence and non-residence customers.

Per call Calling Party Number Blocking is accomplished by the customer dialing an activation code (*67 for Touch-Tone and 1167 for rotary dial pulse) prior to placing each call for which blocking is desired. Per call blocking is automatically provided without charge to all customers in central offices equipped to offer Caller ID or other Advanced Custom Calling Services where calling party number may be disclosed.

Per Line Calling Party Number Blocking automatically prevents the display of the calling telephone number on all calls dialed from an exchange service equipped with this option. It is not necessary to dial an activation code prior to placing the call. Calls may be unblocked on a per occurrence basis by dialing an activation code.

No business, organization or other person may use Calling Party Number Blocking where the primary purpose is to make telephone solicitation calls. The term "telephone solicitation" means the initiation of a telephone message primarily for the purpose of encouraging a person to purchase, rent, or invest in property, goods, or services or to donate to any charity or similar organization or entity without that person's prior express invitation or permission.

15.2 Rates and Charges

- **Sponsor/IXCs-Requested Call Blocking**

The nonrecurring charge for Sponsor/IXCs-requested call blocking is \$25.00 per line or trunk.

- **Customer-Requested Call Blocking.**

The following nonrecurring charges are applicable for the establishment of business-requested call blocking:

| | Rate |
|--|-------------|
| Call Blocking, per first time request, per line or trunk | \$5.00 |
| Call Blocking, per first time request at a new location, per line or trunk | \$5.00 |
| Call Blocking, per subsequent request, same location, per line or trunk | \$15.00 |
| Removal of Call Blocking | \$5.00 |

SECTION 16. HIGH CAPACITY SERVICE

A High Capacity channel is a channel for the transmission of nominal 64.0 Kbps or 1.544, 44.736, or 264.176 Mbps isochronous serial data. The actual bit rate is a function of the channel interface selected by the Customer. Optional Features and Functions include automatic loop transfer, transfer arrangement, and various types of multiplexing.

16.1 DS-3 Service

A Service which is composed of digital channels provided at 44.736 Mbps for the transmission of one and two-way communications. The service would include voice, analog data, or digital data channels. The Customer must specify the desired configuration as follows:

Clear Channel DS-3, which is a DS-3 signal transmitted intact and transparently as provided at the Customer interface. No performance monitoring is performed since all 44.736 Mbps are considered customer voice or data,

M13 Framed DS-3, which is a DS-3 that is channelized into 28 DS-1 signals and include a predefined standard multiplexing scheme as defined in ANSI T1.107a. A Framed DS-3 contains parity bits and can be monitored to provide performance measure,

C-bit Parity Framed DS-3, is a DS-3 that can be used for subrated or non-subrated DS-3 signals. This service allows signal monitoring for end-to-end performance measurement on an in-service basis, transmitted on the maintenance data communications channel. The C-bit parity format is defined with 43.232 Mbps used for Customer data (or voice), the remainder being used for framing, synchronization, parity, etc.

16.2 Synchronous Optical Service

A Synchronous Optical Channel Service provides a high speed channel for the transmission of synchronous full duplex data over optical fiber utilizing Synchronous Optical Network (SONET) standards at 155.52 or 622.08 Mbps. The service also provides add or drop bandwidth capacity for delivery of service to customer premises.

16.3 DS-1 Service

A service which is composed of digital channels provided at 1.544 Mbps for the transmission of one and two-way communications. This service supports voice, analog, data, digital data and video services. The Customer must specify the desired configuration as follows:

Unframed DS-1 is a signal that does not follow standard framing formats of 192 bits for data and a 193rd bit for framing. An unframed DS-1 cannot be synchronized to the network and is not performance monitored.

D4/SF DS-1 is a framed DS-1 consisting of 12 frames (2316 bits) of 192 bits preceded by one framing (F bit). This service can be coded as AMI or as B8ZS.

ESF DS-1 extends superframe structure from 12 to 24 frames (4632 bits) and redefines the 8 kbps pattern into 2 kbps for mainframe and robbed-bit signaling synchronization, 2 kbps for CRC-6 and 4 kbps for terminal-to-terminal data link. The service can be coded as AMI or B8ZS.

16.4 DS-0 Service

DS-0 Services are digital channels furnished at transmission speeds 56 Kbps, 64 Kbps, or in multiples of 56 Kbps or 64 Kbps up to 1.544 Mbps (DS-1). The Company will configure these signals to transmit digital data at specified data rates or analog signals as specified by the Customer. Examples of configurations would include: 2-wire analog; 2-wire, 600 or 900 ohm, loop start; 2-wire, 600 ohm, 20 Hz ringing; 2-wire, 600 or 900 ohm, loop start, ground start or E+M with industry standard demarcation; 2-wire, 600 ohm, open loop (2-wire, only where available).

16.5 Multiplexing

Multiplexing conversions as follows will be offered as standard:

| | |
|---------|------|
| DS-3 to | DS-1 |
| DS-1 to | DS-0 |

16.6 Certain Other Services

Certain Other services not specifically noted above may be provided by the Company on an Individual Case Basis (ICB). Such services may include, but are not limited to the following:

- Asynchronous Transfer Mode
- Synchronous Optical (@ OC-3, 155.52 Mbps)
- Synchronous Optical (@ OC-12, 622.08 Mbps)
- Synchronous Optical (@ OC-48, 2.5 Gbps)
- Synchronous Optical (@ OC-192, 9.6 Gbps)

16.7 Rates and Charges

| <u>Channel Type Digital Data</u> | <u>Recurring</u> | <u>Non Recurring</u> |
|---|------------------|----------------------|
| <u>Channel Termination (CDP and/or IC-POT) (per term.)</u> | | |
| 56 Kbps – 64.0 Kbps | ICB | ICB |
| <u>Channel Mileage</u> | | |
| <u>Channel Mileage Facility (per mile)</u> | | |
| 56.0 | | ICB |
| 64.0 | | ICB |
| <u>Channel Mileage Termination (per termination)</u> | | |
| 56.0 | | ICB |
| 64.0 | | ICB |

| <u>Frame Relay Services – Non-Recurring</u> | <u>Rate</u> |
|---|-------------|
| FRAC, FRIC, EPVC, SPVC and Port | \$250.00 |
| Service Rearrangements | \$250.00 |

| <u>Channel Type High Capacity</u> | <u>Rate</u> |
|--|-------------|
| <u>Channel Termination (per term) (CDP and/or IC-POT)</u> | |
| 1.544 Mbps | ICB |
| Non Recurring | \$275.00 |
| <u>Channel Termination Capacity Discount Rates (per term)</u> | |
| Qty of 3 DS-3 44.746 Mbps interface | ICB |

| <u>Channel Type High Capacity</u> | <u>Rate</u> |
|---|--------------------|
| Per DS-3 channel installed | ICB |
| Qty of 6 DS-3 44.746 Mbps interface | ICB |
| Per DS-3 channel installed | ICB |
| Qty of 12 DS-3 44.746 Mbps interface | ICB |
| Per DS-3 channel installed | ICB |
| <u>Channel Mileage</u> | |
| <u>Channel Mileage Facility (per mile)</u> | |
| 64 Kbps | ICB |
| 1.544 Mbps | ICB |
| 44.736 Mbps | ICB |

| <u>Channel Mileage Termination (per termination)</u> | |
|--|-----------------------|
| | <u>Minimum</u> |
| 64 Kbps | ICB |
| 1.544 Mbps | ICB |
| 44.736 | ICB |
| <u>Discounts:</u> | |
| <u>Channel Termination, Channel Mileage Facility, Channel Mileage Termination - ICB</u> | |
| <u>Optional Features and Functions</u> | |
| 1) Multiplexing per arrangement | |
| DS-3 to DS-1 | ICB |
| DS-1 to DS-0 | ICB |

| <u>Network Channel Terminating Equipment (per termination where provided)</u> | |
|--|-----------------------|
| <u>Non-Recurring</u> | <u>Minimum</u> |
| <u>Moves in same building</u> | |
| 1.544 Mbps | ICB |
| 44.736 Mbps | ICB |
| <u>Moves in different building</u> | |
| 1.544 Mbps | ICB |
| 44.736 Mbps | ICB |

| <u>Channel Type Synchronous Optical</u> | <u>Rate</u> |
|---|--------------------|
| <u>Channel Termination Per Termination (CDP and/or IC POT)</u> | |
| 155.52 Mbps | ICB |
| 622.08 Mbps | ICB |
| <u>Channel Mileage</u> | |

| <u>Channel Type Synchronous</u> | <u>Rate</u> |
|---|--------------------|
| <u>Optical</u> | |
| <u>Channel Mileage Facility (per mile)</u> | |
| 155.52 Mbps | ICB |
| 622.08 | ICB |
| <u>Channel Mileage Termination per termination</u> | |
| 155.52 | ICB |
| 622.08 | ICB |
| <u>Optional Features and Functions</u> | |
| 1) Customer Node per node | |
| 155.52 Mbps | ICB |
| 622.08 | ICB |
| Customer Premises Port per port | |
| 1.544 Mbgps | ICB |
| 44.736 | ICB |
| 51.84 | ICB |
| 155.52 | ICB |
| 2) Add/Drop Multiplexing | |
| Central Office Port (per port) | |
| 1.544 Mbps | ICB |
| 44.736 | ICB |
| 155.52 | ICB |

| <u>Term Discounts OC-3 and OC-12 – ICB</u> | |
|--|-----------------------------|
| | <u>Non-Recurring</u> |
| <u>Non Recurring Charges</u> | |
| <u>Channel Termination (per term) (CDP or IC POT)</u> | |
| 155.52 Mbps | ICB |
| 622.08 | ICB |
| <u>Non Recurring Charges</u> | |
| <u>Optional Features and Functions</u> | |
| <u>Customer Node per node</u> | |
| 155.52 Mbps | ICB |
| 622.08 | ICB |
| <u>Customer Premises Port per port</u> | |
| 1.544 Mbps | ICB |
| 44.736 | ICB |
| 51.84 | ICB |

SECTION 17. PACKET DATA NETWORK

Packet Data Networks utilize separate data networks, comprised of switching and transmission facilities. The networks provide for the transfer of data provided by a

customer in a frame format. The data are separated into discrete segments for transmission through the public packet data network.

17.1 Frame Relay Access Service - General

Frame Relay is no longer offered, but this information is included as reference for those customers who already subscribe to this service.

Frame Relay Access Service (FRAS) is a medium-speed, connection-oriented packet-switched data service that allows for the interconnection of Local Area Networks (LANs) or other compatible customer premises equipment for the purpose of connecting to a local, state or interstate frame relay network. Terminal equipment accumulates the customer data and puts them into a frame relay format suitable for transmission over the FRAS network. Terminal Equipment must conform to American National Standards Institute and Telecommunication Standardization Bureau of the International Telecommunication Union standards.

17.2 Service Description

Frame Relay Access Service is a transport service that facilitates the exchange of variable length information units (frames) between customer connections. Frames travel a fixed path through the network with an address that specifies the permanent virtual connection. Addresses are read by the network processor and the frames are relayed to the preassigned destination. FRAS allows access to multiple locations over a single access line which is ideal for businesses with geographically dispersed locations. FRAS service includes: the Frame Relay Access Connection (FRAC), the Frame Relay Inter-network Connection (FRIC), Permanent Virtual Connections (PVCs) which have associated Committed Information Rates (CIRs), and User-to-Network or Private or Public Network-to-Network Port Interface.

The Frame Relay Access Connection and the Frame Relay Inter-Network Connection elements provide access to a Company end office equipped with a frame relay switch. The Frame Relay Access Connection (FRAC) combines a frame relay compatible 56.0 kbps, 64.0 kbps, 128 kbps, 384 kbps to 1.544 Mbps digital transport facility with a port on a frame relay switch. The port is either a User-to-Network or Private or Public Network-to-Network Port Interface. In certain instances only a User-to-Network Port or Network-to-Network Port Interface would apply.

The Frame Relay Access Connection includes the Company facility between the customer designated premises and the customer serving end office. The end user port is a user-to-network interface that provides the lineside physical entry into the Company frame relay network and permits the use of FRAS-Compatible end-user customer premises equipment.

Permanent Virtual Connections (PVCs) are software defined, end-to-end, bi-directional communications paths within the frame relay network/switch to connect the ports.

These PVCs are undedicated electronic connections. There are two types of PVCs: a standard PVC and an extended PVC. A standard PVC connects a communications path between two ports on or within the Buckeye TeleSystem frame relay switch. The extended PVC connects a communications path between two ports on two interconnected frame relay switch networks, one of which is that of Buckeye TeleSystem.

In certain circumstances or service configurations where a transport facility between a customer-designated premises and the frame relay switch is required, or when service is provided by more than one frame relay provider, service is provided utilizing Special Access Service. In those circumstances, service is provided by way of Special Access Channel Mileage and Channel Termination(s) in addition to the rates and charges associated with FRAS.

For example, Special Access Service, End User Port and/or Inter-network Customer Port charge(s) would apply in lieu of the Frame Relay Access Connection or Frame Relay Inter-network Connection. Generic views of FRAS are shown in Sections 17.8, 17.9, and 17.10.

17.3 Frame Relay Access Connection

The Frame Relay Access Connection (FRAC) rate element recovers the cost associated with the communication path between the end user's premises and the company frame relay switch. It consists of an end-user interface port (EUP) to the Buckeye TeleSystem network and a bundled access line. One FRAC charge applies per customer-designated premises at which the FRAS connection is terminated. This applies even if the customer-designated premises and the frame relay switch are collocated. A customer may order a port-only EUP service.

End-User Port (EUP) charge is applied as a discrete rate element in conjunction with jointly-provided Special Access Service. Section 3 contains additional applicable rates and charges. The EUP is the physical location in the Buckeye TeleSystem switch office where the transport facility of the end-user customer connects to the FRAS network. It specifies how a frame relay switch sends and receives data from a frame relay end-user customer LAN or compatible CPE device. The end-user customer must specify the appropriate speed so as to match the port and the associated transport facility.

17.4 Permanent Virtual Connection (PVC)

A PVC is a software-defined link between two frame relay ports based on customer specified Committed Information Rate (CIR). The CIR is a transmission speed specified by the customer ranging from 64kbps to 1.536 Mbps. Customers will be provided with the capacity to transmit at speeds up to two times the CIR with no guarantee of completion. A Customer may have multiple PVCs on a given port subject to switch limitations.

A Standard Permanent Virtual Connection (SPVC) establishes a communications path between two ports within the Buckeye TeleSystem frame relay switch network. An Extended Permanent Virtual Connection (EPVC) establishes a communications path between two ports on two interconnected (network-to-network) frame relay networks.

17.5 Rate and Charge Types

The two types of rates and charges include monthly rates and non-recurring or one-time rates which are more fully described below:

Monthly Rates: A recurring rate or rates that apply each month or fraction thereof that a FRAS is provided. A month is considered to have 30 days each month for billing purposes.

Nonrecurring Rates: A one-time charge(s) may apply for a specific work activity – installation, moves, changes, etc. – for frame relay service.

Service Rearrangements/Moves are changes or moves to in-place service(s). A Rearrangement Charge will be applied whenever a change is made to the CIR of an existing SPVC or EPVC or the port destination of the PVC.

Administrative Changes will be made without charge for such items as account number changes, billing name, address, contact information, circuit ID, jurisdiction change.

17.6 Term Discount Plans

A discounted rate per month may be ordered for FRAS when the term is 12 months (one year), 36 months (3 years) or 60 months (5 years). The rates all are ICB.

The minimum period for Term Discount Plans is twelve months. Should the customer choose to discontinue a Term Discount Plan prior to the completion of the minimum service period, discontinuance charges will apply.

17.7 Tariff Rate Application

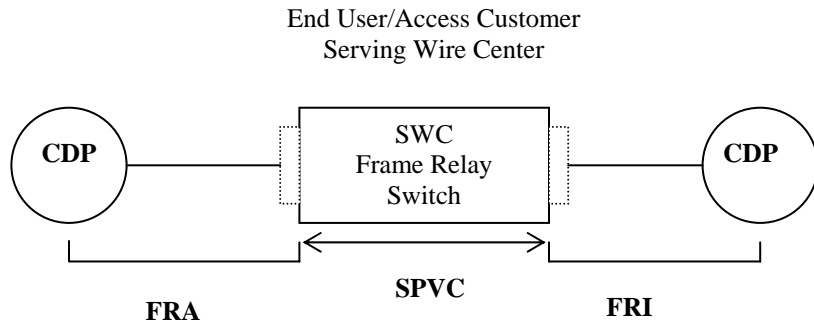
When FRAS is jointly provided, each provider bills and applies their access tariff and regulations.

17.8 FRAS Generic (Illustrative) Views

Frame Relay Access Service:

(End User)
Customer
Designated
Premises

(Access Customer)
Customer
Designated
Premises

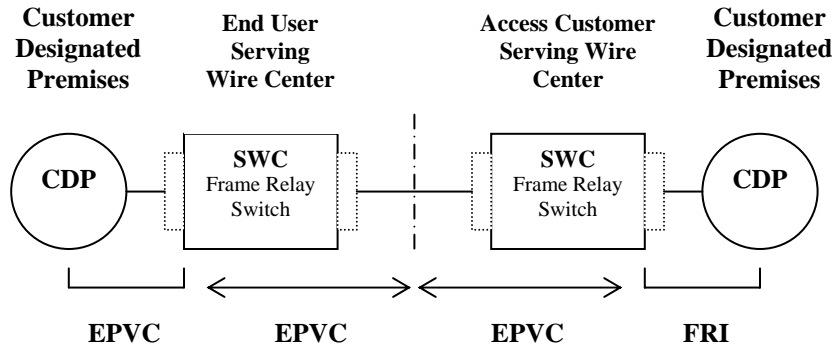


Rate Elements

- FRAC Frame relay Access Connection
- FRIC Frame Relay Inter-Network connection
- SPVC Standard Permanent Virtual Connection

17.9 FRAS Generic (Illustrative) Views

Interconnected Frame Relay Access Connection:

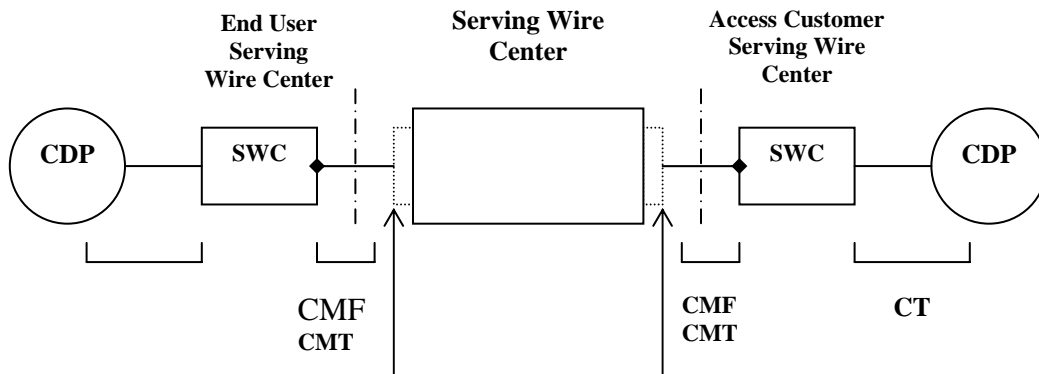


Rate Elements

- FRAC Frame relay Access Connection
- FRIC Frame Relay Inter-Network connection
- EPVC Extended Permanent Virtual Connection

17.10 FRAS Generic (Illustrative) Views

Jointly Provided Frame Relay Access Service:



EUP

ICP

Rate Elements

| | |
|------|------------------------------------|
| CT | Channel Termination |
| CMT | Channel Mileage Termination |
| CMF | Channel Mileage Facility |
| EUP | End User Port |
| SPVC | Standard Permanent Virtual Circuit |
| ICP | Inter-network Customer Port |

SECTION 18. BUCKEYE TELESYSTEM AUDIO CONFERENCING LONG DISTANCE

Buckeye TeleSystem Audio Conferencing Long Distance provides customers with an easy program for audio conferencing long distance services. This plan also provides customers with a menu of options that range from operator assisted conferencing to unplanned, impromptu conferencing. The service is available for Interstate, Intrastate, IntraLata, International, and 800 Service calls. Monthly billing will be on the customer's regular bill, but billed one-month behind. Certain penalties apply if the customer schedules at least 100 lines for audio conferencing and then fails to use all or some. A 20 per cent buffer is allowed i.e., if 100 lines are scheduled any charges would not apply if at least 80 lines ultimately are used. If notification of non-use is made to the reservation clerk at least 30 minutes prior to the start of the call, no penalty will be assessed.

18.1 Call Types

Toll Free Meet Me (Operator Assisted Dial In) – Participants access customer's conference call by dialing a permanently supplied Toll Free Meet Me number valid from anywhere in the United States.

Operator Dial Out – Operator dials out to each participant on the conference call from a list of names and telephone numbers that customer has supplied.

Free Meet Me (Automated Toll Dial In) – Customer dials a permanently assigned toll-free number and enters a private pass code and is immediately placed into the meeting. Entry and exit tones tell when someone has entered or left the meeting. Operator assistance is obtained by dialing *0 on the telephone keypad).

International Dial Out – International participants should be Dialed-Out to by the conference operator. This is the best option for insuring line quality, consistency, low

hold time and price performance. The customer must provide the reservation clerk with the participant's complete telephone number including the country code.

International Toll Free Dial In – International participants can call in from outside of the continental United States using a Toll-Free/Free-Phone number to join a conference call. Cost and hold time will be higher than normal Meet Me calls. The customer must inform the reservation clerk that there will be an international participant on the call. If not, the participant may need to be transferred to another bridge when calling in.

18.2 Standard Features

Direct Entry – Participants are placed directly into the conference and are able to communicate with each other prior to the beginning of the conference.

Music Entry – Allows participants to be placed on music hold while waiting for the conference to begin. Participants are unable to speak to each other while on music hold.

Announce Participants – Participants are announced by the conference call operator as they enter the conference.

Entry Tone – Participants will hear a single tone when a new participant joins the call.

Exit Tone – Participants will hear two tones when a participant leaves the call.

Roll Call – After all participants have joined the call, a conference call operator will conduct a roll call.

Leader First – The leader enters the conference before the participants have joined.

Leader Last – The leader enters the conference after the participants have joined or at the scheduled start time.

Fax Confirmation – A confirmation is sent to the customer after the reservation is made.

Self Mute – Participants can mute and un-mute their lines by pressing *6. Required when using a cellular phone.

18.3 Enhanced Features (some at additional charge)

Group Mute – By pressing *5, the leader can mute all lines in the conference call. By pressing *5 again, the leader can un-mute the conference. Allows only the leader to speak without interruptions or background noise. No charge.

Password – At the leader's request, participants must give a password to enter a conference. No charge.

Polling – Leader can survey participants by asking predetermined questions. A report shows responses by question and by participant. No charge.

Q & A – A question and answer session for participants is available for calls in which all lines are muted except for the speaker's. The Q & A may be conducted at any time during the call. Participants can enter the question queue by pressing 1 on their keypad. Participants can press # to be taken out of the queue. No charge.

Security – By pressing *7 the leader prevents anyone from entering the conference. No charge.

Sub-Conference – A conference separate from the customer's main conference call. A sub-conference is made up of a pre-defined group or groups of participants. A sub-conference can be utilized before, during, or after the main conference call. The conference operator will place the designated participants in the sub-conference(s) at the appropriate time. No charge.

Communication Line – A separate communication line allows direct communication between the customer and a second lead operator, outside of the main conference. Normally used for large calls that required more detailed setup. (Regular per minute rate applies).

Call Notification – The call leader must provide operator with a list of names and numbers for the participants. Operator will then notify all participants of the call time, date, leader name, etc. (A per-participant rate applies).

Call Registration – A customer can request a registration program that participants can call into to register for an event. Participants call into the "Registration Line", specified by the unique 800 number assigned to the customer program, to register for an event. Ten items of information of up to 25 characters in length per item can be gathered for each caller.

Encore – Allows a conference to be digitally recorded for future playback. The customer must request a start and an end date. (Regular per-minute rate applies as does a daily minimum fee).

MP3/CD Recording – Allows a conference to be digitally recorded and sent in an MP3 format or compact disc.

Encore Plus – Allows polling/voting on an Encore digital recording. Most often used in Teletraining where material is provided to the listener and then a series of questions can be asked. Touch tone phone required for selecting 1 – 9 keys. (Initial set up fee and a daily minimum).

Fax Broadcast – Allows a fax distribution to multiple locations simultaneously. No more than one hour after the last fax attempt has been made to send the initial fax broadcast (i.e. 7 attempts for all addresses), the customer will receive a delivery report including any or all of the following:

- Successful transmissions.
- Failed transmissions.
- Reason for failed transmissions.
- Total number of pages faxed.
(A per page fee applies)

Fax Complete – A Fax Complete contains a list of names and individual on-line times for all participants on a particular conference. Sent to the call leader. (Fee applies).

Promotional Tape – Conference calls can be audio taped. Duplication of up to 50 tapes may be provided within 48 hours of the call. Longer calls may lose up to 15 seconds due to flipping of the audio tape to the second side. (Fee based on number of tapes and number of shipping addresses).

18.4 Rates and Charges (All prices are per minute per attended, unless otherwise noted).

| | Rate |
|--|-----------------|
| Toll Free Meet Me | \$0.10 |
| Operator Dial Out (United States and Territories) | \$0.30 |
| Operator Dial out (Remaining International) | \$0.75 |
| Free Meet Me (Automated Dial In) (Continental US) | \$0.10 |
| Free Meet Me (Automated Dial In) (United States and Territories) | \$0.70 |
| Enhanced Features | |
| Communication Line | \$0.12/minute |
| Call Notification, per Participant | \$0.50 |
| Call Registration (per person) fewer than 350 persons | \$0.50 |
| Call Registration (per person) more than 350 persons | \$0.12 |
| Encore \$15 daily minimum | \$0.12 |
| Encore Plus \$15 daily Minimum, \$75 initial set-up fee | \$0.12 |
| Fax Broadcast | \$0.25 per page |
| Fax Complete | \$2.75 |
| Promotional Tape | \$5 |
| No Show/Cancellation/ | |

| | |
|--|---------------------|
| Unused Lines (100 line minimum, 20% buffer) | \$2. per line |
| MP3/CD Recording | \$25 per conference |

SECTION 19. NATIVE LAN SERVICE - DESCRIPTION

Buckeye TeleSystem Native LAN Service provides the transmission of data at native LAN speeds from 1Mbps to 10Gbps Ethernet. This service can be used to connect customer premises in a node-to-node or node-to-multinode configuration.

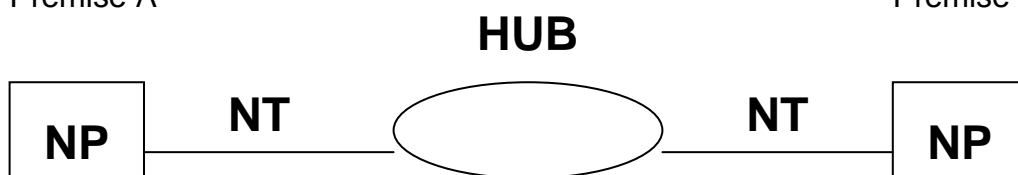
This service is intended to extend high-speed connectivity between customer locations to accommodate bandwidth intensive applications.

19.1 Standard Connections

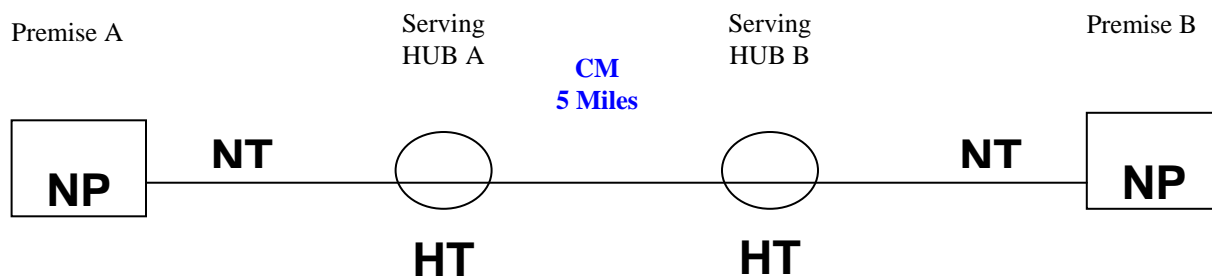
Standard connections can range in 1 Mbps increments, beginning from 1 Mbps to 10Gbps, and can be synchronous or asynchronous.

19.2 Standard Configuration

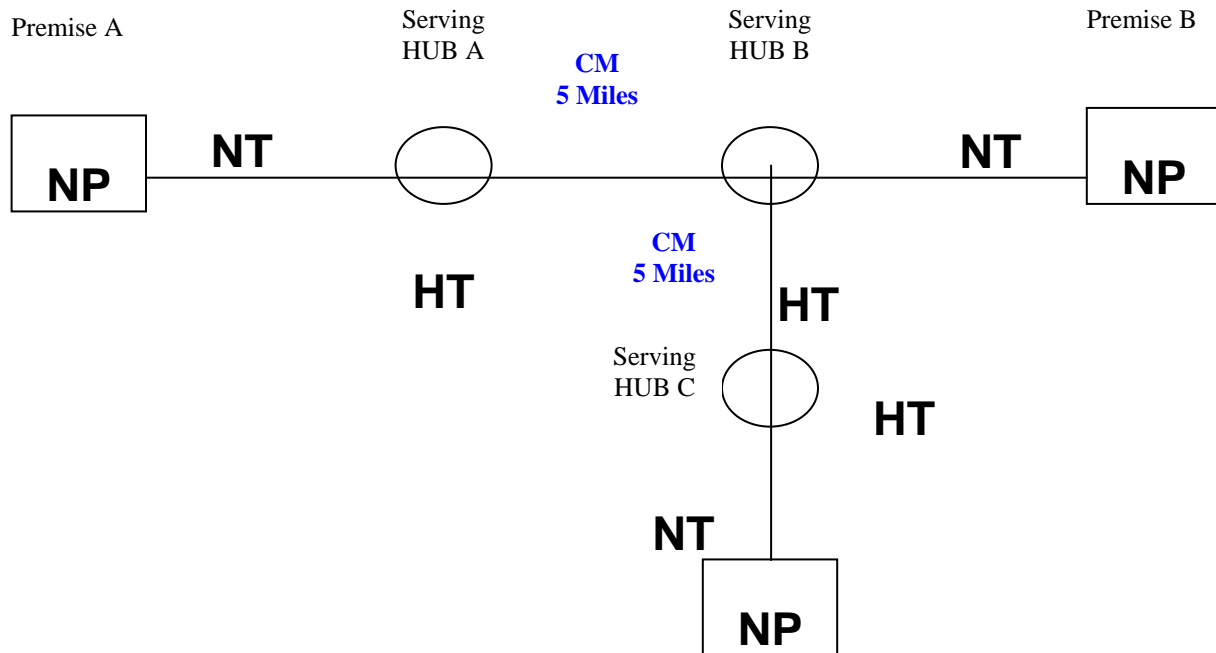
- Node-to-node between two premises served by the same company hub.
Premise A Premise B



- Applicable Rate Elements:
 - Node Termination (2)
 - Node Port (2)
- Node-to-node between two premises served by separate company hubs.



- Applicable Rate Elements:
 - (NT) Node Termination (2)
 - (NP) Node Port (2)
 - (HT) Hub Termination (2)
 - (CM) Channel Mileage (5)
- Node-to-multinode between three premises.



- Applicable Rate Elements:
 - (NT) Node Termination (3)
 - (NP) Node Port (3)
 - (HT) Hub Termination (3)
 - (CM) Channel Mileage (10)

19.4 Terms and Conditions

The customer provided equipment must deliver the data signal for the Buckeye TeleSystem Native LAN Service transport as within the industry standard specification for the subscribed data service.

Buckeye TeleSystem Native LAN Service provides physical layer transport only. The Company assumes no responsibility for the through transmission of signals generated by CPE, for the quality of or defects in such transmission, for the reception of signals by CPE, or address signaling to the extent addressing is performed by CPE.

Error detection and correction of data generated by CPE is the customer's responsibility.

Buckeye TeleSystem Native LAN Service is provided at the option of the Company where facilities permit. If the appropriate facilities are not available, Special Construction charges may apply.

19.5 Optional Features:

Uninterruptable Power Supply (UPS): Provides for power back up per node termination in the event commercial power is lost.

Dual Transmission Facilities: Provides redundancy of the facilities by duplicating:

Channel mileage to provide the redundant facilities between serving hub locations.

Node Termination facilities to provide for redundant transmission facilities and equipment between customer designated premises.

Rates are ICB. A discount structure applies for 24-, 36-, or 60-month contracts.

SECTION 20. FOREIGN EXCHANGE EXTENSION SERVICE

20.1 Description of Service

Foreign Exchange Extension Service is provided at the request of a customer when that customer is located outside a Company Rate Center. The service consists of a dedicated circuit provided by the Company via a direct plant build or leased facility to the customer to deliver local calling for a Company Rate Center.

This service provides for originating and terminating calls the same as any other customer that is located within the Company Rate Center. E-911 service is not supported for this service.

20.2 Rate Elements

Point-to-point DS-1 service: This charge applies to the dedicated transport portion of the Foreign Exchange Extension Service.

Applicable Circuit charges: Monthly recurring charges will apply for each service delivered. Available service includes Business line (Section 3), Analog Trunk (Sec. 5.3), Digital Trunk, and ISDN PRI (Section 7.5).

Non-Recurring Foreign Exchange Extension Service Set-up Charge: This charge applies to all services of this type and covers the coordination and installation of this service.

| Element | Rate |
|--|--|
| Monthly Recurring Point-to-point DS-1 service | See Sec: 3.24 |
| Monthly Recurring Applicable Circuit charges | See Applicable Sec. 3.4, 3.5, 3.6, 3.8, 8.2 |
| Non-Recurring Foreign Exchange Extension Service Set-up Charge | ICB |

20.3 Variable Market FX Service – Description of Service

Variable Market FX service provides the end user of a Company ISDN PRI Voice or Digital Trunk the ability to have local numbers from multiple rate centers (other markets serviced by Company) terminate as a local call. For example, local Internet Service Providers with local Toledo ISDN PRI service from the Company may have a local Bowling Green number terminate to the same circuit. Outbound calling can only be originated from a single rate center.

20.4 Rate Elements

| Rate Element | Rate |
|--|--------|
| Monthly Recurring Variable Market FX Per Channel | \$5.00 |
| Non-Recurring Variable Market FX Service | ICB |

| Rate Element | Rate |
|-----------------------------|---------|
| Virtual Line | \$10.00 |
| Call Forwarding | \$2.75 |
| Non-Recurring Set-up Charge | \$5.00 |
| Usage | ICB |

20.5 Remote Forwarding (Inbound Only) FX Service – Description

Remote Forwarding FX Service is provided at the request of a customer to receive local calls from a Company Local Calling Area. This service is provided by creating a local access line within a Company Rate Center that receives inbound-only local calls in the same way Company customers physically located within the rate center receive calls and forwards those calls to a location either within or outside the Company Rate Center's Local Calling Area. In this scenario, applicable local, InterLATA, and IntraLATA charges apply for forwarded calls. This service can be configured with any number of additional call paths to accommodate multiple inbound calls simultaneously.

20.6 Rate Elements

Remote Forwarding FX Line Charge: This charge applies to the physical line port consumed in the central office switching equipment.

Additional Call Paths: Applies per additional call path associated with a Remote Forwarding FX Line.

Non-Recurring Set-up Charge: Covers the coordination and installation of this services.

20.7 Rate Elements

| Rate Element | Rate |
|-----------------------------|----------------|
| Virtual Line | \$10.00 |
| Call Forwarding | \$2.75 |
| Non-Recurring Set-up Charge | \$5.00 |
| Usage | ICB |

SECTION 21. BUSINESS GROUP DIALING – GENERAL

Business Group Dialing is an enhanced local service offering abbreviated dialing and standard enhanced features designed to provide efficient communication between and among customers of the Company at more than one location. The service will allow station-to-station or station-to-line dialing between customer Key Systems, PBXs, Single Business Lines, or ISDN PRI services. Calls made using this service are not subject to per-call charges. The service also can be custom designed to provide the same features and functions between and among customers of the Company utilizing Company-provided numbers or numbers of other local service providers ported to the Company at slightly higher cost.

21.1 Service Requirements

Business Group Dialing is not a stand-alone service. It is offered as a vertical service (enhanced) offering that requires subscription to the Company's local exchange service at the location(s) desiring the service. Where this service is requested to be extended to location(s) beyond the territory of the Company, appropriate rates apply and in instances where special equipment or transport is required, rates may be based on an Individual Case Basis (ICB).

21.2 Standard Features and Functions Described

Business Group Dialing standard features and functions are as follows:

- Intercom: Provides station-to-station or station-to-line dialing without per call charges.
- Hold (intra group): Allows a user to place an intercom call on hold.

- Transfer (intra group): Allows a user to transfer calls within the calling group.

21.3 Rate Structure

The pricing elements for this service include one-time charges (non-recurring) and monthly charges (recurring) the non-recurring charge covers the configuration of the dialing plan per line. Where customer commits to a three- (3)- or five- (5)-year contract, the non-recurring charges are waived. The recurring charge covers the group standard features and functions for the service type desired. Slightly higher rates apply for non-Company numbers.

Rates are shown in Section 31 following. In certain configurations requiring special equipment or arrangements where non-Company local numbers are desired, the service may be offered on and ICB basis of cost-to-provide. Customer will be advised in advance of such costs.

| Pricing Elements | Rate |
|---|-------------|
| Dialing Group Non-Recurring (Single Line) | \$25.00 |
| Dialing Group Non-Recurring (DS-1 or PRI) | \$200.00 |
| Per line group calling charge | \$4.00 |
| Per Digital Trunk or PRI | \$50.00 |
| Per line group calling charge (non-Buckeye numbers) | \$8.00 |
| Per Digital Trunk or PRI (non-Buckeye numbers) | \$100.00 |

SECTION 22. CUSTOM CALLING SERVICES - DESCRIPTION

Custom calling service provides a complete end-user solution designed to provide Centrex-like functionality from Company's central office.

22.1 Standard System Features

Virtual Network Access Circuits (Trunked): Exchange access is restricted to a user-specified total number of active calls (access paths).

Individually Billed Access Paths: Billing is determined by the total number of access paths specified.

Direct Inward Dialing: Arrangements which allow an incoming call to reach another station line of the customer without attendant assistance.

Individual Dialing Plan: Provides the ability to interpret dialed digits according to customer-specific dialing sequences.

Intercom Dialing: Permits the customer to dial an access code to reach another station of the customer without having to dial 7 digits.

22.2 Full, Semi, and Unrestricted Capability

Fully Restricted: Allows only station-to-station (intercom) calling capabilities.

Semi-Restricted: Allows access to the exchange network for local calling only.

Unrestricted: Allows access to the exchange network, the toll network or any service accessible by dialing.

Access Treatment Screening: Stations can be individually allowed or disallowed access to system features.

Attendant Capabilities: Attendants may be designated to handle incoming, internal, and other call types with various special telephone consoles.

Centralized Attendant Service: For multi-location customers, the attendees can be located at only one site.

Flexible Night Service: Provides the ability to forward each listed directory number to a unique customer-changeable night directory number.

Automatic Station Message Detail Recording – ASMDR: Provides a record (via printout) of call details (date, time, etc.) on outgoing calls.

22.3 Advanced System Feature Package

Auto Route Selection: Directs outgoing calls to the customer's most preferred available route. If the primary route is busy, the ARS feature automatically tries alternate routes. The customer will preselect a sequence of routes, which may include private or public carrier services. A warning tone is provided to indicate the selection of the least preferred route.

Account Code: Permits stations and attendants to dial in an 8-digit account code when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

Authorization Code: Allows different station users to have different calling privileges. Dialing capabilities can be defined and restricted to authorized personnel.

Time of Day Do Not Disturb: Activates Do Not Disturb at particular times. Allows for setting both the time and day for a particular action to occur (for example, the customer wants to have "do not disturb" feature activated at noon Tuesday through Wednesday).

Time of Day Routing Changes: routing by time of day.

Dial Call Waiting: Provides the ability for originating stations to invoke a Call Waiting service on selected intragroup calls.

Priority Ringing: Differentiates incoming calls by signaling the customer with a distinctive ringing pattern.

22.4 Optional System Features

Custom Calling Service Access Circuit – Music on Hold: Allows customers the option to provide music or any other type of customer-provided audio source to calls on hold.

Custom Calling Service Access Circuit – Loudspeaker Paging: Allows dial access to subscriber-owned loudspeaker paging equipment. The paged party can be connected to the calling party by dialing an answering code from any station within the subscriber group.

Custom Calling Service Access Circuit – Pollable SMDR: Provides a record of call details (date, time, etc.) on outgoing calls placed over a customer's private or public facilities on an interactive basis.

Custom Calling Service Access Circuit – Private Facilities: Allows the customer to have dial access to various types of public and private switching arrangements, i.e. 800-Service Facility Group, Tie Trunk access or Common Control Switching Arrangements, provided by a subscriber dialed access code.

Custom Calling Service Access Circuit - Voice Mail: Provides integrated access to the central office voice mail system as part of the dialing plan.

Six-Way Conference Circuit: Allows a station user to initiate a conference call. A total of five conferees can be added to the conference in addition to the originator. The customer may order more than one conference circuit.

22.5 Custom Calling Service Stations

The following features are available with each line located at a designated customer primary location. Where facilities and operating conditions exist, features of the custom calling system may be extended to stations of the same system located at customer secondary locations.

SECTION 23. STANDARD STATION FEATURES

Individual Telephone Number: Each station line has its own telephone number.

Individual Access Screening: Each station is assigned its own access treatment code for call screening.

Single-Digit Dialing: Permits a station user to reach selected lines or other internal facilities for special customer services by dialing a single-digit code.

Hot Line Station: Automatically calls a pre-selected station when the Hot Line station goes off hook.

Touch-Tone: All station lines are equipped for Touch-Tone dialing.

Call Hold: Allows a station user to hold any call in progress, thereby freeing the line for the purpose of originating another call or answering a waiting call.

3-Way Calling: Allows a station in talking state to add a third party to the call. To add a third party to the call, the 3-Way Calling subscriber flashes the switchhook once to place the other party on hold, receives a dial tone, dials the telephone number of the third party, and then flashes the switchhook again to establish the three-way connection.

Call Forwarding – Variable

(Limited) When this feature is activated by a station line user or the attendant, incoming calls to the activated station line or attendant position will be automatically routed to any other selected station line, within the same custom calling system, or to the attendant position. The attendant also may activate this feature for a station line user.

(Unlimited) The same as Call Forwarding Variable Limited except that incoming calls may be routed automatically to a telephone number outside the system or to station lines within the same system. The attendant may not activate this feature to a telephone number outside the system for a station line user. Calls forwarded outside the Buckeye Custom Calling System are subject to the appropriate charges for local and toll messages.

Call Forwarding - Busy: Allows incoming calls to a busy station to be routed to a preselected station line, attendant, or voice mail system within the same system or outside the system. Intercom calls can be arranged to be forwarded to a number different from DID calls.

Call Forwarding – Don't Answer: Allows incoming calls to be automatically routed to a preselected station line, attendant, or voice mail system in the same system or outside the system, when the called station is not answered after a preset number of rings. Intercom calls can be arranged to be forwarded to a number different from DID calls.

Remote Activation of Call Forwarding: Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-Tone phone.

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

Call Park: Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing the feature code and the line number against which the call is parked.

Call Pickup: Allows a station line to answer incoming calls to another station line within a defined pickup group. Call pickup is provided on individual station lines within a customer group.

Call Transfer: Allows a station line user to transfer any established call to another station line inside or outside the customer group without the assistance of the attendant.

Auto Recall (intra-group): Permits the station user to have calls automatically redialed, within a defined group within the system, when the first attempt reaches a busy.

Customer Changeable Speed Calling: Allows a user to establish a speed-calling list, each station of which is associated with a unique 2-digit speed calling code. Initial entry and changing of a speed-calling list are directly input by the user.

SECTION 24. OPTIONAL STATION FEATURES

Anonymous Call Rejection: Allows a station to automatically reject a call with an anonymous ID.

Automatic Callback – Outside: Allows a station user who encounters a busy condition to be called back automatically when the called line becomes idle.

Automatic Recall – Outside: Automatically redials the last incoming call.

Caller ID – Outside: Provides the station user with the telephone number of the calling party before answering the phone.

Call Trace: Allows the station user to dial a code to request automatically a record of the caller's origination telephone number, the date and time of the call. The information is disclosed only to a law enforcement agency for investigation purposes.

Selective Call Acceptance – Outside: Allows user to create a list of telephone numbers from which he or she is willing to accept calls. List limit is 31.

Selective Call Rejection – Outside: Allows user to create list of telephone numbers from which he or she does not wish to receive calls. Calls from telephone numbers on

the list are sent to an announcement that informs the caller user is not receiving calls at this time. List limit is 16.

Selective Call Forwarding – Outside: Allows user to create a list of “selected” telephone numbers to be forwarded to another number. Calls from the telephone numbers on user’s list will be forwarded to the number user has designated. List limit is 16.

Screen List Editing/Selection Control: Allows users to create and modify lists of telephone numbers associated with a directory number. These listed numbers are used to identify calling parties. Interactive recorded announcements are used to guide users in editing screening lists.

SECTION 25. CUSTOM CALLING SERVICE LINE FEATURES – ISDN INTERFACE

25.1 Class of Service Restriction

Fully Restricted Capability: Allows only station-to-station (intercom) calling capabilities.

Semi-Restricted Capability: Allows access to the exchange network for local calls only.

Unrestricted Capability: Allows access to the exchange network, the toll network or any service accessible by dialing.

25.2 National ISDN Compatibility

Out-of-Band (D channel) Signaling

Multiple Call Appearances Same Number: A directory number that is assigned more than one business set. The business sets that are assigned this directory number are known as a Multiple Appearance call group.

Two Status LEDs per Appearance

Multiple Telephone Number Coverage: One station line can answer calls to many telephone numbers.

Coverage for Analog or ISDN: Sets One ISDN station line can observe the state (busy or idle) of other station lines, whether analog or ISDN.

Simultaneous Voice/Data/Signaling: Voice, data, and signaling happens simultaneously without interruption or interference.

Multi-point ISDN Line: Allows up to 8 separate devices to be connected to one ISDN station line.

Voice/Data Protection: Prevents data calls from being interrupted by call-waiting tones, testing, or busy verification attempts.

25.3 Custom Calling Card Rates

| | Non-Recurring | Monthly |
|-------------------------------------|---------------|----------|
| Rate Element | | |
| Optional System Features | | |
| Access Circuits (DS-O) | \$30.00 | \$15.00 |
| Voice Mail SMDI Link (DS-0) | \$30.00 | \$15.00 |
| Voice Mail Access Trunks (DS-1) | \$500.00 | \$450.00 |
| Shared Access Facility | \$300.00 | \$150.00 |
| 6-way Conference | \$50.00 | \$25.00 |
| | | |
| Network Access Circuits | \$10.00 | \$15.00 |
| | | |
| Station Line Standard | \$10.00 | \$10.00 |
| | | |
| ISDN Station Lines (BRI) | \$50.00 | \$15.00 |
| | | |
| Optional Station Features | | |
| Automatic Callback – Outside | \$5.00 | \$2.75 |
| Automatic Recall – Outside | \$5.00 | \$2.75 |
| Caller ID – Outside | \$5.00 | \$2.75 |
| Call Trace | \$5.00 | \$2.75 |
| Selective Call Acceptance – Outside | \$5.00 | \$2.75 |
| Selective Call Rejection – Outside | \$5.00 | \$2.75 |
| Selective Call Forwarding – Outside | \$5.00 | \$2.75 |
| Screen List Editing | \$5.00 | \$2.75 |

SECTION 26. RESALE/RESOLD SERVICES

There are no prohibitions or limitations on the resale of services.

26.1 Service Connection Charges

| | Business |
|---|----------|
| Service Connection Assistance | |
| PIC-1 or 2 Change (Per Line) | \$5.50 |
| Directory Services | \$15.00 |
| Number Change (Per Access Line) | \$35.00 |
| Supersedure | \$35.00 |
| Rearrangement of Trunk Circuit | \$10.00 |
| Establish, Change from One Type of Hunting to Another, or | |

| | |
|--|---------|
| Rearrange Hunting Sequence Per Access Line | \$30.00 |
| Change Type of Service (i.e. from Measured to Flat or Flat to Measured) | \$15.00 |
| ISDN PRI Lead Number Change | \$35.00 |

- Small and Local Business Line

| Usage Rates for Local Business Line Calls | |
|--|--------|
| Measured Rate | |
| First Minute | \$.01 |
| Each Additional Minute | \$.01 |
| Message Rate (Per Call) | \$.07 |
| Call Transfer | \$2.75 |

26.2 Small and Local Exchange Service - Business

| Package | M-T-M | 1 year | 2 year | 3 year | 5 year |
|----------------|--------------|---------------|---------------|---------------|---------------|
| Local Business | \$21.50 | \$20.50 | \$20.00 | \$19.50 | \$19.00 |
| Essential | \$27.95 | \$26.95 | \$25.95 | \$23.95 | \$21.95 |
| Premium | \$49.95 | \$48.95 | \$47.95 | \$45.95 | \$41.95 |
| Non-Profit | \$14.75 | \$14.75 | \$14.75 | \$14.75 | \$14.75 |

If the customer adds any level of Internet service offered by Buckeye TeleSystem or its affiliates, the customer will be eligible for the following pricing:

| Package | M-T-M | 1 year | 2 year | 3 year | 5 year |
|----------------|--------------|---------------|---------------|---------------|---------------|
| Local Business | \$20.50 | \$19.50 | \$18.50 | \$17.50 | \$16.50 |
| Essential | \$26.95 | \$25.95 | \$23.95 | \$21.95 | \$19.95 |
| Premium | \$48.95 | \$47.95 | \$45.95 | \$43.95 | \$39.95 |
| Non-Profit | \$13.75 | \$13.75 | \$13.75 | \$13.75 | \$13.75 |

26.3 Analog Trunk Service

| Recurring Rates: | M-to-M | 2 Year | 3 Year | 5 Year |
|-----------------------------|---------------|---------------|---------------|---------------|
| Trunk Charge | \$25.00 | \$23.00 | \$22.00 | \$20.00 |
| DID Service Charge | \$46.00 | \$44.00 | \$43.00 | \$41.00 |
| Non-Recurring Rates: | | | | |
| Trunk Charge | \$25.00 | \$25.00 | | |
| DID Service Charge | \$25.00 | \$25.00 | | |

| Optional Features: | Rate |
|---------------------------|-------------|
|---------------------------|-------------|

| | |
|--------------------------------------|--------|
| Call Forwarding | \$6.00 |
| Remote Activation of Call Forwarding | \$6.00 |
| ANI/DNIS | \$8.00 |
| Call Trace | \$7.00 |

26.4 Digital Trunk Service

| Recurring Rates: | M-to M | 2 Year | 3 Year | 5 Year |
|-----------------------------|---------------|---------------|---------------|---------------|
| DS-1 Link | \$200.00 | \$185.00 | \$180.00 | \$170.00 |
| 2-Way/DID | \$30.00 | \$26.50 | \$25.00 | \$24.00 |
| 2-Way/Non-DID | \$13.00 | \$11.50 | \$11.00 | \$10.00 |
| ANI/DNIS | \$.25 | \$.25 | \$.25 | \$.25 |
| DID # Individual | \$.25 | \$.25 | \$.25 | \$.25 |
| DID # Group of 20 | \$2.25 | \$2.25 | \$2.25 | \$2.25 |
| DID # Group of 100 | \$9.50 | \$9.50 | \$9.50 | \$9.50 |
| Non-Recurring Rates: | | | | |
| DSX-1 Link | \$350.00 | \$350.00 | \$0.00 | \$0.00 |
| 2-Way/DID | \$28.00 | \$28.00 | \$0.00 | \$0.00 |
| 2-Way/Non-DID | \$11.00 | \$11.00 | \$0.00 | \$0.00 |
| DID # Individual | \$1.00 | \$1.00 | \$1.00 | \$1.00 |
| DID # Group of 20 | \$50.00 | \$50.00 | \$50.00 | \$50.00 |
| DID # Group of 100 | \$125.00 | \$125.00 | \$125.00 | \$125.00 |

26.5 ISDN-BRI

| Recurring Rates: | M-to-M | 2 Year | 3 Year | 5 Year |
|-----------------------------|---------------|---------------|---------------|---------------|
| Measured | \$44.00 | \$40.48 | \$39.60 | \$39.60 |
| Flat Rate | \$82.50 | \$75.90 | \$74.25 | \$70.95 |
| Non-Recurring Rates: | | | | |
| Measured | \$76.50 | \$76.50 | Waived | Waived |
| Flat Rate | \$76.50 | \$76.50 | Waived | Waived |

| Optional Features/Recurring Rates | Rate |
|--|-------------|
| Multiple Directory Numbers | \$5.00 |
| Optional Features/Non-Recurring Rates | |
| Multiple Directory Numbers | \$5.00 |
| Changes | |
| Measured Rate | \$30.00 |
| Flat Rate | \$30.00 |
| Optional Features: | |
| Multiple Directory Numbers | \$30.00 |

26.6 ISDN-PRI

| ISDN-PRI Data | M-to-M | 2 Year | 3 Year | 5 Year |
|----------------------------|---------------|---------------|---------------|---------------|
| Recurring Rates | | | | |
| Measured Rate | \$514.25 | \$451.60 | \$438.90 | \$421.02 |
| Flat Rate | \$1963.50 | \$1795.20 | \$1767.15 | \$1688.50 |
| Non-Recurring Rates | | | | |
| Measured Rate | \$2000.00 | \$2000.00 | Waived | Waived |
| Flat Rate | \$2000.00 | \$2000.00 | Waived | Waived |

| ISDN-PRI Flat Rate* | | MTM | 2 year | 3 year | 5 year |
|---------------------------------|--------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Recurring | | Rate | Rate | Rate | Rate |
| Flat Rate* | DS1 Link | \$200.00 | \$185.00 | \$180.00 | \$170.00 |
| | PRI Package | \$400.00 | \$370.00 | \$345.00 | \$330.00 |
| Non - Recurring | | | | | |
| Flat Rate* | DS1 Link | \$350.00 | \$350.00 | Waived | Waived |
| | PRI Package | \$200.00 | \$200.00 | Waived | Waived |
| Analog Trunk Flat Rate* | | | | | |
| Recurring | | Rate | Rate | Rate | Rate |
| | | \$6.75 additional/ TR | \$6.75 additional/ TR | \$6.75 additional/ TR | \$6.75 additional/ TR |
| Non - Recurring | | | | | |
| Flat Rate* | Analog Trunk | \$50.00 | \$50.00 | \$0.00 | \$0.00 |
| | DID Service Chg | \$75.00 | \$75.00 | \$0.00 | \$0.00 |
| Business Line Flat Rate* | | | | | |
| Recurring | | Rate | Rate | Rate | Rate |
| Flat Rate* | Business line | \$6.75 additional/ TR | \$6.75 additional/ TR | \$6.75 additional/ TR | \$6.75 additional/ TR |
| Non - Recurring | | | | | |
| Flat Rate* | Business line | \$ 30.00 | \$ 30.00 | \$0.00 | \$0.00 |

*Available only to customers in the Sylvania and Bowling Green Service areas.

| Optional Features/Recurring Rates | Rate |
|--|-------------|
| Non-Facility Associated Signaling | \$150.00 |
| D-Channel Backup | \$150.00 |
| Associated 24 Channel PRI | \$150.00 |
| Optional Features/Non-Recurring Rates | |
| Non-Facility Associated Signaling | \$150.00 |
| D-Channel Backup | \$150.00 |
| Associated 24 Channel PRI | \$150.00 |
| Changes | |

| | |
|---------------|--------|
| Measured Rate | \$.00 |
| Flat Rate | \$.00 |

| M-to-M | 2 Year | 3 Year | 5 Year |
|-------------------|-------------------|-------------------|-------------------|
| Per Minute | Per Minute | Per Minute | Per Minute |
| \$0.0200 | \$0.0200 | \$0.0200 | \$0.0200 |

SECTION 27. VANITY TELEPHONE NUMBER

| | Rate |
|----------------------------|-------------|
| Non-Recurring (Per Number) | \$50.00 |

SECTION 28. MESSAGE SERVICE TOLL SERVICE (MTS) - INTRALATA

All Individual Case Basis (ICB)

| <u>Operator-Assisted Surcharges</u> | Rate |
|--|-------------|
| Third Number | \$5.95 |
| Collect Calls | \$5.95 |
| Calling Card | \$5.00 |
| Person-to-Person | \$5.95 |
| Station-to-Station | \$4.25 |
| General Assistance | \$5.00 |
| <u>Directory Assistance</u> | |
| Per Call | \$1.00 |
| <u>Directory Assistance Call Completion</u> | |
| Per Call | \$.25 |
| <u>Busy Line Verification And Interrupt Service</u> | |
| Busy Line Verification (Per Request) | \$2.00 |
| Busy Line Interrupt (Per Request) | \$3.00 |

SECTION 29. CALL BLOCKING

29.1 Sponsor/IXCs-Requested Call Blocking

| <u>Non-Recurring</u> | Rates |
|---|--------------|
| Residence Service Call Blocking, per line or trunk | \$25.00 |
| Business Service Call Blocking, per line or trunk | \$25.00 |

SECTION 30. CALLER IDENTIFICATION SERVICES

| | Rate |
|--|--------|
| Caller ID | \$2.00 |
| Caller ID with Name* | \$2.75 |
| Caller ID Blocking Per line | \$2.75 |
| Unblocking Universal Caller ID blocking, Per occurrence | \$0.00 |

* Not available without Caller ID

SECTION 31. BUSINESS GROUP DIALING RATES

| Pricing Elements | Actual |
|---|----------|
| Dialing Group Non-Recurring (Single Line) | \$25.00 |
| Dialing Group Non-Recurring (DS-1 or PRI) | \$200.00 |
| Per line group calling charge | \$4.00 |
| Per Digital Trunk or PRI | \$50.00 |
| Per line group calling charge (non-Buckeye numbers) | \$8.00 |
| Per Digital Trunk or PRI (non-Buckeye numbers) | \$100.00 |

31.1. Custom Calling Prices

| Rate Element | Non-Recurring | 2 Year |
|-------------------------------------|---------------|----------|
| Optional System Features | | |
| Access Circuits (DS-O) | \$30.00 | \$15.00 |
| Voice Mail SMDI Link (DS-0) | \$30.00 | \$15.00 |
| Voice Mail Access Trunks (DS-1) | \$500.00 | \$450.60 |
| Shared Access Facility | \$300.00 | \$150.00 |
| 6-way Conference | \$50.00 | \$25.00 |
| | | |
| Network Access Circuits | \$10.00 | \$15.00 |
| | | |
| Station Line Standard | \$10.00 | \$10.00 |
| | | |
| ISDN Station Lines (BRI) | \$50.00 | \$15.00 |
| | | |
| Optional Station Features | | |
| Automatic Callback – Outside | \$5.00 | \$2.75 |
| Automatic Recall – Outside | \$5.00 | \$2.75 |
| Caller ID – Outside | \$5.00 | \$2.75 |
| Call Trace | \$5.00 | \$2.75 |
| Selective Call Acceptance – Outside | \$5.00 | \$2.75 |

| | | |
|-------------------------------------|--------|--------|
| Selective Call Rejection – Outside | \$5.00 | \$2.75 |
| Selective Call Forwarding – Outside | \$5.00 | \$2.75 |
| Screen List Editing | \$5.00 | \$2.75 |

31.2 Special Access Rates

| | <u>Rates</u> |
|---|--------------|
| <u>Channel Termination (CDP and/or IC-POT) (per term.)</u> | |
| 56 Kbps – 64.0 Kbps | ICB |
| Non Recurring | ICB |
| <u>Channel Mileage</u> | |
| <u>Channel Mileage Facility (per mile)</u> | |
| 56.0 | ICB |
| 64.0 | ICB |
| <u>Channel Mileage Termination (per termination)</u> | |
| 56.0 | ICB |
| 64.0 | ICB |

| <u>Channel Type High Capacity</u> | <u>Prices</u> |
|--|---------------|
| <u>Channel Termination (per term) (Applies to facility between _____ the customer premises and the serving wire center)</u> | |
| 1.544 Mbps DS-1 | ICB |
| 44.736 DS-3 | ICB |
| Non Recurring | ICB |
| <u>Channel Termination</u> | |
| <u>Capacity Discount Rates (per term)</u> | |
| Qty of 3 DS-3 44.746 Mbps interface | ICB |
| Qty of 6 DS-3 44.746 Mbps interface | ICB |
| Qty of 12 DS-3 44.746 Mbps interface | ICB |
| <u>Channel Mileage</u> | |
| <u>Channel Mileage Facility (per mile)</u> | |
| 64 Kbps | ICB |
| 1.544 Mbps | ICB |
| 44.736 | ICB |
| <u>Channel Mileage Termination (per termination)</u> | |
| 64 Kbps | ICB |
| 1.544 Mbps | ICB |
| 44.736 | ICB |
| Discounts: | |
| <u>Channel Termination, Channel Mileage Facility, Channel Mileage Termination</u> | |
| 24 months = discount | ICB |
| 36 months = discount | ICB |

| <u>Channel Type High Capacity</u> | <u>Prices</u> |
|-----------------------------------|---------------|
| 60 months = discount | ICB |

| <u>Channel Type High Capacity</u> | <u>Prices</u> |
|---|---------------|
| <u>Optional Features and Functions</u> | |
| 1) Multiplexing per arrangement | |
| DS-3 to DS-1 | ICB |
| DS-1 to DS-0 | ICB |
| <u>Network Channel Terminating Equipment</u> <u>(per termination where provided)</u> | |
| <u>Moves in same building</u> | |
| 1.544 Mbps | ICB |
| 44.736 Mbps | ICB |
| <u>Moves in different building</u> | |
| 1.544 Mbps | ICB |
| 44.736 Mbps | ICB |

| <u>Frame Relay Services</u> | <u>Prices</u> |
|----------------------------------|---------------|
| FRAC, FRIC, EPVC, SPVC, and Port | ICB |
| Service Rearrangement | ICB |

31.3 Frame Relay Prices

| <u>Frame Relay Access Service</u> | <u>Mo. To Mo.</u> | <u>2-Yr. Term</u> | <u>3-Yr. Term</u> | <u>5-Yr. Term</u> |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| 64 Kbps | ICB | ICB | ICB | ICB |
| 128 Kbps ISDN | ICB | ICB | ICB | ICB |
| 384 Kbps | ICB | ICB | ICB | ICB |
| 768 Kbps | ICB | ICB | ICB | ICB |
| 1.536 Mbps | ICB | ICB | ICB | ICB |

| <u>CIR per</u> | <u>Mo. To Mo.</u> | <u>2-Yr. Term</u> | <u>3-Yr. Term</u> | <u>5-Yr. Term</u> |
|------------------|-------------------|-------------------|-------------------|-------------------|
| 64 Kbps | ICB | ICB | ICB | ICB |
| 128 Kbps | ICB | ICB | ICB | ICB |
| 384 Kbps | ICB | ICB | ICB | ICB |
| 768 Kbps | ICB | ICB | ICB | ICB |
| 1.536 Mbps | ICB | ICB | ICB | ICB |
| SPVC/EPVC (each) | ICB | ICB | ICB | ICB |

| <u>UPC*</u> | <u>Mo. To Mo.</u> | <u>2-Yr. Term</u> | <u>3-Yr. Term</u> | <u>5-Yr. Term</u> |
|--------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 64 Kbps | ICB | ICB | ICB | ICB |
| 1.536 Mbps | ICB | ICB | ICB | ICB |
| <u>CIR</u> | | | | |
| 64 Kbps | ICB | ICB | ICB | ICB |
| 1.536 Mbps | ICB | ICB | ICB | ICB |
| SPVC/EPVC (each) | ICB | ICB | ICB | ICB |

*End-User Port Connection Only

| <u>Channel Type Synchronous Optical</u> | <u>Prices</u> |
|--|----------------------|
| <u>Channel Termination Per Termination (CDP and/or ICPOT)</u> | |
| 155.52 Mbps | ICB |
| 622.08 Mbps | ICB |
| | |
| <u>Channel Mileage</u> | |
| <u>Channel Mileage Facility (per mile)</u> | |
| 155.52 Mbps | ICB |
| 622.08 | ICB |
| | |
| <u>Channel Mileage Termination per termination</u> | |
| 155.52 | ICB |
| 622.08 | ICB |
| | |
| <u>Optional Features and Functions</u> | |
| 1) Customer Node per node | |
| 155.52 Mbps | ICB |
| 622.08 | ICB |
| Customer Premises Port per port | |
| 1.544 Mbgps | ICB |
| 44.736 | ICB |
| 51.84 | ICB |
| 155.52 | ICB |
| 2) Add/Drop Multiplexing | |
| Central Office Port (per port) | |
| 1.544 Mbps | ICB |
| 44.736 | ICB |
| 155.52 | ICB |

31.4 Audio Conferencing Prices
(All prices are per minute unless otherwise noted)

| | Rate |
|---|--|
| Toll Free Meet Me | \$0.10 |
| Operator Dial Out (United States and Territories) | \$0.35 |
| Operator Dial out (Remaining International) | \$.33/minute plus \$1.45/minute/participant |
| Free Meet Me (Automated Dial In) (United States and Territories) | \$0.10 |
| Free Meet Me (Automated Dial In) (Remaining International) | \$5.00 |
| Enhanced Features | |
| Communication Line | \$0.32 |
| Call Notification, per Participant | \$2.05 |
| Call Registration (per person) fewer than 350 persons | \$1.70 |
| Call Registration (per person) more than 350 persons | \$1.35 |
| Encore \$15 daily minimum | \$0.33 |
| Encore Plus \$15 daily Minimum, \$75 initial set-up fee | \$0.33 |
| Fax Broadcast | \$0.32 per page |
| Fax Complete | \$6.75 |
| Promotional Tape Per Tape/per address | \$6.75 per tape, \$10 shipping per address |
| No Show/Cancellation/ Unused Lines (100 line minimum, 20% buffer) | \$6.75 per line |
| MP3/CD Recording | \$25.00 |

31.5 Native LAN Service Rate

| Pricing Elements | |
|-------------------------|-----|
| Channel Mileage | ICB |
| Hub Termination | ICB |
| Node Termination | ICB |
| Node Port | ICB |
| UPS | ICB |

31.6 Returned Check Rate

| | |
|-----------------------|---------|
| Returned Check or EFT | \$20.00 |
|-----------------------|---------|

31.7 Foreign Exchange Extension Service Rates

| Rate Element | Prices |
|--|---|
| Monthly Recurring Point-to-point DS-1 service | See Sec. 3.24 |
| Monthly Recurring Applicable Circuit charges | See Applicable Sec. 3.4, 3.5, 3.6, 3.8, 8.2 |
| Mon-Recurring Foreign Exchange Extension Service Set-up Charge | \$500.00 |

31.8 Variable Market FX Service Rates

| Rate Element | Prices |
|--|----------------|
| Monthly Recurring Variable Market FX Per Channel | \$10.00 |
| Non-Recurring Variable Market FX Service | \$500.00 |

31.9 Remote Forwarding (Inbound Only) FX Service Rates

| Rate Element | Prices |
|--|----------------|
| Monthly Recurring Remote Forwarding FX Line Charge | \$12.75 |
| Monthly Recurring Additional Call Paths | \$10.00 |
| Mon-Recurring Set-up Charge | \$30.00 |