



ILLINOIS TELECOMMUNICATIONS SERVICE GUIDE

Preferred Long Distance, Inc. dba Telplex Communications



Thank you for selecting Preferred Long Distance, Inc. dba Telplex Communications (“Telplex” or “Company”) as your telecommunications service provider. This Service Guide, in conjunction with any existing separate Service Agreements, constitutes the rates, terms, and conditions applicable to your use of Telplex’s telecommunications services within the State of Illinois. Telplex has been granted Illinois Commerce Commission authority to provide Services under this Service Guide in lieu of a Tariff.

For additional information or assistance, please visit us on the web at <https://telplex.com/> or contact our Customer Care representatives, toll free at 888.479.2770, or in writing addressed to the attention of Customer Service at 16830 Ventura Blvd., Encino, CA 91436.

Telplex operates as a competitive telecommunications company within the State of Illinois.



TABLE OF CONTENTS

Table of Contents.....	2
Application of Service Guide.....	3
Section 1 – Definitions.....	4
Section 2 – Regulations.....	8
Section 3 – Service Descriptions.....	54
Section 4 – Rates.....	65



APPLICATION OF SERVICE GUIDE

Thank you for selecting Preferred Long Distance, Inc. dba Telplex Communications (“Telplex” or Company”) as your local and/or long distance telecommunications service provider. This Service Guide establishes the standard rates, terms, and conditions that apply to the provision and your use of Telplex’s retail local exchange and interexchange long distance telecommunications Services in the State of Illinois. Your verbal or written Service Order or any use by you of Telplex’s Service constitutes agreement by you to all of the rates, terms, and conditions set forth in this Service Guide, including any other documents specifically incorporated herein.

The provisions of this Service Guide apply only to retail intrastate telecommunications Services furnished by Telplex and do not apply, unless otherwise specified, to any other services, including, without limitation, Information Services and other unregulated services offered by Telplex. Except as expressly specified in this Service Guide with respect to particular Service plans ordered by Customers, the rates and charges set forth in this Service Guide do not cover lines, facilities, or services furnished to Customers by other carriers, including, without limitation, lines, facilities, or services that are used by Customers to access Telplex’s long distance Services or to complete calls to or from points beyond Telplex’s local network calling areas. Customers are solely responsible for obtaining any customer premises equipment and for establishing suitable agreements or other arrangements with other carriers that may be needed to access and use Telplex’s Services.

The provisions of this Service Guide, together with any Applicable Tariffs, establish the sole and exclusive rates, terms, conditions, and understandings pertaining to Telplex’s provision and Customer’s use of Services ordered by Customer, and supersede all prior agreements, proposals, representations, and understandings, whether written or oral, with respect to such Services. No provisions of this Service Guide or any Applicable Tariff may be changed, waived, or otherwise amended, or modified in any manner except pursuant to a written document that has been duly executed by Telplex for such purpose.

In the event of any conflict between the provisions of this Service Guide and any Applicable Tariff, such conflict will be resolved by giving preference, first, to the Applicable Tariff provisions and, second, to this Service Guide.

The rates, rules, terms, and conditions contained in this Service Guide are subject to change at Telplex’s sole discretion. Customers will be notified of changes through bill messages or inserts or otherwise in accordance with Applicable Law prior to the date on which changes become effective. Changes will also be posted on Telplex’s website at <https://telplex.com/>. Your continued use of Telplex’s Service following any such changes constitutes your agreement to such changes.

This Service Guide is governed by and interpreted according to Applicable Laws and regulations of Illinois.

For additional information or assistance, please visit us on the web at <https://telplex.com/> or contact our Customer Care representatives, toll free at 888.479.2770, or in writing addressed to the attention of Customer Service at 216830 Ventura Blvd., Suite 350, Encino, CA 91436. Customer Service representatives are available to address inquiries during company business hours from Monday through Friday 8 a.m. to 5 p.m. Pacific Time.

SECTION 1 – DEFINITIONS

Access Line: an arrangement from a local exchange Telephone Company or other Common Carrier, using either dedicated or switched access, which connects a Customer's location to Carrier's location or switching center.

Applicant: Any entity or individual who applies for Service offered under this Service Guide.

Authorized User: a person, firm or corporation authorized by the Customer to be an end-User of the service of the Customer.

Business Customer: a Customer that uses a Business Service Offering as set forth in this Service Guide.

Central Office: a local exchange switching unit that is used to interconnect Exchange Access Lines within a specified area.

Channel or Circuit: a path for transmission between two (2) or more points having a bandwidth and termination of Customer's own choosing.

Common Carrier: an authorized company or entity providing telecommunications services to the public.

Commission: The Illinois Commerce Commission.

Company: Preferred Long Distance, Inc. dba Telplex Communications, the issuer of this Service Guide.

Contract: an agreement between Customer and Company in which the two (2) parties agree upon specifications, terms, pricing, and other conditions of Service. The Contract may or may not accompany an associated Service Order.

Customer: the person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., that is provided service and that is responsible for the payment of charges and compliance with the terms and conditions of this Service Guide.

Customer Premises: a location designated by the Customer for the purposes of connecting to the Company's services.

SECTION 1 – DEFINITIONS, Continued

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

Directory Assistance Service: a Service whereby Customers may dial a special directory assistance code or telephone number to reach an operator or automatic Interactive Voice System (“IVS”) that will provide available, published directory listings.

E-911/911: an emergency Service whereby a Customer dials a 911 emergency code or other emergency number and is then connected to an emergency agency responsible for the dispatch of emergency assistance. E911 and 911 are used interchangeably to refer to any emergency dialing arrangement.

Exchange Access Lines: Central Office equipment and related facilities, including the Network interface, which provide access to and from the telecommunications Network.

Exchange Area: a geographically defined area described through the use of maps or legal descriptions to specify areas where individual telephone exchange companies hold themselves out to provide local communications services.

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

FCC: Federal Communications Commission.

Individual Case Basis (“ICB”): a Service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer.

Interexchange Carrier (IXC): a long distance telecommunications services provider.

Interruption: the inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for Service difficulties such as slow dial tone, Circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a Common Carrier or other entity other than the Company. Any Interruption allowance provided within this Service Guide by the Company shall not apply where Service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Service Guide, terminates Service because of non-payment of bills, unlawful or improper use of the Carrier’s facilities or service, or any other reason covered by this Service Guide or by applicable law.

Local Exchange Carrier (“LEC”): a provider of local telephone service.

Local Calling Area: the area within which a Subscriber for local exchange Service may make telephone calls without incurring a long distance charge.

SECTION 1 – DEFINITIONS, Continued

Local Exchange Carrier (“LEC”): a provider of local telephone service.

Local Calling Area: the area within which a Subscriber for local exchange Service may make telephone calls without incurring a long distance charge.

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

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

Non-Recurring Charge (NRC): the initial charge, usually assessed on a one-time basis, to initiate and establish service. NRC includes, but is not limited to, charges for construction, installation, or special fees for which the Customer becomes liable at the time the Service Order is executed.

Person-to-Person: a call for which the person originating the call specifies to the operator a particular person, department or extension to be reached. Person-to-Person charges only apply when the call is completed to the requested party, department, or extension or when the calling party agrees to talk to another person.

PBX: Private Branch Exchange.

Premises: Denotes a building, a portion of a building in a multitenant building, or buildings on contiguous property (except railroad rights-of-way, etc.) not separated by a public thoroughfare.

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

Residential Customer: a Customer that uses a Residential Service Offering as set forth in this Service Guide.

Service: Any means of Service offered herein or any combination thereof.

Service Area: the area in which the Company provides Service.

Service Order: the written request for Company Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Service Guide.

SECTION 1 – DEFINITIONS, Continued

Station: the network control signaling unit and any other equipment provided at the Customer's Premises which enables the Customer to establish communications connections and to effect communications through such connections.

Station-to-Station: Any operator handled call where the person originating the call does not specify a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

Subscriber: the person, firm, partnership, corporation, or other entity who orders telecommunications Service from the Company or may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

Telecommunications Relay Service ("TRS"): Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and vice versa.

Terminal Equipment: Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Termination of Service: Discontinuance of both incoming and outgoing Service.

Third Number Billing: a billing option that allows a call to be billed to an account different from that of the calling or called party.

Trunk: a communications path, connecting two (2) switching systems in a network, used in the establishment of an end-to-end connection.

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

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

User or End User: a Customer, joint User, or any other person authorized by a Customer to use Service provided under this Service Guide.

SECTION 2 – REGULATIONS

2.1. UNDERTAKING OF THE COMPANY

2.1.1. Scope

The Company undertakes to furnish communications Service pursuant to the terms of this Service Guide in connection with one-way and/or Two-Way information transmission between points within the state of Illinois.

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

2.1.2. Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B. The furnishing of Service under this Service Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish Service from time to time as required at the sole discretion of the Company.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.3. Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this Service Guide, a month is considered to have 30 days.
- B. Except as otherwise stated in this Service Guide, Customers may be required to enter into written Service Orders which shall contain or reference a specific description of the Service ordered, the rates to be charged, the duration of the Services, and the terms and conditions in this Service Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, Service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the Service Order and this Service Guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
- D. In any action between the parties to enforce any provision of this Service Guide, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E. This Service Guide shall be interpreted and governed by the laws of the state of Illinois regardless of its choice of laws provision and Commission regulation.
- F. Any other Telephone Company may not interfere with the right of any person or entity to obtain Service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services for the right to obtain Service directly from the Company.
- G. To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other Telephone Company shall join the attempt to obtain, from the owner of the property, access for the other party to serve a person or entity.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.4. Limitations on Liability

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its Services, including but not limited to mistakes, omissions, Interruptions, delays, or errors, or other defects, representations, or use of these Services or (2) the failure to furnish its Service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for Interruptions in Service as set forth in Section 2.6.
- B. Except for the extension of allowances to the Customer for Interruptions in Service as set forth in Section 2.6, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, Interruption, failure to provide any Service or any failure in or breakdown of facilities associated with the Service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.4. Limitations on Liability, Continued

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

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.4. Limitations on Liability, Continued

D. Continued

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

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.4. Limitations on Liability, Continued

- E. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F. The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G. Failure by the Company to assert its rights pursuant to one provision of this Service Guide does not preclude the Company from asserting its rights under other provisions.
- H. Directory Errors: In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in, or omissions of, directory listings, or errors or mistakes in, or omissions of, listing obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. An allowance for errors or mistakes in or omissions of published directory listings, or for errors or mistakes in, or omissions of, listing obtainable from the directory assistance operator shall be at the monthly Service Guide rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly Service Guide rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.4. Limitations on Liability, Continued

I. With respect to Emergency Number 911 Service

1. This Service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, Interruptions, delays, errors or other defects in the provision of Service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this Service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 Service features and the equipment associated therewith, or by any Services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.
3. When a Customer with a non-published telephone number, as defined herein, places a call to the emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 Service upon request of such governmental authority. By subscribing to Service under this Service Guide, the Customer acknowledges and agrees with the release of information as described above.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.4. Limitations on Liability, Continued

- J. Limitations of Damages and of Period for Bringing Claims - The entire liability of Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against Company shall be commenced more than one (1) year after the Service related to the claim is rendered. Claims applicable to overbilling against Company shall be commenced no more than two (2) years after the Service related to the claim is rendered pursuant to Section 415, U.S. Code, 47 U.S.C. §415.

2.1.5. Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of Service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' Services. No specific advance notification period is applicable to all Service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned Service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.6. Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of, and compliance by, the Customer with the regulations contained in this Service Guide. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the Service provided the Customer.
- D. Equipment the Company provides or installs at the Customer Premises for use in connection with the Services the Company offers shall not be used for any purpose other than that for which it was provided.
- E. The Customer shall be responsible for the payment of Service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the Service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Service Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Service Guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - 1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - 2. the reception of signals by Customer-provided equipment.

SECTION 2 – REGULATIONS, Continued

2.1. UNDERTAKING OF THE COMPANY, Continued

2.1.7. Non-routine Installation

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

2.1.8. Special Construction

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

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

2.1.9. Ownership of Facilities

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

SECTION 2 – REGULATIONS, Continued

2.2. PROHIBITED USES

- 2.2.1. The Services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2. The Company may require Applicants for Service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3. The Company may block any signals being transmitted over its Network by Customers, which cause interference to the Company or other Users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4. A Customer, joint User, or Authorized User may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of the Company. The Company will permit a Customer to transfer its existing Service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications Services. Such a transfer will be treated as a disconnection of existing Service and installation of new Service, and non-recurring installation charges as stated in this Service Guide will apply.

SECTION 2 – REGULATIONS, Continued

2.3. OBLIGATIONS OF THE CUSTOMER

2.3.1. General

The Customer is responsible for making proper application for Service; placing any necessary order, complying with Service Guide regulations; payment of charges for Services provided. Specific Customer responsibilities include, but are not limited to, the following:

- A. the payment of all applicable charges pursuant to this Service Guide
- B. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the Premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such Premises
- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1.C. All costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for Service

SECTION 2 – REGULATIONS, Continued

2.3. OBLIGATIONS OF THE CUSTOMER, Continued

2.3.1. General, Continued

- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer will be required to install and maintain Company facilities and equipment within a hazardous area. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. asbestos) prior to any construction or installation work
- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of Company facilities and equipment in any Customer Premises or the rights-of-way for which Customer is responsible under Section 2.3.1.D; and granting or obtaining permission for Company agents or employees to enter the Premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon Termination of Service as stated herein, removing the facilities or equipment of the Company
- G. not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.

SECTION 2 – REGULATIONS, Continued

2.3. OBLIGATIONS OF THE CUSTOMER, Continued

2.3.2. Liability of the Customer

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

SECTION 2 – REGULATIONS, Continued

2.4. CUSTOMER EQUIPMENT AND CHANNELS

2.4.1. General

A User may transmit or receive information or signals via the facilities of the Company. The Company's Services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this Service Guide. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its Services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this Service Guide.

2.4.2. Station Equipment

- A. Terminal Equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its Terminal Equipment to the Company Point of Connection.
- B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

SECTION 2 – REGULATIONS, Continued

2.4. CUSTOMER EQUIPMENT AND CHANNELS, Continued

2.4.3. Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the Channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Service Guides of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this Service Guide may be connected to Customer-provided Terminal Equipment in accordance with the provisions of this Service Guide. All such Terminal Equipment shall be registered with the FCC, pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to Services provided under this Service Guide only to the extent that the User is an "End User", as defined in Section 69.2(m) of the Federal Communications Commission's rules, 47 C.F.R. §69.2(m).

SECTION 2 – REGULATIONS, Continued

2.4. CUSTOMER EQUIPMENT AND CHANNELS, Continued

2.4.4. Inspections

- A. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.A for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of Service, to protect its facilities, equipment and personnel from harm.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS

2.5.1. Payment for Service

- A. The Customer is responsible for the payment of all charges for facilities and Services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those Services are used by the Customer itself or are resold to or shared with other persons.
- B. The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.
- C. The security of the Customer's PIN is the responsibility of the Customer. All calls placed using a PIN shall be billed to and shall be the obligation of the Customer. The Customer shall not be responsible for charges in connection with the unauthorized use of PINs arising after the Customer notifies the Company of the loss, theft, or other breach of security of such PINs.
- D. Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring or usage-based charges.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.2. Billing and Collection of Charges

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

- A. Nonrecurring charges are due and payable within twenty-two (22) days of the date the bill is rendered, unless otherwise agreed to in advance. The date the bill is rendered is the date the bill is postmarked.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which Service is provided, and Recurring Charges shall be due and payable within twenty-two (22) days of the date the bill is rendered. When billing is based on Customer usage, charges will be billed monthly for the preceding billing periods.
- C. When Service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which Service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day on which the Service or facility becomes available for use. The Service Commencement Date may be postponed by mutual agreement of the parties, or if the Service or facility does not conform to standards set forth in this Service Guide or the Service Order. Billing accrues through and includes the day that the Service, Circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within twenty-two (22) days of the date the bill is rendered, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due multiplied by 1.5%.
- F. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
- G. If Service is disconnected by the Company in accordance with Section 2.5.7 following, then the Company may reconnect service upon the Customer's payment of the past due balance and all applicable installation charges.



SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.3. Disputed Bills

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

Telplex
16830 Ventura Blvd., Ste 350
Encino, CA 91436
Telephone: 1.888.479.2770

Any objection to billed charges should be reported promptly to the Company. If after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer may file an appropriate complaint with:

Consumer Affairs Division
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62794-9280
Telephone: 217.782.2024

Consumer Affairs Division
Illinois Commerce Commission
160 North LaSalle, Suite C-800
Chicago, Illinois 60601-3104
Telephone: 800.524.0795

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.4. Deposits

- A. Company may require a deposit from an applicant for new Service. A deposit may be waived if, according to Company's assessment, the applicant is a satisfactory credit risk.
- B. Company may require a deposit from an existing Customer as a condition to the further provision of Service if, according to Company's assessment, the Customer has become a credit risk.
- C. Company will calculate the maximum deposit required from an Applicant for Service or an existing Customer by estimating the expected charges for Service for a two (2) month period. Company may adjust the amount of deposit to be held in order to maintain a two (2) month estimated amount when, according to Company's assessment, such adjustment is deemed necessary to adequately secure the account.
- D. Customers may satisfy deposit requirements as follows:
 - 1. In cash,
 - 2. By an acceptable bank letter of credit,
 - 3. Other forms of security acceptable to Company.
- E. Deposits will be refunded to Customers within 120 days after the discontinuance of all Services.
- F. When Service has been terminated or disconnected, Company will deduct any and all unpaid amounts from the deposit, and the difference will be refunded, if applicable.
- G. Interest, if any, to be applied to Customer deposits held by Company shall be at the rate, if any, that is prescribed by the Commission.
- H. In the event of a conflict between the Company's deposit policy and 83 Illinois Administrative Code Section [735.120](#), 83 Illinois Administrative Code Sections 735.120 governs.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.5. Establishment of Credit

- A. To assure the proper payment of all Customer-incurred charges for service, the Company will require applicants for service and Customers to establish and maintain acceptable credit.
- B. The establishment or re-establishment of credit by an applicant or Customer will not relieve the applicant or Customer from compliance with other responsibilities, including the payment advance payments or bills, and in no way modify the provisions concerning disconnection and termination of service for failure to pay Customer-incurred charges for service rendered by the Company.
- C. The Company may refuse to furnish service to an applicant that has not paid charges for service of the same classification (residential or business) previously furnished by any telephone company until, at the option of the Company, the applicant pays any past due bill and/or makes deposit arrangements suitable to the Company.
- D. Applicants for residential service may establish credit by one of the following methods:
 - 1. If the applicant has verifiable previous service with any telephone company for at least twelve (12) months and the payment record on the account was satisfactory, the applicant may obtain service without a deposit; or
 - 2. If the applicant had not paid for prior service, or the prior service had been disconnected for nonpayment within the past twelve (12) months, the Company may require a deposit prior to the connection of telephone service; or
 - 3. If the applicant does not have verifiable service, or if the applicant had previous service for less than twelve (12) months, the applicant will be asked to provide further credit information. The applicant will be requested to provide proof of:
 - (a) home ownership;
 - (b) employment of two (2) years or more with the current employer;
 - (c) major oil company credit card;
 - (d) major credit company;
 - (e) checking account;
 - (f) savings account;
 - (g) age of 50 years or more.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.5. Establishment of Credit, Continued

- E. If the applicant is unable to provide affirmative responses to two of these credit criteria in section 2.5.6.D., the Company may request the applicant to furnish a deposit prior to connection of telephone service.
- F. Applicants for business service may establish credit by submitting a business credit evaluation plan. Such a plan will be submitted to the Commission, pursuant to 83 Indiana Administrative Code, Section 735.100(e)(4).
- G. If verification of an applicant's credit is required, the Company will provide service if the applicant furnishes advance payment of both the applicable charges for connection of service and the estimated charges for the first thirty (30) days of service.
- H. If the verification of credit results in unsatisfactory credit information, the applicant will be informed of the reason or reasons for denial of credit, after which the Company may refuse to provide or continue service until the Customer provides a deposit, pursuant to section 2.5.5.
- I. An existing Customer may be required to reestablish credit by the payment or increase of a cash deposit, pursuant to section 2.5.5, when any of the following conditions occur:
 - 1. During the first twelve (12) months that a customer receives service, the Customer pays late three (3) times or has service disconnected by the Company for nonpayment two (2) times;
 - 2. After the first twelve (12) months that the Customer has received service, the Customer has had service disconnected two (2) times by the Company or the Company provides evidence that the Customer used a device or scheme to obtain service without payment; or
 - 3. After the first twelve (12) months that a business Customer has received service, the business Customer pays late at least three (3) times during any twelve (12) month period.
- J. Payment by a Customer of past-due bills will not, of itself, relieve the Customer from the obligation of establishing credit.
- K. A Customer may be required to reestablish credit when the nature of service furnished or the basis on which credit was established has significantly changed.
- L. If a Customer fails to reestablish credit as required by the Company, service may be disconnected no sooner than five (5) days after delivery, or eight (8) days after mailing, of written notice of intention to disconnect.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Refusal or Cancellation of Service by Company

A. Refusal of Service

Company reserves the right to immediately discontinue furnishing the service to Customers without incurring liability if any of the following conditions exist:

1. The Applicant has an outstanding amount due for similar Services and is unwilling to make acceptable arrangements with the Company for payment
2. A condition exists which in the Company's judgment is unsafe or hazardous to the Applicant, the general population, or the Company's personnel or facilities
3. The Applicant is known to be in violation of the Company's Tariffs filed with the Commission
4. The Applicant has failed to furnish such funds, suitable facilities, and/or rights-of-way necessary to serve the Applicant and which have been specified by the Company as a condition for providing Service
5. Applicant falsifies his or her identity for the purpose of obtaining Service
6. Service is requested at an address where Service has been discontinued for non-payment of bills for any service subject to this Service Guide and it is determined that the non-payment Customer or real users of the previously discontinued Service still reside at the address or
7. The Service requested is not available for reasons cited elsewhere in this Service Guide.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Refusal or Cancellation of Service by Company, Continued

B. Discontinuance or Termination of Service

1. Company reserves the right to immediately discontinue furnishing Service to Customer for the following reasons:
 - (a) nonpayment of billed and delinquent charges, deposits, deferred payments owed to the telecommunications corporation
 - (b) abusive use of the telephone services in a manner that interferes with the service of another person
 - (c) intentionally using the service in a manner that causes wrongful billing charges to another person
 - (d) intentionally using the service to transmit messages or to locate a person to give or obtain information, without payment of appropriate message charges
 - (e) using the service with fraudulent intent by impersonating someone else
 - (f) using the service for unlawful purposes
 - (g) tampering with or destroying company lines, equipment or other properties
 - (h) subterfuge or deliberately furnishing false information when applying for and obtaining telephone services

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Refusal or Cancellation of Service by Company, Continued

B. Discontinuance or Termination of Service, Continued

2. Company may discontinue service according to the following conditions upon five (5) days written notice:
 - (a) For violation of Company's filed tariffs
 - (b) For the non-payment of any proper charge as provided by Company's tariff, including one for the same class of service furnished to the applicant or Customer at the same or another location, or where the applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another applicant or Customer
 - (c) For failure to make payment in accordance with the terms of a deferred payment agreement as defined in 83 Illinois Administrative Code, Part 735
 - (d) When the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection
 - (e) Failure to meet or maintain the Company's credit requirements
 - (f) If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services;
 - (g) For Customer's breach of the contract for service between the Company and Customer or
 - (h) Unauthorized resale of equipment or service.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Refusal or Cancellation of Service by Company, Continued

- C. In the event of disconnection, the notice to the Customer will inform the Customer of the right to appeal to the Consumer Affairs Division of the Illinois Commerce Commission, pursuant to 83 Illinois Administrative Code, Part 735.
- D. Notice of disconnection will be conducted according to the procedures of 83 Illinois Administrative Code, Section 735.130.
- E. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.7. Cancellation of Application for Service

- A. Applications for Service cannot be canceled without the Company's agreement. Where the Company permits a Customer to cancel an application for Service prior to the start of Service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the Service or in preparing to install the Service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of Services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had Service commenced (all discounted to present value at six percent).
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. The special charges described in 2.5.8.A. through 2.5.8.C. will be calculated and applied on a case-by-case basis.

2.5.8. Changes in Service Requested

If the Customer makes or requests material changes in Circuit engineering, equipment specifications, Service parameters, Premises locations, or otherwise materially modifies any provision of the application for Service, the Customer's installation fee shall be adjusted accordingly.

SECTION 2 – REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.9. General

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

2.5.10. Termination Liability

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

- A. all unpaid non-recurring charges reasonably expended by the Company to establish Service to the Customer plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer plus
- C. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation
- D. minus a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

SECTION 2 - RULES AND REGULATIONS, Continued

2.6. CUSTOMER CREDITS

This section addresses basic local exchange service quality standards, rules and applicable Customer credits in compliance with 83 Ill. Adm. Code 732.

2.6.1. Definitions

- A. **Advanced Telecommunications Service** – means high speed, switched, broadband telecommunications capability that enables users to originate and receive high-quality voice, data, graphics, and video telecommunications using any technology.
- B. **Alternative Telephone Service** – means, except where technically impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.
- C. **Appointment** – a four-hour time period such as AM or PM, or such other time period agreed to by the Company and the Customer, in which the Company has agreed to arrive at a Customer location when a network installation or network repair requires that the Company have access to the Premises.
- D. **Basic Local Exchange Service Installation** – means all installation and move orders of residential and business single lines used for basic local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act and includes, but is not limited to, residential and business single line service, PBX trunks, and ContraNet lines. The term “Basic Local Exchange Service” specifically does not include vertical services Company official lines, records work only or services that employ advanced telecommunications capability as defined in Section 706(c)(1) of the Federal Telecommunications Act of 1996, including, but not limited to ISDN, DSL, TX, T1 and DS3.

SECTION 2 - RULES AND REGULATIONS, Continued

2.6. CUSTOMER CREDITS, Continued

2.6.1. Definitions, Continued

E. **Emergency Situation** – means a Single Event that causes an interruption of service or installation affecting end users of the Company. The Emergency Situation shall begin with the first end user whose service is interrupted by the Single Event and shall end with the restoration of the service of all affected end users.

1. The term “**Single Event**” shall include:
 - (a) A declaration made by the applicable state or federal government agency that the area served by the Company is either a state or federal disaster area; or
 - (b) An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war or acts of parties that are not agents, employees or contractors of the Company.
 - (c) A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.
2. The term Emergency Situation does not include:
 - (a) A single event caused by high temperature conditions alone; or
 - (b) A single event caused by acts or omissions of the Company, its agents, employees or contractors; or
 - (c) A service interruption that occurs during a single event listed in above, but not caused by those single events; or
 - (d) A single event that the Company could have reasonably foreseen and taken precaution to prevent. However, in no event shall the Company be required to take precautions that are technically infeasible or economically prohibitive.

SECTION 2 - RULES AND REGULATIONS, Continued

2.6. CUSTOMER CREDITS, Continued

2.6.1. Definitions, Continued

- F. **Link-Up** – means the Link-Up Assistance Program defined and established at 47 C.F.R. Section 54.411 et seq. as amended.
- G. **Monthly Recurring Charge** – means monthly access/usage rate, end user common line charge and tariffed vertical services.
- H. **Vertical Services** – means optional telecommunications services, including, without limitation, Caller ID or Call Waiting, which a Customer may choose to have added to their basic local exchange service.

2.6.2. Company Commitments

- A. **Local Exchange Service Installation Commitment** – The Company is committed to the installation of basic local exchange service within five (5) business days after receipt of an order from a Customer unless the Customer requests an installation date that is beyond five (5) business days after placing an order for basic local exchange service. Where the Company is providing service using the network or network elements of another carrier, the Company is committed to the installation of basic local exchange service within three (3) business days after provisioning of the line or lines by the carrier whose network or network elements the Company is utilizing is completed. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.6.3(A) following.
- B. **Out of Service Repair Commitment** – The Company is committed to the restoration of basic local exchange for a Customer within twenty-four (24) hours of receiving notice that a Customer is out of service, including those service disruptions that occur when a Customer switches basic local exchange service from one carrier to another. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.6.4 following.
- C. **Commitment to Keep Appointments** – The Company is committed to keeping all repair and installation appointments for basic local exchange service when a Customer Premises visit requires a Customer to be present. If the Company fails to meet this commitment, credit will be issued pursuant to Section 2.6.3 (B) following, unless the Company has provided the Customer with 24-hour advance notice of its inability to keep the appointment. 24-hour notice will be deemed to have been met if the Customer is contacted by noon the preceding day for an AM appointment and by 5:00 PM the preceding day for a PM appointment.

SECTION 2 - RULES AND REGULATIONS, Continued

2.6. CUSTOMER CREDITS, Continued

2.6.3. Customer Credits for Missed Company Commitments

Except as stated in Section 2.6.5 following, the Company will provide credit to any Customer whenever the Company fails to install or repair service pursuant to paragraphs 2.6.2 (A) and (B) and (C) preceding. Credits provided to Customers, when applicable, will be applied on the statement issued to the Customer for the next monthly billing cycle following the commitment that was missed or following the discovery of a commitment that was missed. The credits shall be as shown below:

A. Customer Credits - Installation

1. If the Company fails to install basic local exchange service within five (5) business days or, in the case where the Company is utilizing the network or network elements of another carrier, within three (3) business days after provisioning is completed, the Company will provide the affected Customer with a credit of 50% of any regulated network installation charges. In the absence of an installation charge or where installation is pursuant to the Link-Up program, the credit will be in the amount of \$25.00.
2. If the Company fails to install the service within ten (10) business days after the service application is placed, or fails to install service within five (5) business days after the Customer's requested installation date (if the requested date was more than five (5) business days after the date of the order) the Company will provide the affected Customer with a credit of 100% of the regulated network installation charges. In the absence of an installation charge or where installation is provided pursuant to the Link-Up program, the Company will provide a credit of \$50.00.

In the case where the Company is utilizing the network or network elements of another carrier, the above credits will be provided if the Company fails to install service within eight (8) business days after provisioning is complete.

3. For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the Customer's requested installation date (if the requested date was more than five (5) business days after the Customer's requested installation date), or beyond eight (8) days after completed provisioning of service where the company is utilizing the network or network elements of another carrier, the Company will also provide the Customer with either Alternative Telephone Service as defined in paragraph 2.6.1 (B) preceding, if available, or an additional credit of \$20.00 per day, at the Customer's option, until such time as the service is installed.

SECTION 2 - RULES AND REGULATIONS, Continued

2.6. CUSTOMER CREDITS, Continued

2.6.3. Customer Credits for Missed Company Commitments, Continued

B. Customer Credits - Missed Appointments

If the Company fails to keep a scheduled repair or installation appointment when a Customer Premises visit requires a Customer to be present, the Company will provide the Customer with a credit of \$50.00, so long as the Customer was not provided with 24-hour notice, pursuant to paragraph 2.6.2 (C) preceding, of the Company's inability to keep the appointment.

2.6.4. Customer Credits for Out Of Service Repair

Except as stated in Section 2.6.5 following, if the Company fails to repair an out of service condition for basic local exchange service within 24 hours, the Company will provide the affected Customer with a credit according to the following schedule. It is the Customer's responsibility to provide the Company with notice of the out of service condition.

Disruption Time	Credit Amount
48 hours or less	Pro-rata share of the monthly recurring charges for all local services disrupted. In determining the pro-rata share, each month shall be considered to have 720 hours.
More than 48 hours but less than or equal to 72 hours	33% of one month's recurring charges for all local services disrupted
More than 72 hours but less than or equal to 96 hours	67% of one month's recurring charges for all local services disrupted.
More than 96 hours but less than or equal to 120 hours	One month's recurring charges for all local services disrupted.

For each day or portion of a day after 120 hours that service is non-operational, the Company will provide Alternative Telephone Service, if available, or an additional credit of \$20.00 per day.

SECTION 2 - RULES AND REGULATIONS, Continued

2.6. CUSTOMER CREDITS, Continued

2.6.5. Conditions Under Which Customer Credits Do Not Apply

The credits shown in paragraphs 2.6.3 (A) – (C) preceding do not apply if the missed service commitment occurred as a result of any of the following reasons:

- A. Interruptions due to the negligence or willful acts of, or noncompliance with the provisions of this Service Guide by the Customer, Authorized User or Joint User.
- B. Interruptions due to the malfunction of Customer-owned telephone equipment or inside wiring.
- C. Interruptions that occur as the result of, or are extended by, an Emergency Situation as defined in Section 2.6.1 (E) and in 83 Ill. Adm. Code 732, which includes, but is not limited to, any act of a third party.
- D. Interruptions that occur as a result of a carrier's inability to gain access to the Customer's premises due to the Customer missing an appointment, provided that the incident is not further extended by the Company.
- E. Interruptions that occur as a result of a Customer request to change the scheduled appointment, provided that the incident is not further extended by the Company.
- F. Interruptions that occur as a result of a lack of facilities where a Customer requests service at a geographically remote location, a Customer requests service in a geographic area where the Company is not currently offering service, or there are insufficient facilities to meet the Customer's request for service.

SECTION 2 - RULES AND REGULATIONS, Continued

2.7. CANCELLATION OF SERVICE/TERMINATION LIABILITY

2.7.1. General

If a Customer cancels a Service Order or terminates Service before the completion of the term for any reason whatsoever other than a Service Interruption (as defined in Section 2.6.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

2.7.2. Termination Liability

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

- A. all unpaid non-recurring charges reasonably expended by the Company to establish Service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Service Guide for the balance of the then-current term discounted at the prime rate announced in the *Wall Street Journal* on the third business day following the date of cancellation; minus
- D. minus a reasonable allowance for costs avoided by the Company as a direct result of the Customer's cancellation.

SECTION 2 – REGULATIONS, Continued

2.8. USE OF CUSTOMER'S SERVICE BY OTHERS

2.8.1. Joint Use Arrangements

Joint use arrangements will be permitted for all Services provided under this Service Guide. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the Service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue Service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the Service, each joint User shall be responsible for the payment of the charges billed to it.

SECTION 2 – REGULATIONS, Continued

2.10. TRANSFERS AND ASSIGNMENTS

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the Services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

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

SECTION 2 – REGULATIONS, Continued

2.11. CUSTOMER LIABILITY FOR UNAUTHORIZED USE OF THE NETWORK

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

2.11.1. Customer Liability for Fraud and Unauthorized Use of the Network

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

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

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

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

SECTION 2 – REGULATIONS, Continued

2.12. NOTICES AND COMMUNICATIONS

- 2.12.1.** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for Service shall be mailed.
- 2.12.2.** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for Service to which the Customer shall mail payment on that bill.
- 2.12.3.** Except as otherwise stated in this Service Guide, 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 placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.4.** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2.13. TAXES, FEES AND SURCHARGES

The Company reserves the right to bill all applicable taxes, fees and surcharges in addition to normal rates and charges for Services provided to the Customer. Taxes and fees include, but are not limited to: Federal Excise Tax, State Sales Tax, Municipal Tax, and Gross Receipts Tax. Unless otherwise specified in this Service Guide, such taxes, fees and surcharges are in addition to rates as quoted in this Service Guide and will be itemized separately on Customer invoices.

SECTION 2 – REGULATIONS, Continued

2.14. MISCELLANEOUS PROVISIONS

2.14.1. Telephone Number Changes

Whenever any Customer's telephone number is changed after a directory is published, the Company shall, upon Customer's request, intercept all calls to the former number for the time requested by the Customer and give the calling party the new number, provided existing Central Office equipment will permit and the Customer so desires.

When Service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.15. SPECIAL PROGRAMS

2.15.1. Telecommunications Relay Service

- A. The Company concurs in the rates, rules and regulations governing:
1. intrastate telecommunications provisions for the hearing- and voice-impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 tariff;
 2. intrastate telecommunications provisions for the deaf and severely hearing-impaired for dual party relay service as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 2 tariff.
- B. The Company extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 1 and ILL. C.C. No. 2 tariffs. The Company hereby expressly reserves the right to cancel and made void this statement of concurrence at any time.

2.15.2. ITAC Supplemental Charge

Pursuant to the Order dated April 17, 2019, of the Illinois Commerce Commission in Docket No. 19-0207, Company shall impose a supplemental charge of two cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoIP residential subscriber lines, a charge of 0.4 cents per VoIP business subscriber lines, a charge of 0.4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror Company's application of 9-1-1 charges. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2019 or at the beginning of the first cycle after July 1, 2019.

SECTION 2 – REGULATIONS, Continued

2.15. SPECIAL PROGRAMS, Continued

2.15.3. Illinois Telephone Connection Program

- A. The Illinois Telephone Connection Program (ITCP) is a federally-funded program established to provide assistance to low-income households. Eligible Customers may receive a fifty (50) percent reduction of service connection charges up to \$30.00.
- B. The ITCP applicant is required to meet the following eligibility criteria:
 - 1. The applicant must not be a dependent (for Federal Income Tax purposes) under the age of 60; and
 - 2. The applicant must meet the requirement of a state-established income test.
- C. The Illinois Department of Public Aid will certify the requirements listed in 2.14.3 (B)(1) and (2) above for the following assistance programs administered by the State of Illinois:
 - 1. Aid to Families with Dependent Children (AFDC)
 - 2. Aid to the Aged, Blind and Disabled
 - 3. General Assistance (GA, City of Chicago only)
 - 4. Refugee/Repatriate Programs (RRA)
 - 5. Medical Assistance (excluding medical extension cases and spend-down cases)
- D. Presentation of a current medical card issued by one of the proxy programs as stated in 2.15.3. or the Company's verification with the Department of Public Aid will constitute proof of income eligibility.
- E. The ITCP assistance shall be granted to one (1) access line per eligible low-income household.
- F. The fifty (50) percent discount only applies to service connection charges up to \$30.00.
- G. A participant in the ITCP shall have the option to defer payment of the remaining installation charges over a minimum period of six (6) months. Monthly payments to retire the outstanding balance shall be required, and no interest or carrying charges shall apply.
- H. In addition to the fifty (50) percent reduction in service connection charges, a credit of \$10.00 will be applied to each new eligible subscriber.

SECTION 2 – REGULATIONS, Continued

2.15. SPECIAL PROGRAMS, Continued

2.15.4. Telephone Assistance Programs

The Illinois Telephone Assistance Program (ITAP) is a program designed to supplement the assistance provided by the Illinois Telephone Connection Program as described in Section 2.15.3 above.

A General

1. To qualify for low-income assistance, the applicant must participate in any of the following assistance programs. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (a) and (b), below for purposes of eligibility.
 - (a) Medicaid
 - (b) Food Stamps
 - (c) Supplemental Security Income (SSI)
 - (d) Federal Housing Assistance
 - (e) Low Income Home Energy Assistance (LIHEAP)
2. The low-income programs are funded through voluntary contributions from Illinois customers.
3. The Telephone Company's verification through the Department of Human Services or, in lieu of electronic verification, applicant's signature on the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.
4. The low-income assistance shall be available to only one access line per low-income household.

B. Supplemental Link-Up Assistance

A one-time credit of up to \$10.00, not to exceed 50% of the connection charge, will be applied to each new eligible customer.

C. Supplemental Lifeline Assistance

Eligible customers may receive a discount of \$1.20 on their monthly telephone service.

SECTION 2 - RULES AND REGULATIONS, Continued

2.15. SPECIAL PROGRAMS, Continued

2.15.4. Telephone Assistance Programs, Continued

D. Universal Telephone Assistance Program (UTSAP) Voluntary Funding

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

(a) Residential customers may elect to contribute:

- I. \$0.50
- II. \$1.00
- III. \$2.00
- IV. \$5.00

(b) Business customers may elect to contribute:

- I. \$1.00
- II. \$5.00
- III. \$10.00
- IV. \$25.00

2. Customers may elect to discontinue or change the amount of monthly contributions on their bill at any time upon providing at least 30 days notice to Company.
3. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

2.15.5. Determination of Line Charge and Assessment Pursuant to 83 Ill. Adm. Code 755.500

Pursuant to the Order dated April 12, 2016, of the Illinois Commerce Commission in Docket 16-0106, Company shall impose a supplemental charge per month per line for all Illinois telecommunications carriers, including wireless carriers, on VoIP subscriber lines, on Centrex lines, PBX trunks. And on dedicated access lines. The assessment is in accordance with Commission established assessments for such services.

SECTION 2 - RULES AND REGULATIONS, Continued

2.15. SPECIAL PROGRAMS, Continued

2.15.6. Digital Divide Elimination Program

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

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

SECTION 3 – SERVICE DESCRIPTIONS

3.1. APPLICATION OF RATES

3.1.1. Types of Charges

A. One Time Fees

1. Installation, Service Changes, Maintenance and Other Charges

a. Line Installation Fee

The installation fee is a nonrecurring charge that applies to the installation of a new line or transfer of an existing Service to a different location.

b. Technician Fee to Have New Jacks Installed

c. Feature Installation Fee

The addition of a vertical Service to existing equipment and/or Service at one location. Charge is per each new feature.

d. Temporary Disconnections & Reactivation Charge

This charge applies to the restoration of service and facilities that have been suspended because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after permanent discontinuance of service, service is later reconnected. In the event of permanent discontinuance of service, other charges apply as set forth elsewhere in this Service Guide. (See Section 2.5.2(G).)

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.1. APPLICATION OF RATES, Continued

3.1.1. Types of Charges, Continued

B. Payment (Accounting) Fees

1. Check by Phone
2. Late Fee
3. Return Check Fee

C. Taxes

1. Customer Liability for Taxes, Surcharges, and Fees

Telephone usage is subject to all federal, state, local taxes, surcharges and mandated regulatory fees including but not limited to universal service fund, universal service fund carrier cost recovery fee and Access Line fees.

2. Local Service Surcharges

The following surcharges are only charged if the Customer subscribes to local Service.

- a. Federal Regulatory Fee (FCC)
- b. Local Number Portability (LNP)
- c. Federal Line Charge (EUCL)

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.1. APPLICATION OF RATES, Continued

3.1.2. Call Timing for Usage Sensitive Services

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

- A. Calls are measured in durational increments identified for each Service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.2. LOCAL EXCHANGE SERVICE AREAS

3.2.1. The Company provides Service within the service exchanges of Illinois Bell Telephone Company, LLC dba AT&T Illinois. The Company concurs in, and hereby incorporates by this reference all current and effective service territory and local exchange boundary descriptions filed with the Commission by Illinois Bell Telephone Company, LLC dba AT&T Illinois.

3.2.2. Company's description of service area in no way compels Company to provide any Service in an area where facilities or other extenuating factors limit Company's ability to provide Service.

3.3. LOCAL EXCHANGE SERVICE

3.3.1. Local Exchange Access Lines and Trunks

A. General

Local Exchange Access Lines and Trunks provide a Customer with analog, voice-grade telephonic communications Channels which can be used to place or receive one call at a time. Local Exchange Access Lines and Trunks provide a Customer with the ability to connect to the Company switching network which enables the Customer to:

1. place or receive calls to any calling station in the Local Calling Area
2. access 911 and/or Enhanced 911 Emergency Service
3. access the Interexchange Carrier selected by the Customer for interLATA, intraLATA, interstate or international calling
4. access operator assisted Services for the Local Calling Area
5. access directory assistance for the Local Calling Area
6. place or receive calls to toll-free (e.g., 800, 8XX) telephone numbers
7. access Telephone Relay Services and
8. entitle the Customer to a directory listing of the main telephone number.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.3. LOCAL EXCHANGE SERVICE, Continued

3.3.1. Local Exchange Access Lines and Trunks, Continued

- B. For incoming Service, an optional hunting feature is available for multiline or multi-trunk Customers which routes a call to an idle line or Trunk in a prearranged group when the called line or Trunk is busy. Where facilities permit, more than one type of optional hunting arrangement may be provided.
- C. Local Exchange Access Lines and Trunks are provided for the connection of Customer-provided wiring and FCC Part 68 approved devices.
- D. Local Exchange Access Lines and Trunks are provided on a single party (individual) basis only. No multi-party Service is offered.
- E. Service is available on a flat rate, message or measured rate basis depending on the type of Service selected by the Customer. Not all Service types (flat, message, measured) will be available in all areas.
- F. RECURRING CHARGES FOR LOCAL EXCHANGE SERVICE ARE BILLED MONTHLY. USAGE CHARGES, IF APPLICABLE ARE BILLED IN ARREARS. USAGE CHARGES MAY APPLY FOR CALLS OR MINUTES PLACED FROM THE CUSTOMER'S LINES OR TRUNKS. NO USAGE CHARGES WILL APPLY TO CALLS RECEIVED BY THE CUSTOMER. NON-RECURRING CHARGES FOR INSTALLATION OR REARRANGEMENT OF SERVICE ARE BILLED ON THE NEXT BILL IMMEDIATELY FOLLOWING WORK PERFORMED BY THE COMPANY.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.4 LOCAL EXCHANGE SERVICE FEATURES

Local Exchange Service features are available to Customers either on a subscription or per use basis. All features are provided subject to availability.

3.5 OTHER SERVICES

3.5.1 Operator Assisted Calling Services

Customers have access to local and long distance operator assisted calling services. Calls may be billed collect to the called party or to the originating line. Local calls may be placed on a Station-to-Station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for operator assisted calls may apply. In addition to usage charges, an operator assistance surcharge applies to each call as set forth in Section 4.

3.5.2. Calling Cards

Calling Card Service permits the caller to charge the principal presubscribed location for a call while the caller is away from the principal location. The Customer may place calls from any touch-tone phone in the Continental United States by dialing a toll free number and entering a personal identification code, followed by the desired telephone number. Calling Card calls appear on the Customer's monthly bill. Calling Card Usage is billed on a per call basis in one minute increments, with any portion of usage during a call amounting to less than a minute being rounded up to the next full minute.

3.5.3. Local Toll Free Service

Company's inbound toll free service permits local, intrastate interLATA and intraLATA, and interstate long distance calling utilizing a Customer's toll-free number. The Customer pays for the call.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.5 OTHER SERVICES, Continued

3.5.4. Voice Mail¹

Company offers voice mail services under several options.

3.5.5. Inside Wire Maintenance Service Insurance²

Customers electing coverage for inside wire maintenance service will be covered immediately upon purchase of insurance when insurance is purchased at time of initial telephone service order on the insured line. Customers who do not elect to purchase insurance at time of initial telephone service but wish to add insurance at a later date may do so, but there will be a 30-day waiting period before a claim for insurance-covered repair may be filed.

Inside Wire Maintenance Service Insurance covers the labor rate for repair by the Company of inside wiring owned by the customer, including all standard wiring, jacks and connections. Insurance does not cover repair or other work by person other than the Company or the Company's contractors. Insurance does not apply to repair of any equipment or hardware such as telephones, facsimile machines, modems, and answering machines, and does not cover wiring owned by a third party. Insurance does cover isolation of a problem to a faulty piece of equipment or hardware. Signal cables or cords from a jack to a particular piece of hardware or equipment are not covered.

¹ Service not subject to Commission regulation.

² Service not subject to Commission regulation.

SECTION 3 – SERVICE DESCRIPTIONS Continued

3.6. DIRECTORY LISTINGS; DISTRIBUTION OF DIRECTORIES

3.6.1. The Company does not publish a directory or provide other similar listings of its Subscribers. The Company will arrange for Subscribers, other than Subscribers requesting non-published service, to be listed in the directories and directory assistance records of the incumbent Local Exchange Carrier (ILEC) serving the area where the Customer's premises is located. Except as provided below, such listings will be charged in accordance with the ILEC's listing service, subject to availability of such listing services to Company's Subscribers. The Company hereby concurs in such ILEC schedules on file with the Commission or price schedules that are current and effective as of the effective date of this Service Guide sheet. Except as provided below, subscribers are responsible for payment of all rates and compliance with all terms and conditions set forth in such tariffs or schedules.

3.6.2. Non-Published Service

At the request of the Customer, the Customer's name, address, and telephone number will not be listed in any directory or directory assistance records available to the public, except that the number may be included in reference listings. However, such information, along with call forwarding information from such numbers, will be released in response to legal process or to certain authorized governmental agencies.

3.7. DIRECTORY ASSISTANCE

Users of the company's calling services (excluding toll-free services) may obtain assistance in determining telephone numbers by calling the Directory Assistance operator. Each number requested is charged. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. Call completion may be provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable. Call completion is provided on Public Access Lines where facilities permit.

3.8. LOCAL EXCHANGE CARRIER BILLING PLAN

Company offers a local exchange carrier billing plan exclusively to its interexchange Service Subscribers. Interexchange Service subscribers who are presubscribed to the dominant incumbent local exchange carriers local service may opt for the convenience of receiving Company interexchange carrier billing under a single local exchange carrier invoice, where available. Local Exchange Carrier Billing Plan subscribers also receive a lower per minute interexchange Service usage rate when selecting this option.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.9. 900/976 BLOCKING

- 3.9.1** The Company will, upon a Subscriber's request and where technically feasible, block calls placed from the Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers, whether directly dialed or placed through operator assisted service provided by the Company's operators. Call Blocking and Remove Call Blocking charges apply as specified below. At central offices where per-line blocking is not technically feasible, all calls to 976 and 900 numbers will be blocked.
- 3.9.2.** The Company may block calls placed from a Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers if the Subscriber fails or refuses to pay any charges billed by the Company for calls to such numbers, except for any charges for which adjustments have been granted. Call Blocking and Remove Call Blocking charges apply as specified below.
- 3.9.3.** The Company may block calls placed from a Subscriber's telephone to intrastate 976 numbers and intrastate or interstate 900 numbers if the accrued, unpaid charges to be billed by the Company for calls to such numbers at any time exceeds \$150 and the Company is unable to contact the Subscriber to assure the Subscriber's agreement to pay for such calls. Call Blocking and Remove Call Blocking charges will not apply.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.10 INTEREXCHANGE SERVICES

- 3.10.1. Company provides switched access interexchange telecommunications Services, which allow a Customer to establish a communications path between two stations by using uniform dialing plans.
- 3.10.2. **Outbound “1+” Service** is a switched access Service offering outbound long distance telecommunications Services from points originating and terminating in the State. Company’s **Outbound “1+” Service** is offered under a direct billing option or a local exchange carrier billing option. The local exchange carrier billing option offers the convenience of Company Service charges appearing on the Customer’s presubscribed local exchange carrier bill. Company offers two local exchange carrier billing option Service Plans: 1) The **Local Exchange Carrier Billing Plan** carries a higher intrastate per minute rate and lower interstate per minute rate. This Plan is designed for those with higher interstate calling volumes; and 2) The **Direct Billing Plan** carries a lower per minute intrastate rate and higher interstate per minute rate. This Plan is designed for those with higher intrastate calling volumes..
- 3.10.3. **Directory Assistance** is provided by the Company’s underlying carrier to Subscribers of record. The Customer may access the underlying carrier’s Directory Assistance by dialing the area code plus 555-1212. The Customer will be billed for such Service by Company, except as stated in this Tariff.
- 3.10.4. **Toll Free Service** is a switched access Service offering inbound, toll free, long distance telecommunications Services from points originating and terminating in the State of Illinois. This Service enables the caller to contact the Customer without incurring toll charges, through the use of an assigned “800, 866, 877” or other designated Toll-Free Number. The Customer pays for the call. Company will participate in porting toll-free numbers only if the account balance is zero and all undisputed charges incurred as a result of the toll-free number have been paid.

SECTION 3 – SERVICE DESCRIPTIONS, Continued

3.11. PROMOTIONS

The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the Services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations.

3.12. INDIVIDUAL CASE BASIS ARRANGEMENTS

When the Company furnishes a facility or Service for which a rate or charge is not specified in the Company's Service Guide, or when the Company offers rates or charges which may vary from Service Guide arrangements, rates and charges will be determined on an Individual Case Basis (ICB). The rates and charges for ICBs will be specified by contract between the Company and the Customer.

3.13. DETERMINATION OF LINE CHARGE AND ASSESSMENT PURSUANT TO 83 III. Adm. Code 755.500

Pursuant to the Order dated April 12, 2016, of the Illinois Commerce Commission in Docket 16-0106, Company shall impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VoiP residential subscriber lines, a charge of .4 cents per VoiP business subscriber lines, a charge of .4 cents per line for all Centrex lines, and a charge of 10 cents per PBX trunk. VoiP business charge shall be .4 cents per line per month. Charges for services provisioned by T-1 lines and other advanced services shall mirror Company's application of 9-1-1 charges. The assessment on prepaid wireless transactions is established at .07% of prepaid retail transactions to be implemented by the Illinois Department of Revenue. These charges shall be effective with bills rendered or transactions occurring on or after July 1, 2016, or at the beginning of the first cycle after July 1, 2016.

SECTION 4 – RATES

4.1. LOCAL EXCHANGE SERVICE

4.1.1. Account Service Charges, Change Charges, Miscellaneous Charges

The following charges are assessed per line or trunk, per order, unless otherwise stated

Service Establishment, per line, per order	\$49.99
Installation Fee, per each new feature	\$7.99
Move Order	\$49.99
Telephone Number Change	\$49.99
Disconnect Charge	\$19.95

A Customer whose Service has been suspended, may request Service reconnection following resolution of the circumstance(s) resulting in suspension. A non-recurring reconnection charge applicable to each Customer account applies.

Suspended Service Reactivation Charge, per reconnection, per billing telephone number	\$19.99
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4.1.2. Premise Visit

Premise visit charges apply when a visit to the Customer's premise by a Company technician identifies a problem as either 1) no trouble found according to line testing performed at demarcation point, or 2) trouble found attributable to Customer provided equipment (CPE), or for new installations. Premise visit charges will not apply to customers subscribing to an Inside Wire Maintenance Plan.

The time period for which the Premise Visit charge is applied will commence at Company personnel's arrival at the Customer's premise and end when work is completed.

First two hours, or any portion thereof, per visit	\$199.00
Each additional 15 minutes, or any portion thereof, per visit	\$ 20.00

SECTION 4 – RATES

4.1. LOCAL EXCHANGE SERVICE CHARGES

4.1.3. Usage-Based Plans

One Line, Including Call Waiting, Three-way calling

	<u>Per Minute Rate</u>	<u>Monthly Rate</u>
Monthly Recurring charge Local, Intrastate, Interstate calling	\$0.059	\$69.00

Two Plus Lines

	<u>Per Minute Rate</u>	<u>Monthly Rate</u>
Monthly Recurring charge, per line Local, Intrastate, Interstate calling	\$0.059	\$62.00

4.1.4. Bundled Plans

One Line 100 Minutes

	<u>Per Minute Rate</u>	<u>Monthly Rate</u>
Monthly Recurring charge		\$69.00
Local calling, unlimited	\$0.00	
Intrastate, Interstate calling, first 100 minutes	\$0.00	
Intrastate, Interstate calling, over 100 minutes	\$0.059	
<i>or</i>		
Local, Intrastate, Interstate calling plus Free call waiting and Three-way calling	\$0.059	

Two Plus Line 100 Minutes

	<u>Per Minute Rate</u>	<u>Monthly Rate</u>
Monthly Recurring charge		\$62.00
Local calling, unlimited	\$0.00	
Intrastate, Interstate calling, first 100 minutes	\$0.00	
Intrastate, Interstate calling, over 100 minutes	\$0.059	
<i>or</i>		
Local, Intrastate, Interstate calling	\$0.059	



SECTION 4 – RATES

4.1. LOCAL EXCHANGE SERVICE CHARGES, Continued

4.1.4. Bundled Plans, Continued

Home Phone 100

	<u>Per Minute Rate</u>	<u>Monthly Rate</u>
Monthly Recurring charge		\$62.00
Local calling, unlimited	\$0.00	
Intrastate, Interstate calling, first 100 minutes	\$0.00	
Intrastate, Interstate calling, over 100 minutes	\$0.05	
Custom Calling Features	\$0.00	
Caller ID Name and Number		
Call Waiting		
Three Way Calling		
Call Forwarding		

Home Phone 500

	<u>Per Minute Rate</u>	<u>Monthly Rate</u>
Monthly Recurring charge		\$69.00
Local calling, unlimited	\$0.00	
Intrastate, Interstate calling, first 500 minutes	\$0.00	
Intrastate, Interstate calling, over 500 minutes	\$0.05	
Custom Calling Features	\$0.00	
Caller ID Name and Number		
Call Waiting		
Three Way Calling		
Call Forwarding		

SECTION 4 – RATES

4.1. LOCAL EXCHANGE SERVICE CHARGES, Continued

4.1.5. Custom Calling Features

Custom Calling features are subject to the following rates, unless otherwise included as part of a service package

	<u>Per Use</u>	<u>Monthly Rate</u>
900/976 Blocking		\$10.50
Additional Message Capacity, Residence and Business		
50 Additional Message Capacity		\$5.95
100 Additional Message Capacity		\$10.95
Anonymous Call Rejection		\$0.00
Billed Number Screening/Toll Restriction		\$0.00
Business Complete-A-Call		\$0.00
Business Voice Messaging Service Choice		\$18.95
Call Blocking/Remove Cal Blocking, per order		\$10.50
Call Curfew		\$5.95
Call Forwarding Busy Line/Alternate Answer		\$10.50
Call Forwarding Busy Line/Don't Answer Expanded		\$10.50
Call Forwarding Busy Line/Don't Answer IntraOffice		\$10.50
Call Forwarding Customer Programmable		\$10.50
Call Forwarding Don't Answer/Alternate Answer		\$10.50
Call Forwarding Variable		\$10.50
Call Hold		\$10.50
Call Park		\$10.50
Call Pickup		\$10.50
Call Queueing		\$19.95
Call Rejection		\$10.50
Call Routing- Business only		\$9.95
Call Routing To Number- Business only		\$12.00
Call Trace		\$10.50
Call Trace Blocking		\$0.00
Call Transfer		\$10.50
Call Waiting		\$10.50
Call Waiting ID		\$10.50
Caller ID		\$10.50
Caller ID Blocking		\$10.50
Caller ID with Privacy+SM		\$10.95
Carrier Access Code Blocking		\$0.00
Complete-A-Call, per use	\$1.50	
Continuous Redial, per use	\$0.50	
Continuous Redial Blocking		\$0.00
CustomNet®		\$0.00

SECTION 4 – RATES

4.1. LOCAL EXCHANGE SERVICE CHARGES, Continued

4.1.5. Custom Calling Features, Continued

	<u>Per Use</u>	<u>Monthly Rate</u>
Custom Ringing Service		\$10.50
Dial Call Waiting/Distinctive Alert		\$10.50
Dial Lock®		\$10.50
Directed Call Pickup		\$10.50
Do Not Disturb		\$10.50
Easy Access		\$2.95
Extension Mailbox- Residence & Business		\$6.95
I-Called SM Pay per use	\$1.95	
I-Called SM Originating Blocking		\$0.00
I-Called SM Terminating Blocking		\$0.00
International Blocking		\$0.00
Intracall®/Home Intercom		\$10.50
Last Call Return, per use	\$0.65	
Last Call Return Blocking		\$0.00
Listen Only Mailbox- Business only		\$19.95
Long Distance Alert		\$10.50
Long Distance Restriction		\$0.00
Mailbox Only- Residence only		\$7.95
Message Notification- Residence and Business		\$5.95
Message Waiting Indication-Business		\$0.00
Message Waiting Indication-Residence		\$0.00
Multi-LineHunting		\$10.50
No Solicitation®		\$7.95
One Number Service		\$4.95
Pay Per Call Restriction		\$0.00
Remote Access Forwarding (Call Following)		\$6.95
Route to Other Number- Business only		\$12.00
Remote Call Forward (Market Expansion Line)		\$16.00
Scheduled Forwarding		\$10.50
Scheduled Greetings- Business only		\$10.50
Security Screen SM		\$10.50
Selective Call Forwarding		\$10.50
Selective Call Waiting		\$10.50
Series Hunting		\$10.50
Speed Calling		\$10.50
Talking Call Waiting		\$10.50
Three Way Calling		\$10.50
Three Way Calling Blocking		\$0.00
Transfer Mailbox- Residence and Business		\$0.00

SECTION 4 – RATES

4.2. DIRECTORY SERVICES

Monthly Rate

Listing Services

Main Directory Listing	\$10.50
Additional Directory Listing	\$10.50
Non-Published Listing	\$10.50

Directory Assistance

Per call	\$1.85
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4.3. OTHER SERVICES

Operator Assisted Calling Services

Calling Card Mechanized	\$0.27
Access fee	\$0.65
Calling Card, Operator Assisted	\$0.00
Operator Assisted, Station-to-Station	\$2.50
Operator Assisted, Person-to-Person	\$5.45
Usage, per minute - where applicable	\$0.059

Calling Card Service

Per minute	\$0.129
Access fee (per call)	\$0.65

Voice Mail

Monthly Rate

Basic – 15 message capacity, 45 second greeting	\$13.95
Gold – 25 message capacity, 60 second greeting	\$14.95
Premier – 35 message capacity, 60 second greeting	\$15.95

Wire Maintenance Plan

Monthly Rate

Wire Maintenance Plan, per line	\$4.75
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SECTION 4 – RATES

4.4. INTEREXCHANGE SERVICES

A. Local Exchange Carrier Billing Plan

Monthly fee, per account	\$9.95
Intrastate, interexchange usage, per minute	\$0.099
Intrastate, interexchange usage, per minute	\$0.049

B. Direct Billing Plan

Monthly fee, per account	\$3.95
Intrastate, interexchange usage, per minute	\$0.059
Intrastate, interexchange usage, per minute	\$0.059

4.5. TOLL FREE SERVICE

Per Toll Free Number, Monthly	\$2.00
In State Originating, Per Minute	\$0.089