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LOCAL SERVICES PRICE GUIDE

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*This Oklahoma Local Price Guide,  
issued by Fusion Cloud Services, LLC d/b/a Fusion Cloud Services of Oklahoma  
replaces in its entirety  
the Oklahoma Local Price Guide issued by Fusion Telecom of Oklahoma, LLC*

Fusion Cloud Services, LLC  
d/b/a Fusion Cloud Services of Oklahoma  
Local Exchange Services Price Guide

This Price Guide, filed with The Oklahoma Corporation Commission, contains the terms and conditions applicable to local exchange telecommunication services in the State of Oklahoma by Fusion Cloud Services, LLC d/b/a Fusion Cloud Services of Oklahoma (the “Company”). The Company provides exchange telecommunications services on resale and facilities-based bases. Copies of any portion of the Price Guide will be provided at a reasonable cost for reproduction expense to any requesting party. Copies of this Price Guide may be inspected during normal business hours at the Company’s principal place of business located at:

210 Interstate North Parkway, Suite 300  
Atlanta, Georgia 30339

Wherever in this Price Guide or its headings, the term “Company” or the name Fusion appears, that shall mean and shall refer to Fusion Cloud Services, LLC d/b/a Fusion Cloud Services of Oklahoma.

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LOCAL SERVICES PRICE GUIDE

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CHECK SHEET

Pages listed below of this price guide are effective as of the date shown at the bottom of the respective sheet(s). Original and revised pages as named below comprise all changes from the original price guide and are currently in effect as of the date on the bottom of this page.

| PAGE  | REVISION                |   | PAGE | REVISION |  | PAGE | REVISION |
|-------|-------------------------|---|------|----------|--|------|----------|
| Title | Original                |   | 31   | Original |  | 61   | Original |
| 1     | Original                |   | 32   | Original |  | 62   | Original |
| 2     | 1 <sup>st</sup> Revised | * | 33   | Original |  | 63   | Original |
| 3     | 1 <sup>st</sup> Revised | * | 34   | Original |  | 64   | Original |
| 4     | Original                |   | 35   | Original |  | 65   | Original |
| 5     | Original                |   | 36   | Original |  | 66   | Original |
| 6     | Original                |   | 37   | Original |  | 67   | Original |
| 7     | Original                |   | 38   | Original |  | 68   | Original |
| 8     | Original                |   | 39   | Original |  | 69   | Original |
| 9     | Original                |   | 40   | Original |  | 70   | Original |
| 10    | Original                |   | 41   | Original |  | 71   | Original |
| 11    | Original                |   | 42   | Original |  | 72   | Original |
| 12    | Original                |   | 43   | Original |  | 73   | Original |
| 13    | Original                |   | 44   | Original |  | 74   | Original |
| 14    | Original                |   | 45   | Original |  | 75   | Original |
| 15    | Original                |   | 46   | Original |  | 76   | Original |
| 16    | Original                |   | 47   | Original |  | 77   | Original |
| 17    | Original                |   | 48   | Original |  | 78   | Original |
| 18    | Original                |   | 49   | Original |  | 79   | Original |
| 19    | Original                |   | 50   | Original |  | 80   | Original |
| 20    | Original                |   | 51   | Original |  | 81   | Original |
| 21    | Original                |   | 52   | Original |  | 82   | Original |
| 22    | Original                |   | 53   | Original |  | 83   | Original |
| 23    | Original                |   | 54   | Original |  | 84   | Original |
| 24    | Original                |   | 55   | Original |  | 85   | Original |
| 25    | Original                |   | 56   | Original |  | 86   | Original |
| 26    | Original                |   | 57   | Original |  | 87   | Original |
| 27    | Original                |   | 58   | Original |  | 88   | Original |
| 28    | Original                |   | 59   | Original |  | 89   | Original |
| 29    | Original                |   | 60   | Original |  | 90   | Original |
| 30    | Original                |   |      |          |  |      |          |

\* - indicates those pages included with this filing

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LOCAL SERVICES PRICE GUIDE

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CHECK SHEET (CONT'D.)

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

\* - Indicates pages included with this filing.

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LOCAL SERVICES PRICE GUIDE

---

TABLE OF CONTENTS

|   |     |
|---|-----|
| Title Page .....                                    | 1   |
| Check Page.....                                     | 1   |
| Table of Contents .....                             | 3   |
| Symbols.....  | 4   |
| Applicability of Price Guide .....                  | 5   |
| Accessibility of Price Guide .....                  | 6   |
| Section 1 - Technical Terms and Abbreviations ..... | 7   |
| Section 2 - Rules and Regulations .....             | 11  |
| Section 3 - Description of Service .....            | 41  |
| Section 4 - Rates and Charges.....                  | 50  |
| Section 5 – Grandfathered Services .....            | 91  |
| Section 6 – Miscellaneous Services .....            | 100 |
| Section 7 – Non-Term Rates .....                    | 101 |

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LOCAL SERVICES PRICE GUIDE

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EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (AT) - means Addition to Text
  - (C) - means Correction
  - (CP) - means Change in Practice
  - (CR) - means Change in Rate
  - (CT) - means Change in Text
  - (DR) - means Discontinued Rate
  - (FC) - means Change in Format
  - (MT) - means Moved Text
  - (NR) - means New Rate
  - (RT) - means Removal of Text
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LOCAL SERVICES PRICE GUIDE

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APPLICABILITY OF PRICE GUIDE

This price guide contains the regulations and charges applicable to intrastate resale common carrier communications service provided by the Company between points within the State of Oklahoma. Operator assisted services are furnished subject to the availability of facilities and subject to the terms and conditions of this price guide.

This price guide applies to direct-dialed and operator-assisted intercity communications services only.

The telecommunications services of the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services, but do involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.

The rates and regulations contained in this price guide apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of the Company.

The subscriber is entitled to limit the use of the Company's services by users at the subscriber's facilities, and may use other common carriers in addition to or in lieu of the Company for operator assisted services, including without limitation offering users the ability to access the carrier of the user's own choice.

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LOCAL SERVICES PRICE GUIDE

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS

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

**900 Call Restriction** – Allows customers to restrict 900 prefix outgoing calls from being placed over their exchange access lines.

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

**Anonymous Call Rejection (ACR)** – Allows customers to automatically reject calls that have been marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

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

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

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

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

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

Call Trace – Enables a Customer to initiate a trace of the last incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail (not the conversation). The call detail may be provided only to law enforcement authorities upon proper request. The results of the trace will not be provided to the Customer directly. For further action to be taken, the Customer can contact the Company via the telephone number provided in the Call Trace announcement. At its sole option, the Company will set up a tracing arrangement at no charge to the customer when in the judgment of the Company, the unwanted call(s) present a serious threat of bodily harm or destruction of property and Call Trace is not available or is not otherwise a suitable solution. In such situations, the Telephone Company, not the customer, will perform the entire call trace function.

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

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

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

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

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

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

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

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

Caller ID on Call Waiting – Provides calling number and calling name delivery following the Call Waiting tone.

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

Company, the – Fusion Cloud Services, LLC d/b/a Fusion Cloud Services of Oklahoma unless the context indicates otherwise.

Commission – The Oklahoma Corporation Commission, unless the context indicates otherwise.

Conference Telephone Service– The furnishing of simultaneous connection between three or more exchange access arrangements. If Long Distance Message Telecommunications rates would apply on a connection between any two of the exchange access arrangements so connected, conference service will be furnished in accordance with Section 4.6 of this Price Guide.

CPE – Customer Provided Equipment.

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

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

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

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

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

Direct Inward Dialing (DID) – Allows an incoming call to reach a station line without attendance assistance.

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

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

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

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

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

Additional Listing - Hunt Number Group – A listing which bears the name of a line other than the first line of a rotary number group.

Additional Main Listing – A listing which may be ordered for a Personalized Ring Number (Distinctive Ring) in order to list the name of a person, firm or corporation other than the end user of record. The end-user is allowed one free additional main listing per Personalized Ring number.

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

Caption Listing – A listing set arrangement composed of a caption header and indented listings. A caption benefits the user by simplifying the appearance of the listing.

Dual Name Listings – A listing provided for two persons who reside at the same address or for a person known by two first names.

Extra Lines – An extra line (consisting of five words or any fraction thereof) under the Primary Listing for the proper placement of telephone calls and not for advertising purposes or to show store hours.

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LOCAL SERVICES PRICE GUIDE

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

Directory Listing (Cont'd.)

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

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

Non-listed Service – A listing, at the customer's request, is omitted from the Directory, but appears on Directory Assistance records.

Non-published Exchange Service – A listing, at the customer's request, is omitted from the Directory but appears on Directory Assistance with NP instead of the telephone number.

Primary Listing – One listing in the Directory, at no charge, when applying for telephone service. One copy of the telephone directory for the service area in which Customer is a subscriber will be delivered to Customer within 10 days after service is installed.

Regular Extra Listings – A listing for the same address and phone number as, and in addition to, the Primary Listing in the Directory.

Residence Custom Extra Line Listing – A customized extra line(s) associated with the end user's alphabetical residential listing which allows the end user to further describe himself or herself. Subject to approval by the Company, one to eight lines of descriptive information may be placed between the end user's name and address in their directory listings.

Residence Family Space Listing – Allows the Customer to have first names or nicknames of family members placed within a customized space outlines with a bold box.

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LOCAL SERVICES PRICE GUIDE

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

Directory Listing (Cont'd.)

**Residential Line of Distinction** - A residence Line of Distinction listing permits a customer to add a customized extra line of information to a primary or extra listing in order to further describe the customer. The extra line of information is limited to 34 characters, including spaces. The extra line appears in italicized type directly below the associated alphabetical listing and above the listed address and telephone number. The Line of Distinction listing is not intended to replace the Extra Lines listing.

**Residential Personality Logo** – Allows an end user to choose a logo from a pre-selected menu of approved logos, which will appear with the end user's listing in the Directory. The entire listing will be enclosed within a box with the logo itself appearing in a space below the listed name and above the listed address.

**Residence Signature Listing** - A residence Signature Listing is a distinctive directory listing available to residence customers in script or bold print. Customer surnames are not eligible in directories where individual surnames are suppressed. When a residence Signature Listing is combined with another price guide listing, both monthly rates apply. A Signature Listing may be in script or bold lettering but not both.

**Secondary Listing** - An end user who is geographically located in one white pages telephone directory area (primary) is also allowed a listing in other the pages telephone directories (secondary) to ensure complete directory coverage. The entitlement of additional coverage in the secondary directory is determined by the NXX. The primary white pages telephone directory is always the directory serving the exchange where the service is located.

**Secretarial Listings** – A listing contracted for by a Customer in the secretarial services business whereby that Customer's patrons, with their permission, are listed alphabetically in the Directory with the Customer's telephone number.

**Special Reversed Long Distance Service** – May be furnished to a subscriber of Special Reversed Long Distance Service as a foreign listing text of "No Charge For Calls Dialed Direct to This Number From [name of exchange]." **Supplemental Address Information** – Additional information, such as apartment number, building number, or suite number which appears with the primary listed address in the Directory.

**Disconnection** – The temporary cessation of telecommunications service.

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

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LOCAL SERVICES PRICE GUIDE

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

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

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

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

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

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

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

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

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

Intercept Referral Service-Basic – Used when a customer disconnects service or changes his telephone number. Calls to the intercepted telephone number are referred to an operator or a recorded message. The caller is provided with information such as a new telephone number and/or name and/or address.

Intercept Referral Service-Special – Same as Intercept Referral Service – Basic, plus it provides additional information to the caller.

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

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

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

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

Operator Services

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

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

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

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

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

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

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

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

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

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

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

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

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

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

Termination – The permanent cessation of telecommunications service.

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1 The Company undertakes to furnish telecommunications service pursuant to the terms of this Price Guide in connection with one-way and/or two-way information transmission between points within a calling scope in portions of the State of Oklahoma, as specified herein.
  - 2.1.2 The furnishing of service under this Price Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
  - 2.1.3 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities, offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
  - 2.1.4 The Company may undertake service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
  - 2.1.5 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Price Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
  - 2.1.6 Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
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LOCAL SERVICES PRICE GUIDE

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

2.2 Limitations of Service

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

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

2.3 Use of Service

2.3.1 Permitted Uses

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

2.3.2 Minimum Service Period

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

2.3.3 Fixed Service Period

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

2.3.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under this Price Guide or in any service order prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

2.4 Liability

2.4.1 The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Price Guide or any service order shall not exceed the amount of the credit allowance described in Section 2.6 herein. The extension of credit allowances as described in Section 2.6 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Price Guide or any service order. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost business, goodwill, income or profits, even if advised of the possibility of the same.

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LOCAL SERVICES PRICE GUIDE

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

2.4 Liability (Cont'd.)

2.4.2 The Company shall not be liable for any claim or loss, expense, or damage for any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Price Guide or any service order, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.

2.4.3 The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:

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

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

2.4 Liability (Cont'd.)

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

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

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

The Company will supply subscriber information to update the Emergency 911 Service database at the time the Company submits subscriber orders for basic local exchange telecommunications service to Southwestern Bell Telephone Company.

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

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

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

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LOCAL SERVICES PRICE GUIDE

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

2.4 Liability (Cont'd.)

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

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

2.5 Interruption of Service

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



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LOCAL SERVICES PRICE GUIDE

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

2.6 Responsibility of the Customer

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

A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; and assuring that its users comply with regulations.

B. Providing:

1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).

C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:

1. the negligence or willful act of Customer or user;
  2. improper use of service; or
  3. any use of equipment or service provided by others.
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LOCAL SERVICES PRICE GUIDE

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

2.6 Responsibility of the Customer (Cont'd.)

2.6.1 (Cont'd.)

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

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

2.6 Responsibility of the Customer (Cont'd.)

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

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

2.6.3 Credit Allowances

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

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LOCAL SERVICES PRICE GUIDE

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

2.6 Responsibility of the Customer (Cont'd.)

2.6.3 Credit Allowances (Cont'd.)

E. Credit Allowance – Directory

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

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

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

2.6.4 Cancellation by Customer

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

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

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Price Guide.
  - B. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
  - C. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, 800; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.
  - D. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
  - E. Billing information provided to each customer on a monthly basis shall include but not be limited to:
    - 1. The number of access lines for which charges are stated.
    - 2. Each applicable telephone number and/or account number.
    - 3. The beginning or ending dates of the billing period.
    - 4. The date the bill becomes delinquent if not paid on time.
    - 5. The unpaid balance (if any).
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LOCAL SERVICES PRICE GUIDE

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

2.6 Responsibility of the Customer (Cont'd.)

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

- E. Billing information provided to each customer on a monthly basis shall include but not be limited to: (Cont'd.)
6. The amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call.
  7. An itemization of the amount due for taxes, franchise fees, Relay Oklahoma surcharge, 911 surcharges, universal service fund charge, local number portability charge, line recovery charges, interexchange access charges and other surcharges as may be necessary and appropriate, including any of the foregoing charges passed through to the Company by Southwestern Bell Telephone Company.
  8. The total amount due.
  9. If applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated.
  10. A telephone number where inquiries may be made.
  11. If a deposit is held by the company.
  12. Optional services may be billed as a total of all optional services for which a flat monthly charge is made.
  13. Credit for service outages will also be reflected.
- F. During the first billing period in which a customer receives service, the Company provides each customer an insert or other written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.
- G. Any objection to billed charges should be reported to the Company as soon as possible. Questions regarding the Company's services or charges assessed to a Customer's bill may be directed to the Company's Customer Service Department toll-free at 888-772-4724. The Company shall investigate the particular case and report the results to the Customer. The Company shall suspend billing on disputed amounts until such investigation is complete. During the period that the disputed amount is under investigation, the Company shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer or Consumer shall be required to pay the undisputed part of the bill, and if not paid, the Company may discontinue service. In the event the disputed charges are not resolved, the Company shall inform the Customer or Consumer that the Customer or Consumer may utilize the complaint procedures of the Commission's Consumer Services Division. The Company shall provide the Customer with the following information:

Oklahoma Corporation Commission  
Consumer Services Division  
P.O. Box 52000-2000  
Oklahoma City, Oklahoma 73152-2000

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LOCAL SERVICES PRICE GUIDE

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

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments

A. Advance Payments

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

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LOCAL SERVICES PRICE GUIDE

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

2.6 Responsibility of the Customer (Cont'd.)

2.6.7 Bad Check Charge

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

2.6.8 Late Payment Charge

The Company may apply a late payment charge if any portion of the Customer's payment is received by the Company after the payment due date, or if any portion of the payment is received by the "Due Before Date" in funds which are not immediately available upon presentment. The late payment charge shall be applied to the portion of the payment not received by the date due, multiplied by a factor. The late factor shall be 1.5% per month. A Finance Charge of 1.5% shall apply to the outstanding balance of charges, as the end of the "Due Before Date", with effect from the second month after the charges are first applied, and every month thereafter.

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

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LOCAL SERVICES PRICE GUIDE

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

2.7 Responsibility of the Company

2.7.1 Provision of Equipment and Facilities

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

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

2.7 Responsibility of the Company (Cont'd.)

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

D. (Cont'd.)

4. Facilities requested are in a quantity greater than that which the Company would normally construct.
5. Facilities are requested on an expedited basis.
6. Facilities are requested on a temporary basis until permanent facilities are available.
7. Facilities are requested in advance of normal construction.

2.7.2 Calculation of Credit Allowance

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

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

2.7.3 Cancellation of Credit

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

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LOCAL SERVICES PRICE GUIDE

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

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company

The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:

- A. Nonpayment of a bill for regulated telecommunications services within the period;
- B. Failure to make a security deposit;
- C. Violation of or noncompliance with any provision of law, or of the Price Guides or terms and conditions of service of the telecommunications service provider filed with and approved by the Commission;
- D. Refusal to permit the telecommunications service provider reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
- E. Interconnection of a device, line, or channel to telecommunications service provider facilities or equipment contrary to the telecommunications service provider's terms and conditions of service on file with and approved by the Commission.
- F. Use of telephone service in such manner as to interfere with reasonable service to other end-users.

Service may be discontinued during normal business hours on or after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

Service shall not be discontinued unless written notice by first-class mail is sent or delivered to the Customer at least five days prior to the date of the proposed discontinuance.

Customers shall have a minimum of 12 days from the rendition of a bill to pay the charges stated.

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

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LOCAL SERVICES PRICE GUIDE

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

2.7 Responsibility of the Company (Cont'd.)

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

Insufficient reasons for denial or disconnection of service:

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

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

2.7 Responsibility of the Company (Cont'd.)

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

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

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

The name, address and telephone number of the Customer.

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

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

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

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

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

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

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

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

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

2.7 Responsibility of the Company (Cont'd.)

2.7.5 Equal Access

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

2.8 Restoration of Service

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

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

2.9 Taxes and Surcharges

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

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

2.10 Start of Billing

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

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LOCAL SERVICES PRICE GUIDE

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

2.11 Service Connection and Facilities on Customer's Premises

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

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

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

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

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

2.12 Telephone Number Intercept

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

2.13 Disputes

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

Notwithstanding any other section of the Company's price guide, the customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The customer is obligated to pay any billings not disputed.

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS

3.1 Service Areas by Rate Groups (1)

This Price Guide applies to the Company’s provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.1 Rate Group A

| Oklahoma City Metropolitan Exchange | Tulsa Metropolitan Exchange |
|-------------------------------------|-----------------------------|
| Principal Zone                      | Principal Zone              |
| Oklahoma City                       | Tulsa                       |
| Tier 1 Zone                         | Tier 1 Zone                 |
| Arcadia                             | Catoosa                     |
| Bethany                             | Jenks                       |
| Britton                             | Owasso                      |
| Edmond                              | Sand Springs                |
| Midwest City                        | Sapulpa                     |
| Moore                               | Sperry                      |
| Mustang                             |                             |
| Nicoma Park                         |                             |
| Norman                              |                             |
| Piedmont                            |                             |
| Spencer                             |                             |
| Tuttle                              |                             |
| Wheatland                           |                             |
| Yukon                               |                             |
| Tier 2 Zone                         | Tier 2 Zone                 |
| Cashion                             | Bristow                     |
| Chickasha                           | Chelsea                     |
| El Reno                             | Claremore                   |
| Guthrie                             | Cleveland                   |
| Harrah                              | Collinsville                |
| Luther                              | Depew                       |
| Meridian                            | Drumright                   |
| Minco                               | Henryetta                   |
| Noble                               | Kiefer                      |
| Pocasset                            | Oilton                      |
| Shawnee                             | Okmulge                     |
| Wellston                            | Skiatook                    |

(1) Effective September 2, 2008, these service areas will be re-defined, see section 3.3 Service Areas by CLLI.

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.1 Service Areas by Rate Groups (Cont'd.)

This Price Guide applies to the Company's provision of telecommunications services within the following Southwestern Bell Telephone Company exchanges (by rate group).

3.1.2 Rate Group B

Breckinridge  
Cache  
Carriere

Enid  
Fairmont

Hillsdale  
Indiahoma  
Kremlin  
Lawton

Walters  
Waukomis

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.1 Service Areas by Rate Groups (Cont'd.)

This Price Guide applies to the Company's provision of telecommunications services within the following

Southwestern Bell Telephone Company exchanges (by rate group).

3.1.3 Rate Group C

|            |                            |
|------------|----------------------------|
| Afton      | Chetopa, KS (OK portion)   |
| Alex       | Coldwater, KS (OK portion) |
| Allen      | Meade, KS (OK portion)     |
| Alluwe     | Pawnee                     |
| Bennington | Ralston                    |
| Billings   | Rattan                     |
| Binger     | Red Rock                   |
| Bokoshe    | Ringling                   |
| Boswell    | Ripley                     |
| Byars      | Rocky                      |
| Caddo      | Rush Springs               |
| Calvin     | Ryan                       |
| Carney     | Stratford                  |
| Cement     | Talihina                   |
| Cherokee   | Tupelo                     |
| Coalgate   | Wanette                    |
| Cromwell   | Wapanucka                  |
| Davis      | Waurika                    |
| Eldorado   | Weleetka                   |
| Fairland   | Westville                  |
| Ft. Cobb   | Wetumka                    |
| Ft. Towson | Wilson                     |
| Glencoe    | Wynnewood                  |
| Granite    | Yale                       |
| Healdton   |                            |
| Konawa     |                            |
| Lone Wolf  |                            |
| Maud       |                            |
| Medford    |                            |
| Morrison   |                            |
| Mulhall    |                            |
| Newkirk    |                            |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.1 Service Areas by Rate Groups (Cont'd.)

This Price Guide applies to the Company's provision of telecommunications services within the following

Southwestern Bell Telephone Company exchanges (by rate group).

3.1.4 Rate Group D

|                        |              |
|------------------------|--------------|
| Ada                    | Madill       |
| Altus                  | Mangum       |
| Alva                   | Marietta     |
| Anadarko               | Marland      |
| Antlers                | Marlow       |
| Ardmore                | McAlester    |
| Atoka                  | Miami        |
| Bessie                 | Moffett      |
| Blackwell              | Nowata       |
| Blair                  | Okemah       |
| Cedars                 | Olustee      |
| Chandler               | Pauls Valley |
| Clinton                | Pawhuska     |
|                        | Perry        |
| Commerce               | Picher       |
| Cordell                | Ponca City   |
| Cushing                | Pryor        |
| Delaware               | Quapaw       |
| Duncan                 | Roff         |
| Durant                 | Sallisaw     |
| Elk City               | Sayre        |
| Eufaula                | Semiole      |
| Fairview               | Soper        |
| Grove                  | Spiro        |
| Hartshorne-Haileyville | Stigler      |
| Headrick               | Tahlequah    |
| Hitchcock              | Tishomingo   |
| Hobart                 | Tonkawa      |
| Holdenville            | Vinita       |
| Hugo                   | Weatherford  |
| Idabel                 | Wewoka       |
| Ketchum                | Wilburton    |
| Kingston               | Woodward     |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.1 Service Areas by Rate Groups (Cont'd.)

This Price Guide applies to the Company's provision of telecommunications services within the following

Southwestern Bell Telephone Company exchanges (by rate group).

3.1.5 Rate Group E

Pocola

3.1.6 Rate Group F

Coffeyville, KS (OK portion)

3.1.6 Rate Group G

Bartlesville

Braggs

Copan

Dewey

Ft. Gibson

Muldrow

Muskogee

Perkins

Stillwater

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope

This Price Guide applies to the Company's provision of telecommunications services within the following exchanges. See 4.1 for rates that may apply for EAS.

| Exchange     | Local Calling Scope includes the following Exchanges and/or Zones   |
|--------------|---|
| Ada          | Roff  |
| Afton        |   |
| Alex         |   |
| Allen        |   |
| Alluwe       |   |
| Altus        | Blair and Headrick; Elmer (Santa Rosa Telephone Cooperative, Inc.)  |
| Alva         | Capron (KanOkla Telephone Association)  |
| Anadarko     |   |
| Antlers      |   |
| Ardmore      |   |
| Atoka        |   |
| Bartlesville | Copan and Dewey   |
| Bennington   |   |
| Bessie       | Cordell, Corn (ALLTEL Oklahoma, Inc.)   |
| Billings     |   |
| Binder       |   |
| Blackwell    |   |
| Blair        | Altus   |
| Bokoshe      |   |
| Boswell      |   |
| Braggs       | Muskogee  |
| Breckinridge | Breckinridge, Carrier, Enid, Fairmont, Hillsdale, Kremlin and Waukomis; Douglas, Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)   |
| Bristow      | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange                             | Local Calling Scope includes the following Exchanges and/or Zones   |
|--------------------------------------|---|
| Byars<br>Cache                       | Cache, Indianola, Lawton, Walters; Sterling (ALLTEL Oklahoma, Inc.), Chattanooga (GTE-Southwest, Inc.), Medicine Park (Medicine Park Telephone Company), Elgin, Fletcher (Oklahoma Communications Systems, Inc.), Apache (Pioneer Telephone Cooperative, Inc.)  |
| Caddo<br>Calvin<br>Carney<br>Carrier | Breckinridge, Carrier, Enid, Fairmont, Hillsdale, Kremlin and Waukomis; Douglas, Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)   |
| Cashion                              | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)   |
| Cement<br>Chandler<br>Chelsea        | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Cherokee                             |   |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange            | Local Calling Scope includes the following Exchanges and/or Zones   |
|---------------------|---|
| Chickasha           | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)   |
| Claremore           | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Cleveland           | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Clinton<br>Coalgate |   |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange     | Local Calling Scope includes the following Exchanges and/or Zones   |
|--------------|---|
| Collinsville | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Commerce     | Miami, Picher, Quapaw and Treece, KS  |
| Copan        | Bartlesville and Dewey  |
| Cordell      | Bessie  |
| Coyle        |   |
| Cromwell     |   |
| Cushing      |   |
| Davis        |   |
| Delaware     | Nowata  |
| Depew        | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Dewey        | Bartlesville and Copan  |
| Drumright    | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange   | Local Calling Scope includes the following Exchanges and/or Zones   |
|------------|---|
| Duncan     | Velma (ALLTEL Oklahoma, Inc.)   |
| Durant     |   |
| Eldorado   |   |
| Elk City   |   |
| El Reno    |   |
| Enid       | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company) |
| Eufaula    | Breckinridge, Carrier, Fairmont, Hillsdale, Kremlin, Waukomis, Douglas, Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)  |
| Fairland   |   |
| Fairmont   |   |
| Fairview   | Breckinridge, Carrier, Enid, Fairmont, Hillsdale, Kremlin and Waukomis; Douglas, Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)   |
| Ft. Cobb   |   |
| Ft. Gibson | Muskogee  |
| Ft. Towson |   |
| Glencoe    |   |
| Granite    |   |
| Grove      |   |
| Guthrie    |   |
|            | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company) |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange  | Local Calling Scope includes the following Exchanges and/or Zones  |
|---|--|
| Harrah  | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)  |
| Hartshorne-<br>Haileyville<br>Headrick<br>Healdton<br>Henryetta   | Altus<br><br>All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Hillsdale   | Breckinridge, Carrier, Enid, Fairmont, Hillsdale, Kremlin and Waukomis; Douglas Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)   |
| Hitchcock<br>Hobart<br>Holdenville<br>Hugo<br>Idabel<br>Indiahoma | Watonga (Pioneer Telephone Co-operataive)<br><br>Soper<br><br>Cache, Indianoma, Lawton, Walters; Sterling (ALLTEL Oklahoma, Inc.), Chattanooga (GTE-Southwest, Inc.), Medicine Park (Medicine Park Telephone Company), Elgin, Fletcher (Oklahoma Communications Systems, Inc.), Apache (Pioneer Telephone Cooperative, Inc.)   |
| Ketchum   |  |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange  | Local Calling Scope includes the following Exchanges and/or Zones   |
|---|---|
| Kiefer  | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Kingston<br>Konawa<br>Kremlin   | Breckinridge, Carrier, Enid, Fairmont, Hillsdale, Kremlin and Waukomis; Douglas Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)  |
| Lawton  | Cache, Indianola, Lawton, Walters; Sterling (ALLTEL Oklahoma, Inc.), Chattanooga (GTE-Southwest, Inc.), Medicine Park (Medicine Park Telephone Company), Elgin, Fletcher (Oklahoma Communications Systems, Inc.), Apache (Pioneer Telephone Cooperative, Inc.)  |
| Lone Wolf<br>Luther   | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)   |
| Madill<br>Mangum<br>Marietta<br>Marland<br>Marlow<br>Maud<br>McAlester<br>Medford | Ponca City  |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange | Local Calling Scope includes the following Exchanges and/or Zones   |
|----------|---|
| Meridian | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company) |
| Miami    | Commerce, Picher, Quapaw and Treece, KS   |
| Minco    | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company) |
| Morrison |   |
| Muldrow  | Ft. Smith, AR   |
| Mulhall  |   |
| Muskogee | Braggs and Ft. Gibson   |
| Newkirk  |   |
| Noble    | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company) |
| Nowata   | Delaware  |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange   | Local Calling Scope includes the following Exchanges and/or Zones   |
|--|---|
| Oilton   | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Okemah<br>Oklahoma City<br>Metropolitan<br>Center Zone<br>Oklahoma City                              | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.) Cedar Lake (Hinton Telephone Company), McCloud, Newalla, Stella (McCloud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)  |
| 1st Tier Zones<br>Bethany<br>Britton<br>Midwest City<br>Moore<br>Nicoma Park<br>Spencer<br>Wheatland | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.) Cedar Lake (Hinton Telephone Company), McCloud, Newalla, Stella (McCloud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)  |
| 2nd Tier Zones<br>Arcadia<br>Edmond<br>Mustang<br>Norman<br>Pidemont<br>Tuttle<br>Yukon              | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.) Cedar Lake (Hinton Telephone Company), McCloud, Newalla, Stella (McCloud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)  |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange                              | Local Calling Scope includes the following Exchanges and/or Zones   |
|---------------------------------------|---|
| Oklahoma Portion<br>Ft. Smith, AR     | Muldrow and Pocola, OK, and Van Buren, AR   |
| Oklahoma Portion<br>Mana, AR          |   |
| Oklahoma Portion<br>Van Buren, AR     | Ft. Smith and Natural Dam, AR   |
| Oklahoma Portion<br>Arkansas City, KS |   |
| Oklahoma Portion<br>Chetopa, KS       |   |
| Oklahoma Portion<br>Coffeyville, KS   |   |
| Oklahoma Portion<br>Coldwater, KS     |   |
| Oklahoma Portion<br>Meade, KS         |   |
| Okmulgee                              | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Olustee                               |   |
| Pauls Valley                          |   |
| Pawhuska                              |   |
| Pawnee                                |   |
| Perkins                               | Stillwater  |
| Perry                                 |   |
| Picher                                | Commerce, Miami, Quapaw and Treece, KS  |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange     | Local Calling Scope includes the following Exchanges and/or Zones  |
|--------------|--|
| Pocasset     | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)  |
| Pocola       | Ft. Smith, AR and Spiro  |
| Ponca City   | Marland  |
| Pryor        | Chouteau (Chouteau Telephone Company), Salina (Salina-Spavinaw Telephone Company, Inc.)  |
| Quapaw       | Commerce, Miami, Picher and Treece, KS   |
| Ralston      |  |
| Rattan       |  |
| Red Rock     |  |
| Ringling     |  |
| Ripley       |  |
| Rocky        |  |
| Roff         | Ada  |
| Rush Springs |  |
| Ryan         |  |
| Sallisaw     |  |
| Sayre        |  |
| Seminole     | Bowlegs (Pottawatomie Telephone Company)   |
| Shawnee      | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.) Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company), Earlsboro (Pottawatomie Telephone Company) |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange                    | Local Calling Scope includes the following Exchanges and/or Zones   |
|-----------------------------|---|
| Skiatook                    | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Soper                       | Hugo  |
| Spiro                       | Pocola  |
| Stigler                     |   |
| Stillwater                  | Perkins   |
| Stratford                   |   |
| Tahlequah                   |   |
| Talihina                    |   |
| Tishomingo                  |   |
| Tonkawa                     |   |
| Tulsa                       |   |
| Metropolitan<br>Center Zone |   |
| Tulsa                       | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange  | Local Calling Scope includes the following Exchanges and/or Zones   |
|---|---|
| Tulsa<br>Metropolitan<br>(Cont'd.)<br>1st Tier Zones<br>Catoosa<br>Jenks<br>Owasso<br>Sand Springs<br>Sapulpa<br>Sperry | All zones of the Tulsa Metropolitan Exchange, Bristow, Chelsea, Claremore, Cleveland, Collinsville, Depew, Drumright, Henryetta, Kiefer, Oilton, Okmulgee, Skiatook; Beggs (Beggs Telephone Company), Bixby, Bixby North (Bixby Telephone Company), Hallett, Jennings, Keystone, Mannford, Mannford East, Osage, Prue (Cimarron Telephone Company), Avant, Barnsdall, Broken Arrow, Coweta, Haskell, Hominy, Morris, Porter, Ramona, Snug Harbor, Wagoner (GTE-Southwest, Inc.), Inola, Kellyville, Mounds (Oklahoma Communications Systems, Inc.), Wynona (Shidler Telephone Company), Ochelata, Oglesby, Talala (Totah Telephone Company) |
| Tupelo<br>Vinita<br>Walters   | Cache, Indianhoma, Lawton, Walters; Sterling (ALLTEL Oklahoma, Inc.), Chattanooga (GTE-Southwest, Inc.), Medicine Park (Medicine Park Telephone Company), Elgin, Fletcher (Oklahoma Communications Systems, Inc.), Apache (Pioneer Telephone Cooperative, Inc.)   |
| Wanette<br>Wapanucka<br>Waukomis  | Breckinridge, Carrier, Enid, Fairmont, Hillsdale, Kremlin and Waukomis; Douglas Drummond, Lahoma (Pioneer Telephone Cooperative, Inc.)  |
| Waurika<br>Weatherford<br>Weleetka<br>Wellston  | All zones of the Oklahoma City Metropolitan Exchange, Cashion, Chickasha, El Reno, Guthrie, Harrah, Luther, Meridian, Minco, Noble, Pocasset, Shawnee, Wellston; Meeker, Purcell, Tecumseh, Washington (GTE-Southwest, Inc.), Cedar Lake (Hinton Telephone Company), McLoud, Newalla, Stella (McLoud Telephone Company), Choctaw, Jones, Union City (Oklahoma Communications Systems, Inc.), Blanchard, Calumet, Crescent, Dibble, Kingfisher, Newcastle, Okarche (Pioneer Telephone Cooperative, Inc.), Tribbey (Pottawatomie Telephone Company)   |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.2 Local Exchanges and Local Calling Scope (Cont'd.)

| Exchange | Local Calling Scope includes the following Exchanges and/or Zones |
|----------|---|
|----------|---|

|           |  |
|-----------|--|
| Westville |  |
| Wetumka   |  |
| Wewoka    |  |
| Wilburton |  |
| Wilson    |  |
| Woodward  |  |
| Wynnewood |  |
| Yale      |  |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.3 Service Areas by CLLI

|          |          |          |
|----------|----------|----------|
| ADA OKMA | EKCYOKMA | NOWTOKMA |
| ALTSOKMA | ELRNOKMA | NRMNOKMA |
| ALVAOKMA | ENIDOKMA | NWKROKMA |
| ANDROKMA | EUFLOKMA | OKCYOKCE |
| ANTLOKMA | FRVWOKMA | OKCYOKGA |
| ARCDOKMA | FTGBOKMA | OKCYOKGR |
| ARMROKMA | GRANOKMA | OKCYOKME |
| ATOKOKMA | GRVEOKMA | OKCYOKMU |
| BLWLOKMA | GTHROKMA | OKCYOKNI |
| BRSWOKMA | HBRTOKMA | OKCYOKOR |
| BRVLOKED | HDVLOKMA | OKCYOKPA |
| BRVLOKFE | HLDLOKMA | OKCYOKPE |
| CACHOKMA | HNRYOKMA | OKCYOKPN |
| CHCKOKMA | HRRHOKMA | OKCYOKSK |
| CHLSOKMA | HUGOOKMA | OKCYOKSP |
| CHNDOKMA | IDBLOKMA | OKCYOKSU |
| CHRKOKMA | KIFROKMA | OKCYOKSW |
| CLEVOKMA | KONWOKMA | OKCYOKUN |
| CLRMOKMA | KTCHOKMA | OKCYOKVI |
| CLTNOKMA | LTHROKMA | OKCYOKWH |
| CLVNOKMA | LWTNOKTB | OKCYOKWI |
| COVLOKMA | LWTNOKWE | OKMHOKMA |
| CRNYOKMA | MCLSOKMA | OKMLOKMA |
| CRWLOKMA | MDLLOKMA | OLGHOKMA |
| CSHNOKMA | MIAMOKMA | PAWNOKMA |
| CSNGOKMA | MINCOKMA | PDMTOKMA |
| DAVSOKMA | MLDROKMA | PLVYOKMA |
| DEPWOKMA | MNGMOKMA | PNCYOKMA |
| DEWYOKMA | MRLWOKMA | POCLOKMA |
| DNCNOKMA | MRTTOKMA | PRRYOKMA |
| DRMROKMA | MSKGOKMA | PRYROKMA |
| DRNTOKMA | MSTNOKMA | PWHSOKMA |
| EDMDOKMA | NOBLOKMA | TULSOKTE |
| RYANOKMA | TSMGOKMA | TULSOKWO |
| SAYROKMA | TULSOKAM | TUTLOKMA |
| SHWNOKMA | TULSOKFI | VINTOKMA |
| SKTKOKMA | TULSOKGE | WBTNOKMA |
| SLSWOKMA | TULSOKHI | WDWROKMA |
| SMNLOKMA | TULSOKIM | WEWKOKMA |
| SPIROKMA | TULSOKJE | WLTOKMA  |
| SPLPOKMA | TULSOKNA | WTFROKMA |
| STGLOKMA | TULSOKOW | WTMOKMA  |
| STWROKMA | TULSOKRI | WYWDOKMA |
| TALHOKMA | TULSOKSA | YUKNOKMA |
| THLQOKHU | TULSOKSP | YUKNOKSO |
| THLQOKMA | TULSOKTB |          |

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LOCAL SERVICES PRICE GUIDE

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SECTION 3 – SERVICE AREAS (CONT'D.)

3.3 Reserved for Future Use

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 - SERVICES

4.1 Exchange Access Lines

4.1.1 Main Service

A. Business (1)(2)(3)

| Description       | Rate Group A | Rate Group B | Rate Group C | Rate Group D |
|-------------------|--------------|--------------|--------------|--------------|
| Flat Rate 1-Party | \$34.00      | \$30.00      | \$54.00      | \$34.00      |
| Flat Rate Trunk   | 34.00        | 30.00        | 54.00        | 34.00        |

For application in this Price Guide, such regulations, rates and charges shall be interpreted to apply on a “per request, per line/trunk” basis.

Footnotes

- (1) The rates for main service do not include a telephone instrument.
  - (2) The rates for main service include Touch-Tone and Series Completion Hunting.
  - (3) Service not available to new customers on or after July 27, 2002.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.1 Exchange Access Lines (Cont'd.)

4.1.1 Main Service (Cont'd.)

C. Service and Equipment Charges

1. Non-recurring Charges

|   | Business |
|---|----------|
| 1. Charge to install main service access line, per access line  | \$82.00  |
| 2. Charge to move main service access line, per access line   | 82.00    |
| 3. Charge to change telephone number, per access line   | 25.00    |
| 4. Charge to change or rearrange group billing on existing service or any other invoice change, per occasion  | 10.00    |
| 5. Charge to remove Optional Extended Area Service, per access line   | 10.00    |
| 6. Charge to establish or rearrange hunting sequence, per access line   | 10.00    |
| 7. Charge to change type of signaling supervision (loop start to ground start or vice-versa), per access line | 25.00    |
| 8. Charge for line number retention, per access line  | 25.00    |
| 9. Charge to change Directory Listing   | 10.00    |
| 10. Charge to change Class of Service, per access line  | 50.00    |
| 11. Charge to search for vanity number, per set of 20, with 1 <sup>st</sup> set free, per access line         | 15.00    |
| 12. Charge to establish dual service, per access line   | 25.00    |
| 13. Charge to establish dual service, per access trunk  | 35.00    |
| 14. Charge for feature add/change, per access line or trunk   | 10.00    |
| 15. Charge for transfer of service  | 10.00    |
| 16. Charge for custom work order  | (1)      |
| 17. Charge for expedited service, per occasion, per location  | 50.00    |
| 18. Charge for all other service changes, per access line   | 10.00    |

(1) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and/or maintain local service requested of the Company by Customer. Customer must authorize the estimate provided by the Company prior to the work beginning, and must also authorize any additional costs that exceed the original estimate by 15%.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.1 Exchange Access Lines (Cont'd.)

4.1.2 Local Extended Area Service Charges (1)

These charges apply in addition to the Exchange Rates in Section 4.1.

| Exchange   | Business |
|------------|----------|
| Ada        | \$ .47   |
| Altus      | 1.83     |
| Blair      | 1.83     |
| Braggs     | .36      |
| Copan      | 4.50     |
| Delaware   | 2.79     |
| Duncan     | .64      |
| Headrick   | 8.50     |
| Hitchcock  | 2.25     |
| Marland    | 4.55     |
| Muldrow    | 5.15     |
| Muskogee   | .36      |
| Nowata     | 2.79     |
| Perkins    | 10.00    |
| Pocola     | 5.15     |
| Pryor      | 2.64     |
| Roff       | 8.53     |
| Stillwater | .52      |

(1) Effective September 2, 2008, this is no longer available for new service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.1 Exchange Access Lines (Cont'd.)

4.1.3 Line Status Verification and Busy Line Interrupt

A. Rates

1. Line Status Verification, per request.....\$3.25
2. Busy Line Interrupt, per request.....4.25

4.1.4 Local Operator Assistance

A. Rates

| Description                | Rate   |
|----------------------------|--------|
| Station-to-Station Service |        |
| Calling Card               |        |
| Non-Automated              | \$1.65 |
| Semi-Automated             | 1.65   |
| Fully Automated            | .45    |
| Collect                    |        |
| Non-Automated              | \$1.65 |
| Semi-Automated             | 1.65   |
| Fully Automated            | 1.65   |
| Billed to a Third Number   |        |
| Non-Automated              | \$1.65 |
| Semi-Automated             | 1.65   |
| Fully Automated            | 1.65   |
| Sent-Paid                  |        |
| Non-Automated              | \$1.65 |
| Semi-Automated             | 1.65   |
| Person-to-Person Service   |        |
| Non-Automated              | \$3.00 |
| Semi-Automated             | 3.00   |



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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.1 Exchange Access Lines (Cont'd.)

4.1.5 Hunting Line Services

A. Rates and Charges<sup>2</sup>

|  | Monthly<br>Rates |
|--|------------------|
| Business Line and Trunk                        |                  |
| 1. Circle Hunting, per access line             | \$5.00           |
| 2. Preferential Hunting, per access<br>line(2) | 5.00             |

(1) Rates apply per line equipped with a preferential list.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.1 Exchange Access Lines (Cont'd.)

4.1.6 Wide Area Calling Plan (WACP) Service Charges (1)

These charges apply in addition to the Exchange Rates shown in Section 4.1.

| Exchange      | Business |
|---------------|----------|
| Cashion       | \$.01    |
| Chickasha     | .01      |
| El Reno       | .01      |
| Guthrie       | .01      |
| Harrah        | .01      |
| Luther        | .01      |
| Meridian      | .01      |
| Minco         | .01      |
| Noble         | .01      |
| Oklahoma City |          |
| Metropolitan  | .01      |
| Arcadia       |          |
| Bethany       |          |
| Britton       |          |
| Edmond        |          |
| Midwest City  |          |
| Moore         |          |
| Mustang       |          |
| Nicoma Park   |          |
| Norman        |          |
| Oklahoma City |          |
| Piedmont      |          |
| Spencer       |          |
| Tuttle        |          |
| Wheatland     |          |
| Yukon         |          |
| Pocasset      | .01      |
| Shawnee       | .01      |
| Wellston      | .01      |

(1) Effective September 2, 2008, this is no longer available for new service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.1 Exchange Access Lines (Cont'd.)

4.1.6 Wide Area Calling Plan (WACP) Service Charges (Cont'd.)

These charges apply in addition to the Exchange rates shown in Section 4.1.

| Exchange           | Business |
|--------------------|----------|
| Bristow            | \$ .38   |
| Chelsea            | .38      |
| Claremore          | .38      |
| Cleveland          | .38      |
| Collinsville       | .38      |
| Depew              | .38      |
| Drumright          | .38      |
| Henryetta          | .38      |
| Kiefer             | .38      |
| Oilton             | .38      |
| Okmulgee           | .38      |
| Skiatook           | .38      |
| Tulsa Metropolitan | .38      |
| Catoosa            |          |
| Jenks              |          |
| Owasso             |          |
| Sand Springs       |          |
| Sapulpa            |          |
| Sperry             |          |
| Tulsa              |          |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (2)

4.2.1 General

- A. Wide Area Calling Plan (WACP) Service is unlimited, seven digit-dialed interexchange calling between any two local service areas within a specified calling scope. WACP service is provided to all exchange subscribers within the exchanges included in the respective WACP calling scope. WACP service includes station-to-station and person-to-person calls within the specified calling scope.
- B. Extended Area Service (EAS) is unlimited, seven digit-dialed interexchange calling between any two local service areas within its specified calling scope. EAS service is provided to all exchange subscribers within the exchanges included in the respective EAS calling scope. EAS service includes station-to-station and person-to-person calls within the specified calling scope.

4.2.2 Rates (1)

The monthly rate for flat rate service includes unlimited outgoing usage with the WACP/EAS calling scope for the exchange or zone where the service is provided and will apply to each access line within an exchange.

A. Wide Area Calling Plan (WACP) Rates, per line

| Exchange    | Business |
|-------------|----------|
| Apache      | \$21.34  |
| Beggs       | 27.56    |
| Bixby       | 13.31    |
| Bixby North | 13.31    |
| Blanchard   | 28.47    |
| Calumet     | 28.47    |
| Cedar Lake  | 26.92    |
| Chattanooga | 6.79     |
| Choctaw     | (1.63)   |
| Crescent    | 28.72    |

(1) See Section 4.1 for charges that apply in addition to the applicable rates for Local Exchange Service.

(2) Effective November 16, 2004, this service is not available to new subscribers.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.2 Rates (1) (2) (Cont'd.)

A. Wide Area Calling Plan (WACP) Rates, per line (Cont'd.)

| Exchange      | Business |
|---------------|----------|
| Dibble        | \$28.47  |
| Douglas       | 21.09    |
| Drummond      | 21.09    |
| Elgin         | 5.04     |
| Fletcher      | 5.04     |
| Hallett       | 31.24    |
| Inola         | 12.66    |
| Jennings      | 31.24    |
| Jones         | (1.63)   |
| Kellyville    | 12.66    |
| Keystone      | 31.24    |
| Kingfisher    | 28.47    |
| Lahoma        | 21.09    |
| Mannford      | 31.24    |
| Mannford East | 31.24    |
| McLoud        | 27.17    |
| Medicine Park | 18.04    |
| Mounds        | 12.66    |
| Newalla       | 18.67    |
| Newcastle     | 15.72    |
| Ochelata      | 27.75    |
| Oglesby       | 27.75    |
| Okarche       | 28.47    |
| Osage         | 31.24    |
| Prue          | 31.24    |
| Stella        | 18.67    |
| Sterling      | 16.24    |
| Talala        | 27.75    |
| Tribbey       | 18.82    |
| Union City    | 12.42    |
| Wynona        | 30.58    |

(1) See Section 4.1 for charges that apply in addition to the applicable rates for Local Exchange Service.

(2) Effective November 16, 2004, this service is not available to new subscribers.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.2 Rates (1) (3) (Cont'd.)

B. Extended Area Service (EAS) Rates, per line

| Exchange | Business |
|----------|----------|
| Salina   | \$2.64   |
| Velma    | 4.68     |

4.2.3 Exchanges and WACP/EAS Calling Scopes

A. Wide Area Calling Plans (WACP)

1. Lawton WACP

| Exchange      | WACP Calling Scope includes the Following Exchanges and/or Zones(2)                                 |
|---------------|---|
| Apache        | Apache, CACHE, Chattanooga, Elgin, Fletcher, INDIAHOMA, LAWTON, Medicine Park, Sterling and WALTERS |
| Elgin         | Apache, CACHE, Chattanooga, Elgin, Fletcher, INDIAHOMA, LAWTON, Medicine Park, Sterling and WALTERS |
| Fletcher      | Apache, CACHE, Chattanooga, Elgin, Fletcher, INDIAHOMA, LAWTON, Medicine Park, Sterling and WALTERS |
| Medicine Park | Apache, CACHE, Chattanooga, Elgin, Fletcher, INDIAHOMA, LAWTON, Medicine Park, Sterling and WALTERS |
| Sterling      | Apache, CACHE, Chattanooga, Elgin, Fletcher, INDIAHOMA, LAWTON, Medicine Park, Sterling and WALTERS |

(1) See Section 4.1 for charges that apply in addition to the applicable rates for Local Exchange Service.

(2) WACP calling scope does not include calling within the Local Service Area

(3) Effective November 16, 2004, this service is not available to new subscribers.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3) (Cont'd.)

A. Wide Area Calling Plans (WACP)

2. Oklahoma City WACP

| Exchange   | WACP Calling Scope includes the Following Exchanges and/or Zones(1)  |
|------------|--|
| Blanchard  | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2)         |
| Calumet    | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2) |
| Cedar Lake | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2) |
| Choctaw    | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington and WELLSTON (2)   |
| Crescent   | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington and WELLSTON, Choctaw, Jones and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE   |

(1) WACP calling scope does not include calling within the Local Service Area.

(2) See Section 4.1 for additional exchanges or zones that are included in the seven digit-dialed calling scope.

(3) Effective November 16, 2004, this service is not available to new subscribers.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3) (Cont'd.)

A. Wide Area Calling Plans (WACP)

2. Oklahoma City WACP (Cont'd.)

| Exchange   | WACP Calling Scope includes the Following Exchanges and/or Zones(1)   |
|------------|---|
| Dibble     | Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2)   |
| Jones      | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington and WELLSTON (2)   |
| Kingfisher | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2) |
| McLoud     | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2)         |
| Newalla    | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Tecumseh, Tribbey, Union City, Washington, and WELLSTON (2)  |

(1) WACP calling scope does not include calling within the Local Service Area.

(2) See Section 4.1 for additional exchange or zones that are included in the seven digit-dialed calling scope.

(3) Effective November 16, 2004, this service is not available to new subscribers.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (NT) (Cont'd.)

A. Wide Area Calling Plans (WACP)

2. Oklahoma City WACP (Cont'd.)

| Exchange   | WACP Calling Scope includes the Following Exchanges and/or Zones(1)  |
|------------|--|
| Newcastle  | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington and WELLSTON (2)  |
| Okarche    | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Tecumseh, Tribbey, Union City, Washington, WELLSTON, and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2)           |
| Stella     | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Choctaw, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Jones, Kingfisher, LUTHER, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington, and WELLSTON (2)   |
| Tribbey    | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington and WELLSTON, Choctaw, Jones and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2) |
| Union City | Blanchard, Calumet, CASHION, Cedar Lake, CHICKASHA, Crescent, Dibble, EL RENO, GUTHRIE, HARRAH, Kingfisher, LUTHER, McLoud, Meeker, MERIDIAN, MINCO, Newalla, Newcastle, NOBLE, Okarche, POCASSET, Purcell, SHAWNEE, Stella, Tecumseh, Tribbey, Union City, Washington and WELLSTON, Choctaw, Jones and all ZONES of the OKLAHOMA CITY METROPOLITAN EXCHANGE (2) |

- 1) WACP calling scope does not include calling within the Local Service Area.
  - 2) See Section 4.1 for additional exchanges or zones that are included in the seven digit-dialed calling scope.
  - 3) Effective November 16, 2004, this service is not available to new subscribers.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3) (Cont'd.)

A. Wide Area Calling Plans (WACP)

3. Tulsa WACP

|             |   |
|-------------|---|
| Exchange    | WACP Calling Scope includes the Following Exchanges and/or Zones(1)   |
| Beggs       | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE |
| Bixby       | Avant, Barnsdall, Beggs, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                 |
| Bixby North | Avant, Barnsdall, Beggs, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                 |
| Hallett     | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Haskell, HENRYETTA, Hominy, Inola, Kellyville, Keystone, KIEFER, Mannfoard, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)               |

- (1) WACP calling scope does not include calling within the Local Service Area.  
(2) See Section 4.1 for additional exchanges or zones that are included in the seven digit-dialed calling scope.  
(3) Effective November 16, 2004, this service is not available to new subscribers.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3)(Cont'd.)

A. Wide Area Calling Plans (WACP)

3. Tulsa WACP (Cont'd.)

| Exchange   | WACP Calling Scope includes the Following Exchanges and/or Zones(1)   |
|------------|---|
| Inola      | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE |
| Jennings   | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)      |
| Kellyville | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE |
| Keystone   | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                      |

(1) WACP calling scope does not include calling within the Local Service Area.

(2) See Section 4.1 for addition exchanges or zones that are included in the seven digit-dialed calling scope.

(3) Effective November 16, 2004, this service is not available to new subscribers.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3) (Cont'd.)

A. Wide Area Calling Plans (WACP)

3. Tulsa WACP (Cont'd.)

| Exchange      | WACP Calling Scope includes the Following Exchanges and/or Zones(1)   |
|---------------|---|
| Mannford      | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Kellyville, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                 |
| Mannford East | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)       |
| Mounds        | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, Oilton, Okmulgee, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE |
| Ochelata      | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                |

- (1) WACP calling scope does not include calling within the Local Service Area.
  - (2) See Section 4.1 for additional exchanges or zones that are included in the seven digital-dialed calling scope.
  - (3) Effective November 16, 2004, this service is not available to new subscribers.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3) (Cont'd.)

A. Wide Area Calling Plans (WACP)

3. Tulsa WACP (Cont'd.)

| Exchange | WACP Calling Scope includes the Following Exchanges and/or Zones(1)   |
|----------|---|
| Oglesby  | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                |
| Osage    | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE |
| Prue     | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE |
| Talala   | Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE (2)                |

- (1) WACP calling scope does not include calling within the Local Service Area.
  - (2) See Section 4.1 for additional exchanges or zones that are included in the seven digit-dialed calling scope.
  - (3) Effective November 16, 2004, this service is not available to new subscribers.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.2. Wide Area Calling Plans/Extended Area Services (WACP/EAS) (Cont'd.)

4.2.3 Exchanges and WACP/EAS Calling Scopes (3) (Cont'd.)

A. Wide Area Calling Plans (WACP)

3. Tulsa WACP (Cont'd.)

Exchange                      WACP Calling Scope includes the Following Exchanges and/or Zones(1)

Wynona                      Avant, Barnsdall, Beggs, Bixby, Bixby North, BRISTOW, Broken Arrow, CHELSEA, CLAREMORE, CLEVELAND, COLLINSVILLE, Coweta, DEPEW, DRUMRIGHT, Hallett, Haskell, HENRYETTA, Hominy, Inola, Jennings, Kellyville, Keystone, KIEFER, Mannford, Mannford East, Morris, Mounds, Ochelata, Oglesby, OILTON, OKMULGEE, Osage, Porter, Prue, Ramona, SKIATOOK, Snug Harbor, Talala, Wagoner, Wynona and all ZONES of the TULSA METROPOLITAN EXCHANGE

4. Enid WACP

Exchange/Zone              WACP Calling Scope includes the Following Exchanges and/or Zones(1)

Douglas                      BRECKINRIDGE, CARRIER, Douglas, Drummond, ENID, FAIRMONT, HILLSDALE, KREMLIN, Lahoma and WAUKOMIS (2)  
Drummond                      BRECKINRIDGE, CARRIER, Douglas, Drummond, ENID, FAIRMONT, HILLSDALE, KREMLIN, Lahoma and WAUKOMIS (2)  
Lahoma                      BRECKINRIDGE, CARRIER, Douglas, Drummond, ENID, FAIRMONT, HILLSDALE, KREMLIN, Lahoma and WAUKOMIS (2)

B. Extended Area Service (EAS)

Exchange                      EAS Calling Scope includes the Following Exchanges and/or Zones(1)

Salina                      Pryor

- (1) WACP calling scope does not include calling within the Local Service Area.  
(2) See Section 4.1 for additional exchanges or zones that are included in the seven digit-dialed calling scope.  
(3) Effective November 16, 2004, this service is not available to new subscribers. (NT)
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.1 Residential Bundle (1)

A. Features and Services Included

Auto Redial  
Three Way Calling  
Call Return  
Call Blocker  
Call Waiting (2)  
Caller ID

1. Monthly Recurring Rates

a. Oklahoma City (3)

|                                       | Principal<br>Zone | Tier 1   | Tier 2   |
|---------------------------------------|-------------------|----------|----------|
| 1 <sup>st</sup> Residential Line      | \$ 27.28          | \$ 27.28 | \$ 27.28 |
| Each Additional Line with Features    | 27.28             | 27.28    | 27.28    |
| Each Additional Line without Features | 25.00             | 25.00    | 25.00    |

b. Tulsa (3)

|                                       | Principal<br>Zone | Tier 1   | Tier 2   |
|---------------------------------------|-------------------|----------|----------|
| 1 <sup>st</sup> Residential Line      | \$ 27.28          | \$ 27.28 | \$ 27.28 |
| Each Additional Line with Features    | 27.28             | 27.28    | 27.28    |
| Each Additional Line without Features | 25.00             | 25.00    | 25.00    |

2. Non-Recurring Charges

|  |         |
|--|---------|
| Line add (1)   | \$25.00 |
| Line move, per line  | 44.00   |
| Feature(s) add or change, per line   | 11.00   |
| Number change, per line  | 25.00   |
| Class of service change, per line  | 50.00   |
| Establish dual service, per line   | 19.00   |
| All other service changes, per line  | 10.00   |
| Invoice change, per request  | 10.00   |
| Search for vanity number, per line, per set of 20, with 1 <sup>st</sup> set free | 15.00   |
| Transfer of service  | 10.00   |
| Expedited service charge, per occasion, per location                             | 45.00   |
| Installation (1)   | 0.00    |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.1 Residential Bundle (Cont'd.)

- B. The following options may be added to the Residential Bundle Package.  
Rates apply only when these options are added to the Residential Bundle Package.

| 1. Additional Options             | Monthly Rate |
|-----------------------------------|--------------|
| Premium Feature Upgrade           | \$ 2.00      |
| Call Forward Busy Line /No Answer |              |
| Call Forward                      |              |
| Priority Call                     |              |
| Speed Dial 8                      |              |
| Remote Access to Call Forward     |              |
| Selective Call Forward            |              |
| <br>Combined Class of Service     | <br>\$ 2.00  |
| Non-Published Service             | \$ 1.00      |

2. Long Distance (4)

|                            | Rate per<br>minute | Monthly Rate |
|----------------------------|--------------------|--------------|
| Basic Long Distance        | \$ .095            | \$ 0.00      |
| Long Distance Savings Plan | \$ .07             | \$ 4.00      |

(1)

Footnotes - Residential Bundle

- (1) Service is available to current customers of this service only and will no longer be offered to new customers as of June 24, 2002.
  - (2) The Customer may accept or decline this feature, however, declining the feature will not reduce the package monthly rate.
  - (3) Rate groups are as defined in Section 3 of this Price Guide.
  - (4) Long Distance minutes apply per Customer account. All Rules and Regulations found in the Company's Interexchange Price Guide, will apply to long distance services.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.2 Basic Business Line and Trunk (4)

Basic Business Line and Trunk is available within the Exchange Area as defined in Section 3 of this Price Guide.

A. Monthly Rates

|              | One Flat Rate 1-Party Line | One Flat Rate Trunk |
|--------------|----------------------------|---------------------|
| Rate Group A | \$38.75                    | \$39.75             |
| Rate Group B | 30.00                      | 38.00               |
| Rate Group C | 54.00                      | 54.00               |
| Rate Group D | 34.00                      | 34.00               |
| Rate Group E | 34.25                      | 35.25               |
| Rate Group F | 29.50                      | 29.50               |
| Rate Group G | 32.25                      | 33.25               |

B. 12-Month Term Commitment Rates

|              | One Flat Rate 1-Party Line | One Flat Rate Trunk |
|--------------|----------------------------|---------------------|
| Rate Group A | \$32.00                    | \$34.00             |
| Rate Group B | 30.00                      | 30.00               |
| Rate Group C | 54.00                      | 54.00               |
| Rate Group D | 34.00                      | 34.00               |
| Rate Group E | 34.25                      | 35.25               |
| Rate Group F | 29.50                      | 29.50               |
| Rate Group G | 30.00                      | 30.00               |

C. 24-Month Term Commitment Rates

|              | One Flat Rate 1-Party Line | One Flat Rate Trunk |
|--------------|----------------------------|---------------------|
| Rate Group A | \$29.00                    | \$30.00             |
| Rate Group B | 29.00                      | 29.00               |
| Rate Group C | 51.00                      | 51.00               |
| Rate Group D | 32.00                      | 32.00               |
| Rate Group E | 34.25                      | 35.25               |
| Rate Group F | 32.00                      | 32.00               |
| Rate Group G | 29.00                      | 29.00               |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.2 Basic Business Line and Trunk (Cont'd.)

B. Non-recurring Rates

|  |         |
|--|---------|
| Installation of new line or trunk (1)(2)   | \$82.00 |
| Move, per line or trunk  | 82.00   |
| Change telephone number, per line or trunk   | 25.00   |
| Change or rearrange group billing on existing service, or any other invoice change, per occasion | 10.00   |
| Remove Optional Extended Area Service, per line or trunk   | 10.00   |
| Charge to establish or rearrange hunting sequence, per line or trunk                             | 10.00   |
| Change type of signaling supervision (loop start to ground start or vice-versa), per trunk       | 25.00   |
| Line/trunk number retention, per line or trunk   | 25.00   |
| Change Class of Service, per line  | 50.00   |
| Search for vanity number, per line, per set of 20, with 1 <sup>st</sup> set free                 | 15.00   |
| Establish dual service, per line   | 25.00   |
| Establish dual service, per trunk  | 35.00   |
| Feature add/change   | 10.00   |
| Transfer of service  | 10.00   |
| Custom work order  | (3)     |
| Expedited service, per occasion, per location  | 50.00   |
| All other service changes, per line  | 10.00   |

- (1) Installation charges on account will be waived when service is converted from Customer's current local exchange carrier to Fusion. The charge will apply for new Fusion lines added at the time service is converted, and thereafter for new Fusion lines ordered without converting existing local exchange carrier service and for a move of service.
  - (2) This service offering is not available to new DID customers, nor is additional service available to existing DID customers on or after October 7, 2002.
  - (3) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and/or maintain local service requested of the Company by Customer. Customer must authorize the estimate provided by the Company prior to the work beginning, and must also authorize any additional costs that exceed the original estimate by 15%.
  - (4) Effective September 2, 2008, this is no longer available for new service.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.3 Basic Business Line - Feature List (1)

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

| Basic Feature List                    | Monthly Rate |
|---------------------------------------|--------------|
| • Anonymous Call Rejection            | \$ 2.53      |
| • Auto Redial                         | 3.45         |
| • Call Blocker                        | 3.45         |
| • Call Forwarding – Busy/Don't Answer | 4.00         |
| • Call Forwarding – Variable          | 8.50         |
| • Call Transfer Discount              | 11.50        |
| • Call Return                         | 4.00         |
| • Call Waiting ID                     | 10.00        |
| • Call Waiting Options                | 12.00        |
| • Call Waiting/Cancel Call Waiting    | 8.00         |
| • Caller ID on Call Waiting           | 10.00        |
| • Caller ID                           | 9.35         |
| – Multi-Directory Numbers             |              |
| • St Dependent DN                     | 5.75         |
| • 2 <sup>nd</sup> Dependent DN        | 3.00         |
| • Priority Call                       | 3.45         |
| • Remote Access to Call Forwarding    | 3.20         |
| • Selective Call Forwarding           | 5.75         |
| • Simultaneous Call Forward           | 4.80         |
| • Speed Calling 30                    | 7.00         |
| • Three-Way Calling                   | 7.50         |

|                                   |               |
|-----------------------------------|---------------|
|                                   | Non-recurring |
|                                   | <u>Charge</u> |
| Per Order, Installation or Change | \$23.00       |

(1) Effective September 2, 2008, this service is not available for new service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.6 Outfielder Service (5)

A. General

Outfielder Service is a service whereby a call placed from a station (the originating station) to a customer's (Outfielder Service Customer) telephone number in one exchange (the call forwarding location) is automatically forwarded by the Company central office equipment to the subscriber's remote location. Terminating stations must have incoming call capability. With Outfielder Service calls are forwarded to: (1) a terminating station located within the same exchange as that of the call forwarding location station or (2) to a terminating station located within a different exchange.

B. Regulations

1. Outfielder Service is offered subject to availability of suitable facilities and provided not unusual expense is involved.
2. Outfielder Service cannot terminate on public or semi-public service (i.e., coin telephone).
3. The Company may not provide identification of the originating telephone number to the Outfielder Service Customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the forwarded call.
5. Outfielder Service is not represented as suitable for satisfactory transmission of data.
6. Calls directed to Outfielder Service on a local basis are forwarded using Local Exchange Service.
7. The Outfielder Service Customer is responsible for subscribing to the appropriate service arrangement for each access path provided by the Company.
8. Outfielder Service is provided on the condition that the customer subscribe to sufficient services and facilities to adequately handle calls to the Outfielder Service Customer without interfering with or impairing any services offered by the Company.

C. Rates and Charges(4)

1. The following charges are for the Outfielder Service only.

|                               | Monthly Rate | Service Charge<br>(1)(2)(3) |
|-------------------------------|--------------|-----------------------------|
| Outfielder Service            |              |                             |
| First Access Path             | \$25.00      | \$10.00                     |
| Additional Access Paths, Each | 25.00        | 10.00                       |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.6 Outfielder Service (5) (Cont'd.)

D. Directory Listings

One Directory Listing without charge, covering the exchange in which the Outfielder Service is located, is provided. Additional directory listings may be obtained under Price Guide rates. See Directory Listings Section of this Price Guide.

Footnotes

- (1) The Service Charge will not apply when the Customer orders this service at the time of conversion (ILEC to the Company).
  - (2) The Service Charge will apply when the Customer orders changes to this service, changes the Outfielder Service number or the quantity of paths.
  - (3) The Service Charge will apply for the Outfielder Service (includes one path) and each additional access path ordered on the same or subsequent order.
  - (4) In addition to the rates and charges for Outfielder Service, rates and charges for lines and trunks as specified in Section 4.3 of the Price Guide apply.
  - (5) Service not available to new customers on or after October 14, 2002.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.7 Price Protection Plan (1)

- A. Fusion offers optional discounts for Customers that agree to a term commitment of 24 months. Customer is eligible for Price Protection Plan (“PPP”) term pricing only where Customer has a minimum of three Basic Business Lines and/or Trunks within an account. The 24-month commitment also qualifies Customers for an Interexchange Service discount and a separate 12-month discount is also available for Interexchange Services as provided in Fusion’s Price Guide
  - B. Customers subscribing to the PPP must commit to a written term service agreement in a form designated by Fusion, which shall include, without limitation, Customer’s term selection.
  - C. The term will commence on the billing date for the first new line or the first billing date after Customer executes a term service agreement if the service is currently being provided to Customer.
  - D. All rules, regulations, fees, charges, taxes and surcharges normally applicable to Basic Business Line and Trunk services shall apply. Any charges in any proposal or quotation are exclusive of taxes and surcharges. Term pricing may not be combined with any other offer.
  - E. If monthly term rates as specified in Section 4.3.2 decrease during the term period, Customer may elect to obtain the new rates by executing a new term service agreement with the new rates, with a new term commencement date, and an agreement to the same or greater commitment term period.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.7 Price Protection Plan (1)(Cont'd.)

- F. For Customers who establish a term service agreement, monthly Basic Business and Trunks rates will not change as a result of a Fusion-initiated increase; however, if a Local Exchange Rate Group Reclassification occurs, as set forth in this Price Guide, an adjustment for the remaining term of the term service agreement will be made.
- G. If Customer disconnects Services or otherwise terminates its term service agreement prior to the end of the current term for any reason except for a failure by to meet the terms of the Term Customer Service Level Objectives specified below, Customer agrees on the next monthly invoice to pay a termination charge as liquidated damages and not as a penalty, equal to the greater of:
  - 1. \$50.00 per terminated line, or
  - 2. \$10.00 per terminated line multiplied by the number of months remaining in the current term.
- H. Customer may add or terminate new voice lines without termination liability, provided that Customer maintains service to its primary billed telephone number for the remainder of the term commitment and remits payment for any applicable charges, surcharges and fees.
- I. The following Service Level Objectives apply to the PPP only, and are subject to all other provisions of this Price Guide, including specifically but without limitation, any and all limitations of liability. Fusion will use commercially reasonable efforts to provide Services in accordance with the following Service Level Objectives:
  - 1. Complete loss of Service caused solely by a Fusion network problem will be remedied within 8 business hours from Customer notification to Fusion Network Maintenance (“FNM”).
  - 2. Partial loss of Service caused solely by a Fusion network problem will be remedied within 12 business hours from notification to FNM.
  - 3. Noise or static caused solely by a Fusion network problem will be remedied within 16 business hours from notification to FNM.

(1) Effective September 2, 2008, Price Protection Plan is no longer available for new service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.7 Price Protection Plan (Cont'd.)

- J. As Customer's sole remedy for any failure to meet any of the above Service Level Objectives, unless such Service Level Objective is caused by an event outside the reasonable control of Fusion, any event of force majeure, or any failure resulting from facilities, inside wiring or equipment of Customer or third parties, Customer may terminate its term commitment obligation without incurring termination liability by providing written or oral notice to Fusion. If Customer continues to use Fusion service following any such notice of termination, Customer may continue to receive term pricing and pricing update notices.
  - K. A Service Level Objective failure shall be deemed to commence upon the opening of a trouble ticket with FNM, as requested by Customer, and shall be deemed to terminate upon the clearing of the same trouble ticket. No failure shall be deemed to have occurred unless Customer has provided reasonable assistance in an effort to diagnose the reported problem. Reasonable assistance includes, but is not limited to, requesting the opening of a trouble ticket from FNM promptly, providing Fusion access to Customer's premises, if necessary, and assisting Fusion with problem identification and resolution.
  - L. Customer shall be responsible at all times for the proper installation, operation and maintenance of any Customer-provided equipment used in connection with the Services. In addition, Customer shall ensure that all such equipment is technically and operationally compatible with the Services and in compliance with applicable laws and regulations.
  - M. If Customer relocates to another location in a Fusion market where the same Services are available, Customer may transfer Services to the new location if the new Services equal or exceed the number of lines at the old location, upon payment of installation charges for the new location, if applicable; however, rates may vary by location, and Customer's rates may increase.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.7 Price Protection Plan (Cont'd.)

- N. Services are for Customer's use only and may not be resold, and the term service agreement may not be transferred or assigned, by operation of law or otherwise, without Fusion's prior written approval. Any attempted assignment or transfer without Fusion's prior written approval shall be void.
  - O. In the event a governmental agency determines the term service agreement violates any law, rule or regulation, shall have the option of terminating the term service agreement without further obligation to Customer or revising such agreement to comply with such law, rule or regulation.
  - P. Upon expiration of the current term, Customer will have the opportunity to execute a new term service agreement. If Customer does not enter into a new term service agreement, Customer may maintain its current rates on a month-to-month basis; however, Customer will no longer be notified of rate reductions or be eligible for term Customer promotions. Customer agrees to give thirty (30) days notice of termination if Service is provided on a month-to-month basis.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.8 Home Connection Bundles (1)

Home Connection Bundles are available in the following packages:

- Home Connection Bundle
- Home Connection Plus Bundle
- Home Connection Premium Bundle

A. Home Connection Bundle is equipped with:

- Basic Line (1)
- Call Waiting ID Options (2)(3)
- Call Trace (3)
- Two Features from the Home Connection Features List in 4.3.8G

| Principal<br>Zone | Monthly Rates |         |
|-------------------|---------------|---------|
|                   | Tier 1        | Tier 2  |
| \$26.50           | \$26.50       | \$26.50 |

B. Home Connection Plus Bundle is equipped with:

- Basic Line (1)
- Call Waiting ID Options (2) (3)
- Call Trace (3)
- One Feature from the Home Connection Features List in 4.3.8G
- 30 Minutes Long Distance Block of Time (4)

| Principal<br>Zone | Monthly Rates |         |
|-------------------|---------------|---------|
|                   | Tier 1        | Tier 2  |
| \$28.00           | \$28.00       | \$28.00 |

See Page No. 72.9 for footnotes.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.8 Home Connection Bundles (Cont'd.)

C. Home Connection Premium Bundle is equipped with:

- Basic Line (1)
- Call Waiting ID Options (2) (3)
- Call Trace (3)
- One Feature from the Home Connection Features List in 4.3.8G
- 90 Minutes Long Distance Block of Time (4)

| Principal<br>Zone | Monthly Rates |         |
|-------------------|---------------|---------|
|                   | Tier 1        | Tier 2  |
| \$31.50           | \$31.50       | \$31.50 |

D. Additional Line with Home Connection Bundles (1)

| Principal<br>Zone | Monthly Rates |         |
|-------------------|---------------|---------|
|                   | Tier 1        | Tier 2  |
| \$25.00           | \$25.00       | \$25.00 |

E. Long Distance Call Blocks for Home Connection Bundles (5)

| Package                           | Block of<br>Time<br>Per Month | Overage Usage<br>Rate per<br>Minute |
|-----------------------------------|-------------------------------|-------------------------------------|
| Home Connection Bundle            | None                          | Not Applicable                      |
| Home Connection Plus Bundle       | 30                            | \$.08                               |
| Home Connection Premium<br>Bundle | 90                            | .07                                 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.8 Home Connection Bundles (Cont'd.)

F. Home Connection Non-recurring Charges (6)

|  |         |
|--|---------|
| Additional line installation, per line   | \$50.00 |
| Line move, per line  | 44.00   |
| Feature(s) add or change   | 11.00   |
| Conversion of line to service  | 0.00    |
| Number change, per line  | 25.00   |
| Class of service change, per line  | 50.00   |
| Establish dual service, per line   | 19.00   |
| Invoice change, per request  | 10.00   |
| Search for vanity number, per line, per set of 20, with 1 <sup>st</sup> set free | 15.00   |
| Transfer of service  | 10.00   |
| Expedited service charge, per occasion, per location                             | 45.00   |
| All other service changes, per line  | 10.00   |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.8 Home Connection Bundles (Cont'd.)

G. Home Connection Bundle Feature List

Any of the following calling features may be added to the Home Connection Bundles. Two features may be selected for Home Connection Bundle and one feature for Home Connection Plus Bundle and Home Connection Premium Bundle. Call Waiting ID Options and Call Trace default features may not be exchanged with any of the features listed below.

- Auto Redial/Call Return/3 Way Calling (7)
- Call Blocker
- Call Forward Busy/No Answer
- Call Forward
- Distinctive Ring
- Distinctive Ring Additional
- Priority Call
- Remote Access to Call Forward with Call Forward
- Selective Call Forward
- Speed Call 8

H. Optional Feature List

Any of the following calling features may be added to the Home Connection Bundles or Additional Line(s). The following rates apply only when these calling features are added to the Home Connection Bundle Packages or Additional Line(s).

|   | Monthly Rate |
|---|--------------|
| • Auto Redial/Call Return/3 Way Calling (7)       | \$6.00       |
| • Call Blocker                                    | 6.00         |
| • Call Forward Busy/No Answer                     | 1.00         |
| • Call Forward                                    | 6.00         |
| • Call Waiting                                    | 6.00         |
| • Call Waiting ID                                 | 5.75         |
| • Call Waiting ID Options                         | 2.00         |
| • Caller ID                                       | 8.00         |
| • Distinctive Ring                                | 5.00         |
| • Distinctive Ring Additional                     | 5.00         |
| • Priority Call                                   | 6.00         |
| • Remote Access to Call Forward with Call Forward | 2.00         |
| • Selective Call Forward                          | 5.00         |
| • Speed Call 8                                    | 6.00         |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.8 Home Connection Bundles (Cont'd.)

Footnotes for Home Connection Bundles

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

The customer is required to have a Home Connection Bundle on their primary line. Customers who convert additional lines or later install additional lines may add to those lines (1) Home Connection Bundles with no Long Distance Block of Time at the rates specified in Section 4.3.8.A; or (2) desired features as specified in Section 4.3.8G; or (3) no Home Connection Bundle or features.

Home Connection lines will automatically be blocked for 900/976 calling. The customer may request that 900/976 access be unblocked.

- (2) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
- (3) The Customer may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.
- (4) Long Distance Block of Time allotment applies to all domestic 1+ Direct Dialed minutes of use.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rates according to the rate tables established for the calls.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.8 Home Connection Bundles (Cont'd.)

Footnotes for Home Connection Bundles (Cont'd.)

- (5) Long Distance minutes apply per Customer account. All Rules and Regulations found in the Company's Interexchange Price Guide, will apply to long distance services.
- (6) Line Add/Change charges on account will be waived when the line is converted from the incumbent local exchange carrier to Fusion. The charge will apply for additional Fusion lines added at the time of conversion and on a line added after service is converted.
- (7) Usage Sensitive Features (USF) will count as one feature. The USF includes Auto Redial, Call Return and Three Way Calling.

The customer may elect to use USF on a casual basis in lieu of as an optional feature. On a casual basis the customer will be charged \$.50 per use of Auto Redial, and \$2.00 per use of Call Return and Three Way Calling.

- (8) Effective September 2, 2008, this product is no longer available for new service
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.9 SmartBiz Bundles (7)

SmartBiz Bundles are available in the following packages:

- SmartBiz Plus
- SmartBiz Premium

A. SmartBiz Plus Bundle is equipped with:

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

Monthly Rates

Rate Group A (4)

| Principal<br>Zone | Tier 1  | Tier 2  |
|-------------------|---------|---------|
| \$49.50           | \$49.50 | \$49.50 |

B. SmartBiz Premium Bundle is equipped with:

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

Monthly Rates

Rate Group A (4)

| Principal<br>Zone | Tier 1  | Tier 2  |
|-------------------|---------|---------|
| \$55.50           | \$55.50 | \$55.50 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.9 SmartBiz Bundles (Cont'd.)

C. Long Distance Blocks of Time for SmartBiz Bundles (5):

| Package          | Block of Time<br>Per Month | Overage Usage<br>Rate per Minute |
|------------------|----------------------------|----------------------------------|
| SmartBiz Plus    | 30                         | \$.089                           |
| SmartBiz Premium | 130                        | .069                             |

D. SmartBiz Feature List (6)

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

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

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.9 SmartBiz Bundles (Cont'd.)

Footnotes for SmartBiz Bundles

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

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

The installation and other non-recurring charges specified in Section 4.3.2B of this price guide apply to SmartBiz Bundles.

SmartBiz Bundle lines will automatically be blocked for 900/976 calling. The customer may request that 900/976 access be unblocked.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial, Call Return and Three Way Calling. On a casual basis the customer will be charged \$.50 per use of Auto Redial, and \$2.00 per use of Call Return and Three Way Calling.

- (2) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.9 SmartBiz Bundles (Cont'd.)

Footnotes for SmartBiz Bundles (Cont'd.)

- (3) Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at the standard rates according to the Rules and Regulations found in the Company's Interexchange Price Guide.

- (4) Fusion is currently not providing this service to areas included in Rate Groups B, C, D, E, F, and G.
- (5) Long Distance minutes apply per Customer account. All Rules and Regulations found in the Company's Interexchange Price Guide will apply to long distance services.
- (6) Optional Features can be added to a SmartBiz Bundle or an additional line at the rates specified in Section 4.3.3.

Feature Change Charge is as specified in Section 4.3.2B.

3 Feature Value Package or 7 Feature Value Package features packages are not available with the SmartBiz Bundle package.

- (7) Effective September 2, 2008, this bundle is no longer available for new service.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.10 Direct Inward Dialing (DID) Service (1)

A. Description

DID Service is a one-way inward analog service. DID Service permits incoming calls to a PBX or other customer premise equipment from the network to reach a specific station line number without the assistance of an attendant. DID Service is provided subject to the availability of facilities and may be furnished from the central office which regularly services the area in which the customer is located or from a foreign central office equipped to provide DID Service subject to the appropriate Company intra and interexchange rates. This service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment. The service must be provided on all trunks in an arranged group. Each trunk group shall be considered a separate service. Grouping service will not be provided between separate trunk groups. Facilities and operational characteristics of interface signals between Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant interceptor recorded announcement service.

DID numbers are provided in blocks of 10 or 100 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block or to provide DID numbers arranged in a consecutive manner.

One primary directory listing will be furnished without charge for each separate trunk group.

Customer's first block of 10 numbers will be provided at no charge. Where a Customer's first block of numbers consists of 100, a credit equivalent to the monthly rate for the first block of 10 numbers will be applied to Customer's account every month. This will be applicable to all customers of this service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.10 Direct Inward Dialing (DID) Service

B. Direct Inward Dialing Flat Rate Trunk

|   | Monthly Rates (2)(3)(4) |
|---|-------------------------|
| Rate Group A                            | \$72.00                 |
| Rate Group A – 12-Month Term Commitment | 53.00                   |
| Rate Group A – 24-Month Term Commitment | 48.00                   |
| Rate Group E                            | 54.50                   |
| Rate Group E – 12-Month Term Commitment | 54.50                   |
| Rate Group E – 24-Month Term Commitment | 54.50                   |

|                         |       |
|-------------------------|-------|
| Installation Charge (1) | 80.00 |
|-------------------------|-------|

- (1) Installation charges on account will be waived when service is converted from Customer's current local exchange carrier to Fusion. The charge will apply for new Fusion trunks added at the time service is converted, and thereafter, for new Fusion trunks ordered without converting existing local exchange carrier service, and for new service.
  - (2) The rates for this service do not include telephone equipment.
  - (3) This service offering is subject to the availability of necessary facilities.
  - (4) Fusion is currently not providing this service to areas included in Rate Groups B, C, D, F, and G.
  - (5) Effective September 2, 2008, this product is no longer available for new service.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.10 Direct Inward Dialing (DID) Service (Cont'd.)

C. Direct Inward Dialing Number Blocks

|   | Monthly Rate | Installation Charge |
|---|--------------|---------------------|
| Direct Inward Dialing Service Groups of Working Numbers (1) |              |                     |
| First Block of 10 DID Numbers                               | \$ 4.00 (2)  | \$100.00            |
| Additional Block of 10 DID Numbers                          | 4.00         | 10.00               |
| First Block of 100 DID Numbers                              | 18.00 (2)    | 130.00              |
| Additional Block of 100 DID Numbers                         | 18.00        | 130.00              |
| Service Change Charge                                       |              | 25.00               |

D. Other Non-recurring Charges

|  |       |
|--|-------|
| Change or rearrange group billing on existing service, or any other invoice change, per occasion | 10.00 |
| Remove Optional Extended Area Service, per trunk   | 10.00 |
| Search for vanity number, per trunk, per set of 20, with 1 <sup>st</sup> set free                | 15.00 |
| Transfer of service  | 10.00 |
| Custom work order  | (3)   |
| Expedited service, per occasion, per location  | 50.00 |

(1) Offered subject to availability of facilities.

(2) Customer's first block of 10 numbers will be provided at no charge. Where a Customer's first block of numbers consists of 100, a credit equivalent to the monthly rate for the first block of 10 numbers will be applied to Customer's account every month.

(3) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and/or maintain local service requested of the Company by Customer. Customer must authorize the estimate provided by the Company prior to the work beginning, and must also authorize any additional costs that exceed the original estimate by 15%.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.11 Office Service

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

The Office number includes one path, which allows for one call to be forwarded at a time. Additional paths can be ordered to allow additional calls to be forwarded simultaneously.

Office Service is available to business customers only.

Office Service is available in the following packages:

- Local Office Service
- Long Distance Office Service

C. Local Office Service

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

|                             | Monthly Rate | Service Charge<br>(1) |
|-----------------------------|--------------|-----------------------|
| Local Office, with one path | \$22.50      | \$15.00               |
| Additional Local Path       | 22.50        | 15.00                 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.11 Office Service (Cont'd.)

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

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

|                                     | Monthly Rate | Service Charge<br>(1) |
|-------------------------------------|--------------|-----------------------|
| Long Distance Office, with one path | \$13.50      | \$15.00               |
| Additional Long Distance Path       | 13.50        | 15.00                 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.11 Office Service (Cont'd.)

C. Regulations

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

D. Directory Listing

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.11 Office Service (Cont'd.)

- (1) The Service Charge applies to an order for new Office Service, to change the Office number, to change the number to which the number is forwarded, and to add additional paths, whether ordered at the time of conversion of service or on a subsequent order. Only one Service Charge will apply per request, regardless of the number of additions or changes made by the request. The Service Charge will not apply to convert the service and its existing path(s) to Fusion or on outside moves of customer's other service if there is no Office number or terminating number change.
  - (2) The customer may select long distance service, or another long distance carrier from the Fusion-approved long distance carrier list, to carry the traffic from the Office number to the terminating number. When Fusion is selected as customer's long distance carrier for service other than its Office Service, as well as for its Office Service, the Office number long distance usage will be invoiced at the customer's plan rate, as applicable, and any usage will contribute to the customer's volume commitment, if any. When Fusion is selected as the customer's long distance carrier for its Office Service only, the default Fusion long distance rate, as set forth in the Company's Interexchange Price Guide, in Section 5.4.1, will apply to any long distance usage billed.
  - (3) All Rules and Regulations found in the Company's Interexchange Price Guide will apply to long distance services.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.12 Business First bundle (1)(6)

Line with or without Series Completion Hunting  
Caller ID  
Call Waiting (2)  
Call Waiting ID with Options (2) (3)  
Call Forwarding Variable  
Call Forward Busy/No Answer *or* Call Forward/No Answer with Series Completion Hunting  
Anonymous Call Rejection  
Call Transfer Disconnect  
Remote Access to Call Forwarding Variable  
250 Minutes Long Distance Block of Time (4)

A. Monthly Rates (5)

|  |         |
|--|---------|
| 12-month Term Commitment               | \$46.00 |
| 24-month Term Commitment               | \$44.00 |
| Month-to-month, following expired term | \$50.00 |

B. Non-recurring Charges

|  |             |
|--|-------------|
| Installation of new line   | \$82.75     |
| Conversion of line to service  | \$ 0.00     |
| Move, per line   | \$82.75     |
| Change line number, per line   | \$27.75     |
| Change or rearrange group billing on existing service, or any other invoice change, per occasion | \$10.00     |
| Charge to establish or rearrange hunting sequence, per line                                      | 10.00       |
| Line number retention, per line  | 25.00       |
| Change class of service, per line  | 50.00       |
| Search for vanity number, per line, per set of 20, with 1 <sup>st</sup> set free                 | 15.00       |
| Establish dual service, per line   | 25.00       |
| Feature add/change   | 23.00       |
| Transfer of service  | 10.00       |
| Custom work order  | actual cost |
| Expedited service, per occasion, per location  | 90.00       |
| All other service changes, per line  | 10.00       |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.12 Business First bundle (1) (Cont'd.)

Footnotes for Business First bundle:

- (1) Business First bundle equipped with basic line is provided within the rate centers set forth in Section 3.1.

Customer must subscribe all lines at a given location to the Business First bundle.

The installation charges as in Section 4.3.12B apply to installation of the Business First bundle.

The only features available are those set forth in Section 4.3.12. Customer may drop any of those features at conversion at no charge, and may drop or add back any of those features following conversion, subject to the feature add/change charge, as in Section 4.3.12B. 3 Feature Value Package or 7 Feature Value Package features packages are not available with the Business First bundle.

Business First bundle lines will automatically be blocked for 900/976 calling. The Customer may request that 900/976 access be unblocked.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial and Call Return. On a casual basis the customer will be charged \$.50 per use of Auto Redial, and \$2.00 per use of Call Return and Three Way Calling.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.12 Business First bundle (1) (Cont'd.)

Footnotes for Business First bundle: (Cont'd.)

- (2) Call Waiting and Call Waiting ID with Options not available on lines equipped with Series Completion Hunting.
- (3) Customer has the option to deactivate Call Waiting in the Call Waiting ID Options leaving the customer with Caller ID.
- (4) The Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use, and pools at the Customer's location level. All Rules and Regulations found in the Company's Interexchange Price Guide, will apply to long distance services.

Overage usage rate per minute is \$.045.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at the standard rates according to the Rules and Regulations found in the Company's Interexchange Price Guide.

- (5) The Business First bundle is initially available to new and existing business Customers only with a term commitment. Once the term expires, if Customer does not sign up for a new term, the pricing will default to the month-to-month rate in 4.3.12A.
  - (6) Effective September 2, 2008, this product is no longer available for new service.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.3 General Exchange Services (Cont'd.)

4.3.13 Home Essentials bundles (1)(4)

Line  
Caller ID  
Call Waiting  
Call Waiting ID with Options (2)  
Call Forwarding Variable  
Call Forward Busy/No Answer  
Anonymous Call Rejection  
Three-Way Calling  
Remote Access to Call Forwarding Variable  
250 Minutes Long Distance Block of Time (3)

A. Monthly Rates

|                                  |         |
|----------------------------------|---------|
| 12-month Term Commitment         | \$46.00 |
| 24-month Term Commitment         | \$44.00 |
| Month-to-month, for expired term | \$50.00 |

B. Non-recurring Charges

|   |         |
|---|---------|
| Class of service change                         | \$50.00 |
| Conversion of line to service                   | \$ 0.00 |
| Establish dual service, per line                | \$19.00 |
| Expedited service charge                        | \$45.00 |
| Features add, drop or change                    | \$11.00 |
| Installation of new line                        | \$50.00 |
| Invoice change, per request                     | \$10.00 |
| Move, per line                                  | \$44.00 |
| Service change, all other, per line             | \$10.00 |
| Line number change                              | \$25.00 |
| Line number search, 1 <sup>st</sup> 20 set free | \$15.00 |
| Transfer of service                             | \$10.00 |

(4) Effective September 2, 2008 this product is no longer available for new service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.4 Toll Services

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

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

4.4.1 Two-Point Service

A. Operator Service Charges

| Description                | Rate   |
|----------------------------|--------|
| Station-to-Station Service |        |
| Collect                    |        |
| Non-Automated              | \$1.90 |
| Semi-Automated             | 1.90   |
| Fully Automated            | 1.90   |
| Billed to a Third Number   |        |
| Non-Automated              | \$1.90 |
| Semi-Automated             | 1.90   |
| Fully Automated            | 1.65   |
| Sent-Paid                  |        |
| Non-Automated              | \$1.90 |
| Semi-Automated             | 1.90   |
| Person-to-Person Service   |        |
| Non-Automated              | \$3.50 |
| Semi-Automated             | 3.50   |
| Other Services             |        |
| Line Status Verification   | \$3.25 |
| Busy Interrupt             | 4.25   |

4.4.2 Toll Free Service

8XX toll-free service is available for \$0.069 per minute. A recurring monthly fee of \$5.00 per toll free number will be applied. 8XX usage will be billed separately.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.4 Toll Services (Cont'd.)

4.4.3 Toll Service

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

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

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

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

LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.4 Toll Services (Cont'd.)

4.4.4 Long Distance

| Products                      | Rates Per Minute          |             |             |
|-------------------------------|---------------------------|-------------|-------------|
|                               | Current Rates Per Product |             |             |
|                               | Intra-Lata                | Intra-State | Inter-State |
| Value Line                    | \$0.069                   | \$0.069     | \$0.069     |
| Basic Line                    | Unlimited                 | \$0.049     | \$0.049     |
| Essentials                    | Unlimited                 | \$0.049     | \$0.049     |
| Home Connection               | \$0.060                   | \$0.060     | \$0.060     |
| Home Essentials               | Unlimited                 | \$0.060     | \$0.060     |
| Out of Contract – Business    | \$0.75                    | \$0.75      | \$0.75      |
| Out of Contract - Residential | \$0.75                    | \$0.75      | \$0.75      |

Long Distance

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.5 Directory Services

4.5.1 Directory Listings

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

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

1. Additional Listing

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | \$6.50       | \$18.00        |
| Residential | \$3.50       | \$10.00        |

2. Additional Listing - Hunt Number Group

|          | Monthly Rate | Service Charge |
|----------|--------------|----------------|
| Business | \$6.00       | \$18.00        |

3. Additional Main Listing

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | \$6.50       | \$18.00        |
| Residential | \$3.50       | \$10.00        |

4. Alternate Listings

|                                      | Monthly Rate | Service Charge |
|--------------------------------------|--------------|----------------|
| Business alternate listings,<br>each | \$6.50       | \$18.00        |
| Residential alternate listings       | \$3.50       | \$10.00        |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.5 Directory Services (Cont'd.)

4.5.1 Directory Listings (Cont'd.)

5. Caption Listing

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | No Charge    | \$18.00        |
| Residential | No Charge    | \$10.00        |

6. Dual Name Listings

|                                 | Monthly Rate | Service Charge |
|---------------------------------|--------------|----------------|
| Dual name listing - Residential | No Charge    | 10.00          |

7. Extra Lines

|           | Monthly Rate | Service Charge |
|-----------|--------------|----------------|
| Business  | \$6.00       | \$18.00        |
| Residence | \$2.49       | \$10.00        |

8. Foreign Listings

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

|                                   | Monthly Rate | Service Charge |
|-----------------------------------|--------------|----------------|
| Business foreign listing, each    | \$6.50       | \$18.00        |
| Residential foreign listing, each | \$6.00       | 10.00          |

9. Free Additional Listing – (Non Profit Government and School Listing

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | No Charge    | \$18.00        |
| Residential | No Charge    | \$10.00        |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.5 Directory Services (Cont'd.)

4.5.1 Directory Listings (Cont'd.)

10. Non-listed Service

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | \$4.00       | \$18.00        |
| Residential | \$3.50       | \$10.00        |

11. Non-published Service

|                     |               | Monthly Rate | Service Charge |
|---------------------|---------------|--------------|----------------|
| Business listing    | non-published | \$6.00       | \$18.00        |
| Residential listing | non-published | \$6.00       | \$10.00        |

Non-Published will not apply in the following cases:

1. Foreign exchange service, where the customer is also furnished local exchange service.
  2. Additional local exchange service furnished to the same customer in the same exchange as long as customer has local exchange service of the same classification listed in the directory in the same exchange.
  3. When a customer who has a service which involves data terminals where there is not voice use contemplated.
  4. Personalized ring.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.5 Directory Services (Cont'd.)

4.5.1 Directory Listings (Cont'd.)

12. Regular Extra Listings

|                                  | Monthly Rate | Service Charge |
|----------------------------------|--------------|----------------|
| Business extra listings, each    | \$3.41       | \$18.00        |
| Residential extra listings, each | \$1.10       | \$10.00        |

13. Residential Designer Listings

|                                  | Monthly Rate | Service Charge |
|----------------------------------|--------------|----------------|
| Residential Customer Extra Line  | \$1.10       | \$18.00        |
| Residential Family Space Listing | \$4.75       | \$18.00        |
| Residential Line of Distinction  | \$2.25       | \$18.00        |
| Residential Personality Logo     | \$5.00       | \$18.00        |
| Residential Signature Listing    | \$3.00       | \$18.00        |
| Three print product discount     | \$2.00       | Not applicable |
| Two print product discount       | \$1.00       | Not applicable |

14. Secondary Listing

|                               | Monthly Rate | Service Charge |
|-------------------------------|--------------|----------------|
| Business secondary listing    | No Charge    | \$18.00        |
| Residential secondary listing | No Charge    | \$10.00        |

15. Secretarial Listings

|          | Monthly Rate | Service Charge |
|----------|--------------|----------------|
| Business | \$3.25       | \$18.00        |

16. Special Reversed Long Distance Charge Listing

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | No Charge    | \$18.00        |
| Residential | No Charge    | \$10.00        |

17. Supplemental Address Information

|             | Monthly Rate | Service Charge |
|-------------|--------------|----------------|
| Business    | \$6.00       | \$18.00        |
| Residential | 1.10         | \$10.00        |

18. Stylist Listing

|          | Monthly Rate | Service Charge |
|----------|--------------|----------------|
| Business | \$6.50       | \$18.00        |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.5 Directory Services (Cont'd.)

4.5.2 Directory Assistance Service

A. Rates

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

4.5.3 Directory Assistance Call Completion

1. Rates

| Directory Assistance Call Completion | Rate   |
|--------------------------------------|--------|
| Fully-Automated DACC                 |        |
| - Sent-Paid Non-Coin                 | \$2.99 |
| - Collect                            | \$2.99 |
| - Bill to Third Number               | \$2.99 |
| Semi-Automated DACC                  |        |
| - Sent-Paid                          | \$2.99 |
| - Collect                            | \$2.99 |
| - Bill to Third Number               | \$2.99 |
| Person-to-Person                     | \$2.99 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.5 Directory Services (Cont'd.)

4.5.4 National Directory Assistance

A. Service Description

National Directory Assistance (NDA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described in Section 4.5 of the Local Exchange Price Guide.

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

B. Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of national subscribers as defined above. The customer will be charged for each listing request made during the call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NDA.

There are no exemptions from billing for requests for NDA.

C. Rates

|                             | Charge Per Listing Request |
|-----------------------------|----------------------------|
| Sent Paid Request           | \$2.99                     |
| Alternately Billed Requests | \$2.99                     |

D. Directory Assistance Charge Exemption

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services

4.6.1 Toll Restriction

A. Rates and Charges

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

|                      | Monthly Rate | Non-recurring Charge |
|----------------------|--------------|----------------------|
| Per business line    | \$18.00      | \$10.00              |
| Per residential line | 3.00         | 10.00                |

4.6.2 900/976 Call Restriction

A. Charges

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

|                           | Monthly Rate | Non-recurring Charge |
|---------------------------|--------------|----------------------|
| Business and Residential  |              |                      |
| Per Line/Trunk equipped   |              |                      |
| -Establishment of Service | No charge    | No charge            |
| -Subsequent Order         | No charge    | \$10.00              |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services (Cont'd.)

4.6.3 Direct Inward Dialing (DID) Service (1)

A. Description

DID Service permits incoming calls to a PBX or other customer premise equipment from the network to reach a specific station line number without the assistance of an attendant. DID Service is provided subject to the availability of facilities and may be furnished from the central office which regularly services the area in which the customer is located or from a foreign central office equipped to provide DID Service subject to the appropriate Company intra and interexchange rates. This service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment. The service must be provided on all trunks in an arranged group. Each trunk group shall be considered a separate service. Grouping service will not be provided between separate trunk groups. Facilities and operational characteristics of interface signals between Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant interceptor recorded announcement service.

DID numbers are provided in blocks of 10 or 100 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a number block or to provide DID numbers arranged in a consecutive manner.

One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be provided as specified in Section 4.5 of this Price Guide.

- (1) This service offering is not available to new customers, nor is additional service available to existing customers on or after October 7, 2002.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services (Cont'd.)

4.6.3 Direct Inward Dialing (DID) Service (Cont'd.)

B. Rates and Charges (4)

|   | Monthly Rate<br>(4) | Installation Charge<br>(4) |
|---|---------------------|----------------------------|
| Direct Inward Dialing Service<br>Groups of Working Numbers (1)<br>(2) (4) |                     |                            |
| First Block of 10 DID Numbers   | \$ 4.00             | \$100.00                   |
| Additional Block of 10 DID<br>Numbers                                     | 4.00                | - 0 -                      |
| First Block of 100 DID<br>Numbers   | 25.00               | 100.00                     |
| Additional Block of 100 DID<br>Numbers                                    | 25.00               | - 0 -                      |
| One Way Inward Trunk<br>Termination in Central Office (3)<br>(4)          |                     |                            |
| Multi-frequency (MF) pulsing<br>option                                    | - 0 -               | --                         |
| Dual Tone Multi-frequency<br>(DTMF) pulsing option                        | - 0 -               | --                         |
| Dual Pulse pulsing option   | - 0 -               | --                         |
| One Direct Inward Dialing (DID)<br>Flat Rate Trunk (2)(3)(4)(5)           | \$60.00 (4)         |                            |

(1) When multiple number blocks are ordered on single order, one installation charge will apply.

(2) Offered subject to availability of facilities.

(3)

(4) This service offering is not available to new customers, nor is additional service available to existing customers on or after October 7, 2002.

(5) The rates for this service do not include a telephone instrument

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services (Cont'd.)

4.6.4 Night Number Terminal Arrangement (1)

E. Rates

|   | Monthly<br>Rate | Installation<br>and Move<br>Charge | Service<br>Charge |
|---|-----------------|------------------------------------|-------------------|
| Night Number Terminal Arrangement:<br>Terminals, each | \$3.00          | --                                 | \$6.75            |

4.6.5 Restoration of Suspended Service

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

|                              | Business | Residence |
|------------------------------|----------|-----------|
| Service and Equipment Charge | \$22.50  | \$21.75   |

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

(1) This product offer is withdrawn.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services (Cont'd.)

4.6.6 Intercept Referral Service (1)

A. Rates and Charges

1. The charges shown are nonrecurring. No other charges apply except for those charges listed in this section.

| Service  | If the period of service requested by the customer is: |                  |                   |
|--|--|------------------|-------------------|
|  | Up to<br>90 Days                                       | 91 – 180<br>Days | 181 – 365<br>Days |
| <b>(a) Simple Business Customers</b>                                 |  |                  |                   |
| <b>I. Special Intercept Referral Service</b>                         |  |                  |                   |
| (i) Location Intercept Referral Service                              | \$48.00  | \$96.00          | \$144.00          |
| (ii) Multiple Intercept Referral Service                             |  |                  |                   |
| (1) Fully-Automated  | 66.00  | 132.00           | 198.00            |
| (2) Operator-Handled   | 108.00   | 216.00           | 324.00            |
| (iii) Name Intercept   | 48.00  | 96.00            | 144.00            |
| <b>(b) DID</b>   |  |                  |                   |
| <b>I. Basic Intercept Referral Service</b>                           |  |                  |                   |
| (i) Each number referred individually (per telephone number)         | 20.00  | 40.00            | 60.00             |
| (ii) Block of sequential numbers referred to one message (per block) | 110.00   | 220.00           | 330.00            |

- 1) This product offer is withdrawn.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services (Cont'd.)

4.6.6 Intercept Referral Service (1) (Cont'd.)

A. Rates and Charges (Cont'd.)

1. The charges shown are nonrecurring. No other charges apply except for those charges listed in this section. (Cont'd.)

| Service   | If the period of service requested by the customer is: |                  |                   |
|---|--|------------------|-------------------|
|   | Up to<br>90 Days                                       | 91 – 180<br>Days | 181 – 365<br>Days |
| (b) DID (Cont'd.)   |  |                  |                   |
| II. Special Intercept Referral Service                              |  |                  |                   |
| (i) Location Intercept Referral Service                             |  |                  |                   |
| (1) Each number referred individually (per telephone number)        | \$ 68.00   | \$ 136.00        | \$ 204.00         |
| (2) Block of sequential numbers referred to one message (per block) | 500.00   | 1,000.00         | 1,500.00          |
| III. Multiple Intercept Referral Service                            |  |                  |                   |
| (i) Fully-Automated   |  |                  |                   |
| (1) Each number referred individually (per telephone number)        | 86.00  | 172.00           | 258.00            |
| (2) Block of sequential numbers referred to one message (per block) | 500.00   | 1,000.00         | 1,500.00          |
| (ii) Operator-Handled   |  |                  |                   |
| (1) Each number referred individually (per telephone number)        | 128.00   | 256.00           | 384.00            |

(1) This product offer is withdrawn.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.6 Miscellaneous Services (Cont'd.)

4.6.6 Intercept Referral Service (1) (Cont'd.)

A. Rates and Charges (Cont'd.)

1. The charges shown are nonrecurring. No other charges apply except for those charges listed in this section. (Cont'd.)

| Service   | If the period of service requested by the customer is: |                  |                   |
|---|--|------------------|-------------------|
|   | Up to<br>90 Days                                       | 91 – 180<br>Days | 181 – 365<br>Days |
| (b) DID (Cont'd.)   |  |                  |                   |
| III. Multiple Intercept Referral Service (Cont'd.)                  |  |                  |                   |
| (iii) Name Intercept Referral Service                               |  |                  |                   |
| (1) Each number referred individually (per telephone number)        | \$ 68.00   | \$ 136.00        | \$ 204.00         |
| (2) Block of sequential numbers referred to one message (per block) | 500.00   | 1,000.00         | 1,500.00          |

4.7.8 Call Trace

See the Definition for Call Trace service on Page No. 7.

|                                  |        |
|----------------------------------|--------|
| Charge per successful activation | \$8.00 |
|----------------------------------|--------|

(1) This product offer is withdrawn.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.7 [Reserved for future use]

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles

4.8.01 Value Line

A. Value Line is equipped with:

Basic Line (1) (2)

B. Charges

1. Monthly Recurring Charges are located in Section 4.8.5.
2. Non- Recurring Charges are located in Section 4.8.5.
3. Long Distance Rates are located in Section 4.4.4

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

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

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

|                                  | Business and Residential |
|----------------------------------|--------------------------|
| Three-Way Calling                | \$2.00                   |
| Call Return                      | \$2.00                   |
| Repeat Dialing                   | \$1.25                   |
| Busy Connect (Per call, per use) | \$0.90                   |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.01 Value Line (Cont'd.)

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

Calling Features may be added to the Basic Line. See Section 4.11 of this Price Guide for rates.

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

E. Previous Product Names

The following products of Fusion Cloud Services, LLC The services and rates for each product have previously been grandfathered.

SmartTime for Business  
Pkg  
Basic Line  
Basic Access Line  
Value Line

F. Footnotes for Value Line:

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

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

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

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

Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.1 Basic Line (Cont'd.)

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Line bundle, standard rates located in section 4.11 will apply.
- (3) The availability of certain features depends on ILEC feature availability.
- (4) Some features are only available to residential customers.
- (5) Some features are only available to business customers.
- (6) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

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

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

- (7) Product may not be available in all CLLIs.
  - (8) An additional charge will apply when adding Unified Messaging or Voicemail to Basic. There is a maximum of 3 extensions per voicemail box.
  - (9) This rate is inclusive of the Cancel Call Waiting option where available.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles

4.8.1 Basic Line

A. Basic Line is equipped with:

Basic Line (1)  
Unlimited Local, Intra-LATA Long Distance  
Caller ID – Name and Number  
Call Waiting  
Hunting (business)

B. Charges

1. Monthly Recurring Charges are located in Section 4.8.5.
2. Non- Recurring Charges are located in Section 4.8.5.
3. Basic Line long distance rates are located in Section 4.4.4
  - i. Long distance is only applicable to standard outbound domestic long distance only, originating from Fusion customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
  - ii. Toll Free service is available with this product see “Toll Free Service” in a later section for rates.

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

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

|                                  | Residential | Business |
|----------------------------------|-------------|----------|
| Three-Way Calling                | \$2.00      | \$2.00   |
| Call Return                      | \$2.00      | \$2.00   |
| Repeat Dialing                   | \$1.25      | \$1.25   |
| Busy Connect (Per call, per use) | \$0.90      | \$0.90   |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.1 Basic Line (Cont'd.)

D. Basic Line - Feature List

Additional Calling Features may be added to the Basic Line. See Section 4.11 of this Price Guide for applicable rates.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. The charge is .50 per use. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

E. Previous Product Names

The following products of Fusion Cloud Services, LLC . The services and rates for each product have previously been grandfathered.

Home Connection Plus  
Home Connection  
Premium  
Home Connection  
Basic Line  
Basic Line

F. Footnotes for Basic Line:

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

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

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

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

All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.

Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.1 Basic Line (Cont'd.)

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the Basic Line bundle, standard rates located in section 4.11 will apply.
- (3) The availability of certain features depends on ILEC feature availability.
- (4) Some features are only available to residential customers.
- (5) Some features are only available to business customers.
- (6) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

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

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

- (7) Product may not be available in all CLLIs.
  - (8) An additional charge will apply when adding Unified Messaging or Voicemail to Basic. There is a maximum of 3 extensions per voicemail box.
  - (9) This rate is inclusive of the Cancel Call Waiting option where available.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Services (Cont'd.)

4.8.1 Basic Line Footnotes (Cont'd.)

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

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

- (11) Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Line.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Services (Cont'd.)

4.8.1.1 Basic Plus

C. Basic Plus is equipped with the following:

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Services (Cont'd.)

B. Rates and Charges

1. Long Distance Rates for Basic Plus:

| Per Minute Rate        | Business | Residential |
|------------------------|----------|-------------|
| In Contract<br>Minutes | \$.049   | \$.060      |
| No Contract<br>Minutes | \$.075   | \$.075      |

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Services (Cont'd.)

4.8.1.1 Basic Plus (Cont'd.)

B. Rates and Charges (Cont'd.)

2. Monthly Recurring Charges and Non Recurring Charges are located in Section 4.8.5

C. Basic Plus – Previous Product Names

The following products of Fusion Cloud Services, LLC. The services and rates for each product have previously been grandfathered.

SmartBiz Plus  
Home Connection  
Basic Plus

D. Footnotes for Basic Plus:

1. Basic Plus applies to business and residential customers.

- All customers will be required to sign a 12, 24 or 36 month term agreement.
- Early Termination Fees are calculated using the following formula:
- \$50 x Months Remaining (Per Location)
- The early termination fee will apply per location on the original term agreement or any subsequent renewal of the term agreement.
- All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.
- All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service.

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

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Services (Cont'd.)

4.8.1.1 Basic Plus (Cont'd.)

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

6. Call Forwarding –Busy Line and Call Forwarding-Don't answer will be provided for customers who add a voicemail service to their Basic Plus.

7. Effective upon expiration of the initial or any subsequent term, the contract discount will expire.

8. Effective August 10, 2010, this product is grandfathered and no longer available for new sales.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.2 Essentials

A. Essentials is equipped with:

- Basic Line (1)
- Unlimited Features (2)
- Hunting (business only)
- Unlimited Local Intra-LATA Long Distance
- 200 Minutes of Domestic Inter-LATA Long Distance (6)

B. Charges

1. Monthly Recurring Charges are located in Section 4.8.5.
2. Non- Recurring Charges are located in Section 4.8.5.
3. Long Distance Charges are located in Section 4.4.4.  
(200 minutes are included in the package)

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

C. Essentials Inclusive Feature List:

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.2 Essentials (Cont'd.)

D. Footnotes for Essentials:

1. Essentials are available to business and residential customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.  
Early Termination Fees are calculated using the following formula:  
\$100 x Months Remaining (Per Location)

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

2. Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate.
3. The availability of certain features depends on ILEC feature availability.
4. Some features are only available to residential customers.
5. Some features are only available to business customers.
6. Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use. Customer may choose to use another carrier for their long distance purposes; however, declining the Company long distance will not reduce the package monthly rate.
7. An additional discounted charge will apply when adding Unified Messaging or Voicemail to Essentials. There is a maximum of 3 extensions per voicemail box.
8. The following products of Fusion Cloud Services, LLC. The services and rates for each product have previously been grandfathered.

Business First  
Business First Unlimited  
Home Essentials  
Essentials

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.3 Home Connection (1)

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$100 x months remaining (Per Location).

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

(1) Effective August 10, 2010, this product is no longer available.

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

B. Charges

1. Monthly Recurring Charges are located in Section 4.8.5.
  2. Non- Recurring Charges are located in Section 4.8.5.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.3 Home Connection (Cont'd.)

C. Home Connection - Feature List

Any of the following calling features may be added to the Home Connection. The following rates apply only when these calling features are added to the Basic Line. To add calling features to any other service, please refer to that section for applicable rates.

D. Features Offered on a Usage Sensitive Basis

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

Usage sensitive features will count as one feature and includes Auto Redial, Call Return and Three Way Calling.

The customer may elect to use a usage sensitive feature on a casual basis in lieu of using it as a monthly recurring charged feature. On a casual basis the customer will be charged \$0.50 per Auto Redial use, and \$2.00 per Call Return and Three Way Calling use.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.4 Home Essentials (1)(2)

A. Product Description

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

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

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge, 1500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$100 x Months Remaining (Per Location).

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.4 Home Essentials (1)(2)

B. Charges

1. Monthly Recurring Charges are located in Section 4.8.5.
2. Non- Recurring Charges are located in Section 4.8.5.

- (1) All customers sold prior to November 16, 2009 will continue to receive 2,500 free minutes of LD, but the offer will be grandfathered on this date and no longer offered on new lines and/or new customers. The new offering will be 1,500 free minutes of outbound long distance, and the product will be called Home Essentials 1,500.
  - (2) Effective August 10, 2010, this product is no longer available.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.5 Value Line, Basic Line, Basic Plus, Essentials, Home Connections and Home Essentials Pricing

A. Monthly Recurring Charges\*

| PRODUCT          | 12-Month Term | 24-Month Term | 36-Month Term |
|------------------|---------------|---------------|---------------|
| Value Line       |               |               |               |
| Business         | \$111.95 (I)  | \$109.95 (I)  | \$107.95 (I)  |
| Residential      | \$60.95       | \$60.95       | \$60.95       |
| Basic Line       |               |               |               |
| Business         | \$111.95 (I)  | \$109.95 (I)  | \$107.95 (I)  |
| Residential      | \$60.95       | \$60.95       | \$60.95       |
| Essentials       |               |               |               |
| Business         | \$117.95 (I)  | \$115.95 (I)  | \$113.95 (I)  |
| Residential      | \$56.95       | \$56.95       | \$56.95       |
| Home Connections | \$42.95       | N/A           | N/A           |
| Home Essentials  | \$51.95       | N/A           | N/A           |
| Basic Plus       |               |               |               |
| Business         | \$115.95 (I)  | \$113.95 (I)  | \$111.95 (I)  |
| Residential      | \$60.95       | \$60.95       | \$60.95       |

\*MT –pricing moved from 84.11 – 84.13, all CLLI's are the same price for each product. Pricing for 36 Month Term added for all products

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.5 Value Line, Basic Line, Essentials, Home Connection and Home Essentials Pricing

A. Reserved for Future Use

B. Non-Recurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.1.1 of this Price Guide. All such charges will appear on the next bill following installation of the service.

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

1. Nonrecurring charges for installation of Business lines are:

|   |          |
|---|----------|
| First Line (incl. first jack w/wiring)                  | \$130.00 |
| Each Additional Line (incl. jack w/wiring) <sup>1</sup> | \$ 66.00 |
| Additional Jack w/wiring at time of install             | \$ 65.00 |
| Line Installation w/ no jack or wiring                  | \$ 65.00 |

2. Service Order Charges

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

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.6 Complete 1 Line Bundle, Complete 3 Line Bundle and T and T – PRI

A. Service Definitions

1. Complete 1 Line Bundle, Complete 3 Line Bundle and T and T - PRI

The following regulations apply in addition to other regulations stated in this and other sections of this Price Guide. Product information specific to an Facilities Based Service will be noted separately within this section. Any charges in any proposal or quotation are exclusive of taxes and surcharges. Term pricing may not be combined with any other offer. The 12-month, 24-month and 36-month term agreements are available for Services. Month-to-month service is not available. Early terminations will result in charge of \$100 x months remaining (Per Service). All Company Long Distance term offers are available in conjunction with these services.

2. Complete 1 Line Bundle

The Complete 1 Line bundle service is comprised of one Essentials line and DSL. This service is not available in all areas; the availability of this bundle is dependent on local facilities availability.

The services require a twelve, or twenty-four month term commitment.

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

The termination penalty will apply to every package in the original contract or any subsequent renewal of the contract.

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.6.A Service Definitions (Cont'd.)

3. Complete 3 Line bundle

The Complete 3 Line bundle is comprised of 2 Essentials lines and 1 line with DSL. This service is not available in all areas.

The services require a twelve, or twenty-four month term commitment.

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

The termination penalty will apply per service in the original contract or any subsequent renewal of the contract.

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

4. T

The T product offers high-speed internet access, voice lines and Primary Rate ISDN channels delivered over a T-1 circuit.

The T - Data option offers full 1.54Mbps symmetrical data for internet access and a number of additional features inclusive within the basic rates:

The T - Integrated option offers up to 24 voice lines with symmetrical data speeds burstable to 1.54Mbps with the data speed available depending upon voice utilization of the T-1 circuit bandwidth. The Integrated option also offers a number of additional features inclusive within the basic rates:

- Long distance usage allowance of 5000 minutes per billing cycle for calls made to locations within the contiguous United States.
    - Unlimited IntraLATA long distance calling
  - Voice Features:

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

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.6.A Service Definitions

5. T PRI-option

The T - PRI-option offers the following inclusive features:

- Up to 23 ISDN B-Channels for Voice with D-channel for signaling
- 20 Direct Inward Dialing (DID) Numbers
- Caller name and number presentation
- Direct cable connection from phone system
- Unlimited IntraLATA long distance calling
- Long distance usage allowance of 5000 minutes per billing cycle to locations within the contiguous United States.

The standard allowance of 5000 long distance minutes to locations within the contiguous United States

and any optional Long Distance Bundles purchased include:

- Inbound and outbound long distance calls made to locations within the contiguous United States
- 8XX Toll Free Service

Long distance usage beyond the allowance and any purchased bundle is billed at \$0.049 per minute and at \$0.069 for 8XX toll-free calls.

T does not include calling cards, international calling, calls to AK, HI, PR, and USVI other US Territories, or Canada, directory assistance calling, or voice mail. These services are provided pursuant to other Company Price Guides or Price Guide equivalents. T service is not available to telemarketing firms, Internet Service Providers (ISPs) or call center operations, and is only available in select CLLIs.

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

All charges are inclusive of regulatory and special fees. Additional Local, State, Federal & usage-based taxes will apply in accordance with regulatory requirements.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.8 General Exchange Bundles (Cont'd.)

4.8.6 .B. Service Regulations

T, T – PRI option

1. Responsibility of the Customer

Customers subscribing to Service must execute a written term agreement in a form designated by the Company, which shall include without limitation, Customer's term selection.

Prior to installation of service, the Company will deliver a T1 or DSL circuit to Customer's premises (the "Circuit Delivery Date"). In the event that installation of Services is postponed, but postponed less than twenty-one (21) days from the Circuit Deliver Date due to Customer delays, billing will commence on the date Service is installed. If installation of Service is postponed more than twenty-one (21) days from the Circuit Delivery Date due to Customer delays, billing will commence on the twenty-first (21st) day from the Circuit Delivery Date. In the event that installation and turn-up of Services is postponed for any time period due to Company delays, billing will commence on the date service is installed.

Service may be used only for interconnection to Private Branch Exchange (PBX) systems. Interconnection with modem pooling devices, remote access service, automated dialing equipment, automated call distribution systems, routers or similar systems is prohibited. Service may not be used by Internet Service Providers, or as a component of a telecommunications service sold to or otherwise made available to third parties. Calls terminating to Service cannot be subsequently routed or otherwise forwarded to destinations other than Customer's premises.

In addition to the rates and charges contained in this Price Guide, the Customer is responsible for the payment of all related charges for miscellaneous and supplemental service as specified in this and other Price Guides of the Company.

(SLA) 2. Service Level Agreement

Every product will have a SLA, please review the signed SLA for specifications.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7)

A. Resold Services

1. Main Service - Business Rates

| Schedule              | Access<br>Line (2) | Toll<br>Terminal<br>Trunks (3) | Two-Way<br>Trunks (3) | One-Way<br>Originating<br>Trunks (3) |
|-----------------------|--------------------|--------------------------------|-----------------------|--------------------------------------|
| 1                     | \$24.00            | \$24.00                        | \$24.00               | \$24.00                              |
| 2                     | \$26.00            | \$26.00                        | \$26.00               | \$26.00                              |
| 3                     | \$31.00            | \$31.00                        | \$31.00               | \$31.00                              |
| 4                     | \$34.00            | \$34.00                        | \$34.00               | \$34.00                              |
| 5                     | \$34.00            | \$34.00                        | \$34.00               | \$34.00                              |
| Metropolitan Exchange |                    |                                |                       |                                      |
| 6                     | \$40.00            | \$40.00                        | \$40.00               | \$40.00                              |
| 7                     | \$43.18            | \$43.18                        | \$43.18               | \$43.18                              |

2. Main Service - Residential Rates

| Schedule              | Access<br>Line (2) |
|-----------------------|--------------------|
| 1                     | \$12.12            |
| 2                     | \$12.67            |
| 3                     | \$13.52            |
| 4                     | \$13.97            |
| 5                     | \$14.27            |
| Metropolitan Exchange |                    |
| 6                     | \$15.62            |
| 7                     | \$16.24            |

3. Telebranch - Rates (3)

|     |   |                         |
|-----|---|-------------------------|
| (a) | USOC<br>RCFVE<br>RCFVS<br>RCFVF                       | Monthly Rate<br>\$16.00 |
| (b) | RCA   | \$16.00                 |
| (c) | Local TeleBranch, flat-rate<br>usage, per access path | \$10.60                 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7), (Cont'd.)

B. Residence Services - Price Packages

1. Navigator Basic (5)

|  | Monthly charge |
|--|----------------|
| Single Residential Phone Line            | \$18.95        |
| 30 Minutes of Long Distance Calls<br>(1) | Included       |
| Monthly Long Distance Fee                | Included       |

2. Navigator Basic Plus (4)

|                               | Monthly charge |
|-------------------------------|----------------|
| Single Residential Phone Line | \$22.95        |
| Call Waiting                  | Included       |
| Three-Way calling             | Included       |
| Caller ID with Name           | Included       |

3. Navigator Premium (5)

|   | Monthly charge |
|---|----------------|
| Single Residential Phone Line           | \$30.95        |
| Call Waiting                            | Included       |
| Three-Way calling                       | Included       |
| Call Forwarding                         | Included       |
| Caller ID with Name                     | Included       |
| 60 Minute of Long Distance Calls<br>(1) | Included       |
| Monthly Long Distance Fee               | Included       |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7), (Cont'd.)

B. Residence Services - Price Packages

4. SmartTime Unlimited (5)

|                               | Monthly charge |
|-------------------------------|----------------|
| Single Residential Phone Line | \$43.95        |
| Caller ID                     | Included       |
| Call Waiting                  | Included       |
| Call Waiting ID               | Included       |
| Call Waiting ID Options       | Included       |
| Three - Way Calling           | Included       |
| Unlimited Long Distance Calls | Included       |

5. SmartTime 400 (5)

|                                   | Monthly charge |
|-----------------------------------|----------------|
| Single Residential Phone Line     | \$41.95        |
| Caller ID                         | Included       |
| Call Waiting                      | Included       |
| Three-Way calling                 | Included       |
| 400 Minute of Long Distance Calls | Included       |

6. Toll Saver (5)

|                                      | Monthly charge |
|--------------------------------------|----------------|
| Single Residential Phone Line        | \$34.95        |
| Caller ID                            | Included       |
| Call Waiting                         | Included       |
| 60 Minute Long Distance Calling Card | Included       |
| Toll Restriction                     | Included       |

7. Toll Saver Plus (5)

|                                      | Monthly charge |
|--------------------------------------|----------------|
| Single Residential Phone Line        | \$44.95        |
| Caller ID Deluxe                     | Included       |
| Call Waiting Deluxe                  | Included       |
| Three-way Calling                    | Included       |
| 60 Minute Long Distance Calling Card | Included       |
| Toll Restriction                     | Included       |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7), (Cont'd.)

C. Business Services - Price Packages

1. SmartTime Unlimited for Business (6)

Description

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

Regulations

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

Rates

- (a) SmartTime Unlimited for Business - Recurring Charges, per line
  - Rate Groups 1-3 \$58.99
  - Rate Groups 4-7 \$48.99

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7), (Cont'd.)

C. Business Services - Price Packages, (Cont'd.)

2. SmartTime for Business (6)

Description

- (a) This offering is available only to business customers (coin lines are not eligible) and provides for unlimited local calling. Long distance calling is billed at \$0.55 per minute. The customer may choose an unlimited number of features.

Regulations

- (a) The customer must commit to at least a one-year term agreement to be eligible for the service.
- (b) Long distance calls for business customers at \$0.055 per minute is only for calls within the 48 contiguous United States. Calls made to points outside of the contiguous 49, including all international calls, are not included in this offer, and will be billed at applicable rates. Taxes, fees and any EAS charges also apply.

Rates

- (a) SmartTime for Business - Recurring Charge, per line

|                |         |
|----------------|---------|
| Rate Group 1-3 | \$37.99 |
| Rate Group 4-7 | \$24.99 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7), (Cont'd.)

C. Business Services - Price Packages, (Cont'd.)

3. SmartATM (2)

Description

- (a) The SmartATM Service is only available to business subscribers and provides the following services (includes Touch-Tone):
- Business individual lines for Automated Teller Machines, only.
  - Unlimited calling to 800 toll-free numbers.
- (b) The rate specified herein is subject to a 12-month service term.

Regulations and Service Limitations

- (a) Calls made outside the parameter of the service description shown above are subject to normal charges.
- (b) Charges for this service commence when the company's information records are posted and are payable monthly in advance.
- (c) charges for service are automatically discontinued upon service termination.
- (d) If service is terminated before the 12-month term, a charge of \$10 per month will be applied for each line currently or previously classified as a SmartATM line. This charge will be imposed based upon the remainder of the commitment period.
- (e) existing SmartATM subscribers may not take advantage of special promotions or rate changes prior to the end of the 12-month service term. This is applicable to existing lines only. New lines may qualify for any special promotions or price changes.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.9 NAVIGATOR SERVICES (1)(7), (Cont'd.)

C. Business Services - Price Packages, (Cont'd.)

3. SmartATM (2)

Rates

- (a) The following monthly rates will apply for the SmartATM service.

| Service Category | Rate Groups | Rate    |
|------------------|-------------|---------|
| SmartATM         | 1-3         | \$27.00 |
|                  | 4-5         | \$27.00 |
|                  | 6-7         | \$30.00 |

- (b) Message rates

| Service Category | Rate Group    | Rate   |
|------------------|---------------|--------|
| Per Minute       | All Exchanges | \$0.05 |

D. Footnotes

- (1) Some former Navigator customers may have special pricing arrangements that deviate from the rates in this section.
  - (2) Former Navigator customers using this product will now be billed under the product name Value Line.
  - (3) Effective November 18, 2008, this service is no longer offered.
  - (4) Former Navigator customers using this product will now be billed under the product name Home Connection.
  - (5) Former Navigator customers using this product will now be billed under the product name Home Essentials.
  - (6) Former Navigator customers using this product will now be billed under the product name Essentials.
  - (7) Former Navigator customers will be billed a bundled flat line rate effective November 18, 2008. Any metered or measured usage, along with certain fees, will be combined into a single bundled flat line rate. The new bundled local rate has been calculated by adding together the main line rate, the monthly average, over the last six months, of local usage charges for any measured or metered use, any local or extended area calling plan charges, any business or residential package charges, the End User Common Line Charge, the Pre-subscription Charge and the Access Recovery surcharge fees. In summary, the new bundled rate reflects the customer's previous Navigator rates for the same services and fees.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (1)

4.10.1 Residential Price Packages

A. Home Essentials (2)

1. Home Essentials is equipped with:

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

2. Monthly Recurring Charges:

|          | Current Rate |
|----------|--------------|
| Per Line | \$74.50      |

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

|   |
|---|
| Former Cleartel Product<br>Names<br>Residential Enhanced<br>Residential Unlimited<br>Home Basics<br>Residential<br>Home Unlimited Residential |
|---|



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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (1) (Cont'd.)

4.10.1 Residential Price Packages (Cont'd.)

A. Home Essentials (2) (Cont'd.)

4. Non-Recurring Charges are located in Sections 4.8.5.B of this Price Guide.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.11 of this Price Guide.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Unified Messaging or Voicemail to Home Essentials. There's a maximum 20 extensions per voicemail box.

(1) Effective December 9, 2009, any former Cleartel product listed in the Monthly Recurring Charges sections throughout Section 4.10 of this Price Guide will now be billed as the corresponding product being defined in that section.

(2) Effective December 9, 2009 this product is Grandfathered and no longer available.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.2 Business Price Packages

A. Value Line (1)

1. Value Line is equipped with:

Basic Business Line

2. Monthly Recurring Charges:

|          | Current Rate |
|----------|--------------|
| Per Line | \$34.50      |

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

| Former Cleartel Product Names |
|-------------------------------|
| Business Line                 |

4. Non-Recurring Charges are located in Section 4.8.5.B of this Price Guide.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Features can be purchased at “a la carte” rates – see Section 4.11 of this Price Guide.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Unified Messaging or Voicemail to Value Line. There is a maximum of 20 extensions per voicemail box.

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(1) Effective December 9, 2009 this product is Grandfathered and no longer available.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.2 Business Price Packages (Cont'd.)

B. Basic (1)

1. Basic is equipped with:

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

2. Monthly Recurring Charges:

|          | Current Rate |
|----------|--------------|
| Per Line | \$33.50      |

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

|   |
|---|
| Former Cleartel Product Names<br>NII Business Line - Fax Line |
|---|

4. Non-Recurring Charges are located in Section 4.8.5.B of this Price Guide.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.11 of this Price Guide.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Unified Messaging or Voicemail to Basic. There is a maximum of 20 extensions per voicemail box.

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(1) Effective December 9, 2009 this product is Grandfathered and no longer available.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.2 Business Price Packages (Cont'd.)

C. Basic Plus (1)

1. Basic Plus is equipped with:

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

2. Monthly Recurring Charges:

|          | Current Rate |
|----------|--------------|
| Per Line | \$34.50      |

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

| Former Cleartel Product Names |
|-------------------------------|
| NII Business Line             |
| NII Business Line - Flat Line |

4. Non-Recurring Charges are located in Section 4.8.5.B of this Price Guide.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.11 of this Price Guide.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Unified Messaging or Voicemail to Basic Plus. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 9, 2009 this product is Grandfathered and no longer available.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.2 Business Price Packages (Cont'd.)

D. Essentials (1)

1. Essentials is equipped with:

Basic Business Line  
Unlimited Features  
Unlimited Local Intra-LATA Long Distance  
1,500 Minutes of Domestic Inter-LATA Long Distance  
Free Hunting

2. Monthly Recurring Charges:

|          | Current Rate |
|----------|--------------|
| Per Line | \$66.00      |

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

| Former Cleartel Product Name  |                              |
|-------------------------------|------------------------------|
| Roundup Line 40 Min Free Ld   | Simple Business Premium Line |
| Simbus Roundup Line W/Ld      | Simple Business Pro Line     |
| Simple Bus Premium W/Internet | Simple Business Roundup      |
| Simple Bus Pro W/Internet     | Simple Business Roundup Line |
| Simple Business Basic Line    |                              |

4. Non-Recurring Charges are located in Section 4.8.5.B of this Price Guide.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.11 of this Price Guide.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Unified Messaging or Voicemail to Essentials. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 9, 2009 this product is Grandfathered and no longer available.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.3 Customer Owned Pay Telephone (COPT) Service

1. Description

- Customer Owned Pay Telephone (COPT) Service is a two-way, or, optionally, a one-way originating only business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer/subscriber premises, and the network interface. 900/976 call restriction are provided at no additional charge. 900/976 call restriction restricts calls to these pay-per-call information services to only those calls which are alternately billed.
  - No person, business, government or entity of any type will be permitted to subscribe to COPT where such service is being used primarily for the purpose of placing directory assistance calls. If such COPT is installed and is subsequently discovered by the Telephone Company by whatever means, that such service is being used primarily for the purpose of placing directory assistance calls, such service will be disconnected after giving the customer a written 20-day notice of violation and disconnection. The Telephone Company further reserves the right to refuse to connect, or re-connect, such COPT at such premises in the future.
  - The COPT customer shall sign an agreement to indemnify and hold Fusion Communications harmless from any and all loss, damage and expense occasioned by, or arising out of, claims for injury to persons or damage to property caused by, or contributed to, by the provision of detailed toll billing records to the COPT customer by mi communications, including but not limited to, any disclosure of said detailed toll billing records by the COPT customer. Detailed toll billing records include only toll calls billed by Fusion Communications. The COPT telephone number will be omitted from the directory and directory assistance records at no additional charge.
  - At the customer's request, a primary listing will be provided at no charge in the local telephone directory for the exchange where the service is provided.
  - The Company will not initiate a maintenance service call or take any other action in response to a trouble report on a COPT line until such time as requested by the pay telephone owner or its agent. The pay telephone owner must keep the Company advised of the identity of the pay telephone owner or agent authorized to request a maintenance service call.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

1. Description (Cont'd.)

- The Company will provide directory assistance service under the provisions of this Price Guide. However, the Company is not required to provide such service to COPT lines accessible to inmates of confinement facilities. The customer shall be responsible for the installation, operation and maintenance of the COPT used in connection with this service.
    - (a) The customer shall be responsible for the payment of Maintenance of service Charges, as provided for in Section 4.8.5.B of this Price Guide. The customer is responsible for visits by a Fusion Communications dispatched technician to the customer's premises when a service difficulty or trouble report results from the use of customer-provided pay telephones and the maintenance/repair call is authorized by the owner or agent.
  - The COPT provider is responsible for the payment of charges for all local and toll messages.
  - The COPT provider must comply with all applicable federal, state and local laws and regulations.
  - COPT may be connected to, from, or through a customer-provided telecommunications switching system, provided that the pay telephone service provider meets all requirements. The pay telephone service provider must ensure that access to E-911, 911, and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E-911 and 911. This access configuration is not allowed if it prevents usage measurement, by Fusion Communications, of the COPT access line.
  - Pay telephone must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

2. Call Screening and Services

A. Billed Number Screening (BNS)

1. BNS is provided at the customer's option at no charge. It is a process by which the Carrier (LEC, IXC, OSP, etc.) validates customer acceptance of incoming Billed to Third Party or Collect calls by means of a data base query.
  2. Customers who elect not to subscribe to Billed Number Screening, as described in paragraph A.1. preceding, will be fully responsible for all collect calls and third number billed calls which are billed to customer's exchange access line. Fusion Communications shall have no responsibility to adjust any such charges and/or release customer from paying such charges. Customer will hold Fusion Communications harmless from and against any liability or loss resulting from all such collect calls and third number billed calls.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

2. Call Screening and Services (Cont'd.)

B. Selective Class of Call Screening (SCOCS)

1. SCOCS is an optional service feature which may be provided where such facilities are available. It enables a customer, by means of a Company provided line screening code to restrict outgoing operator handled calls from a designated access line to only those calls which are charged to the called number (Collect), a third number or a Calling Card account.

- SCOCS is only effective where (1) the Company carries the call, or (2) when the carrier (LEC, IXC, OSP) or other entities which carries the call recognizes the originating line screening which identifies the line as one that subscribes to SCOCS and only permits calls in conformity therewith.
  - However, if the customer subscribes to SCOCS, the customer will not be responsible for message charges incurred for calls placed in violation of the call screening restrictions. If a carrier for which the Telephone Company is the billing agent carries a call from a line subscribed to SCOCS, the Telephone Company will adjust such message when the customer brings the situation to the Telephone Company's attention. Such message charges will be charged back as uncollectible to the carrier.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

2. Call Screening and Services (Cont'd.)

B. Selective Class of Call Screening (SCOCS) (Cont'd.)

2. Originating line screening for a designated COPT access line can be arranged by providing one of the three following types of SCOCS.
    - (a) Type 1: Basic SCOCS - An outgoing call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect Call), a third telephone number, or a Calling Card account.
    - (b) Type 2: Collect Only-Inmate calls: Under this arrangement only an outgoing call billed to a called telephone number (Collect Call) is permitted.
    - (c) Type 3: Coinless Only SCOCS - An outgoing call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect Call), a third telephone number, or a Calling Card account.
  3. No variation, alteration or refashion of the screening codes, billing restrictions, applicable access or other general provision of SCOCS will be permitted.
  4. In those serving central offices where call screening is not available, the Company will not bill any call, including, but not limited to, third number billed, collect, "0" or "0+" calls to a number which has been clearly identified as a pay telephone to the Company-provided operator at the time of the call attempt. However, the Company will not be responsible for refunds of adjustment of charges for calls placed through other than Company-provided operators.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

2. Call Screening and Services (Cont'd.)

B. Selective Class of Call Screening (SCOCS) (Cont'd.)

5. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Services and to public emergency numbers, such as 911, will be permitted from the COPT access line. However, these requirements may be waived when pay telephones are accessible to inmates in confinement facilities.
6. All Customers who elect not to subscribe to Selective Class of Call Screening, as described in this Section, will be fully responsible for all calls billed to customer's exchange access line. The Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

C. Central Office Call Blocking

1. Local and "1+" call blocking provides central office blocking of all local calls (7 digit) and direct dialed toll calls from coinless telephones. However, a uniform access code 950-XXXX assigned to a carrier for its international communications is not blocked but is routed to that carrier. The calls blocked include, but are not limited to 111+11, 1110XXX+111, "IOXXX+011", "IOIXYXX+I" and "IOIXXXX+011" type calls. This service is offered in serving offices where facilities exist.
  2. International Direct Dialed (IDD) call blocking is an optional service arrangement which provides central office blocking of direct dialed international calls ("011", "IOXXX+0 II" and 10 1 XXXX+O II") from coin operated telephones to telephone numbers outside the North American Dialing Plan. This service is offered in serving offices where facilities exist. Customers who elect not to subscribe to IDD call blocking shall be responsible for the payment of all charges associated with IDD calls and shall indemnify and hold Fusion Communications harmless from any and all loss and expense occasioned by fraudulent international calls which may be placed from the COPT access line.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

2. Call Screening and Services (Cont'd.)

D . Answer Supervision - Line Side

Answer Supervision - Line Side provides "off-hook" supervisory signals to customer premises equipment. These signals originate from the "called" party's serving (terminating) central office to a line interface at the "calling" party's serving (originating) central office. This feature provides the signal that allows billing to begin. This feature is not compatible with the Call Waiting, Speed Calling and Three-Way Calling features when provided Selective Class of Call Screening.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

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

3. Violation of Regulations

- A. If a COPT subscriber is in violation of a provision, the Company will notify the COPT subscriber of the violation in writing. Such notice must refer to the specific provisions being violated. The notice must state that the COPT subscriber is subject to disconnection by the Company for violation of the Price Guide unless the violation is corrected and the Company is notified, in writing, within 20 days of receipt of such notice that the violation has been corrected. The Company may disconnect service for violation of the Price Guide on or after the 20th day after receipt of the notice by the COPT subscriber, if the COPT subscriber did not notify the Company in writing within 20 days of receipt of the notice that the violation was corrected. However, if the COPT subscriber has filed a complaint with the commission regarding the disconnection and has provided the Company with a copy of the complaint that indicates that the complaint has been filed with the Commission's complaint office, within 20 days of receipt of the notice of violation the Company will not disconnect service pending resolution of the complaint by the Commission.
- B. Where a pay telephone is discovered to be connected to the network and is being billed under any Price Guide other than the COPT Price Guide, the Telephone Company will back-bill the difference between the COPT rate for 6 months, and the rate the customer actually paid, unless the customer can show that the pay telephone instrument was connected at a later date, in which case the back-billing shall run from the date of connection.
- C. If a customer fails to pay the amount back-billed, the Telephone Company shall suspend service on the COPT access line and on any other business service provided by the Telephone Company to the COPT customer, until such time as the back-billed amount is paid in full.

4. Monthly Recurring Charge = \$39.95

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.4 Reserved for future use.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.5 NOW Communications Prepaid Services

A. NOW Value Line

1. NOW Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

|          |         |
|----------|---------|
|          | Current |
|          | Rate    |
| Per Line | \$37.95 |

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

|  |
|--|
| Former Cleartel Product<br>Name<br>Residential Basic |
|--|

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
  - Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
  - Features can be purchased at “a la carte” rates – see Section 4.11 of this Price Guide. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
  - The availability of certain features depends on ILEC feature availability.
  - Caller ID Customers must provide and connect their own compatible CPE.
  - Product may not be available in all CLLIs.
  - An additional charge will apply when adding Unified Messaging or Voicemail to NOW Value Line. There is a maximum of 20 extensions per voicemail box.
  - Inside Wire Maintenance can be added with this product, but only at time of install.
  - There is no pro-ration or de-ration with prepay product, features and services.
  - Once payment is made, it will not be refunded if disconnected before the end of the month paid.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.5 NOW Communications Prepaid Services (Cont'd.)

B. NOW Basic

1. NOW Basic is equipped with:

Basic Residential Line  
Caller ID Deluxe  
Call Waiting

2. Monthly Recurring Charges:

|          | Current<br>Rate |
|----------|-----------------|
| Per Line | \$42.95         |

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

| Former Cleartel Product<br>Name |
|---------------------------------|
| Residential Enhanced            |



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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.5 NOW Communications Prepaid Services (Cont'd.)

B. NOW Basic (Cont'd.)

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
  - Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service. (1)
  - Declining free features does not reduce the package rate.
  - Additional features can be purchased at “a la carte” rates – see Section 4.11 of this Price Guide. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
  - The availability of certain features depends on ILEC feature availability.
  - Caller ID Customers must provide and connect their own compatible CPE.
  - Product may not be available in all CLLIs.
  - An additional charge will apply when adding Unified Messaging or Voicemail to NOW Basic. There is a maximum of 20 extensions per voicemail box.
  - IW Maintenance can be added with this product, but only at time of install.
  - There is no pro-ration or de-ration with prepay product, features and services.
  - Once payment is made, it will not be refunded if disconnected before the end of the month paid.
5. 300 Prepaid LD Minutes - Available only to prepaid residential customers with the NOW Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for an additional \$8.00 per month. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.10 CLEARTEL SERVICES (Cont'd.)

4.10.5 NOW Communications Prepaid Services (Cont'd.)

C. NOW Essentials

1. NOW Essentials is equipped with:

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

2. Monthly Recurring Charges:

|          | Current<br>Rate |
|----------|-----------------|
| Per Line | \$74.95         |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.10.4 of this Price Guide.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Unified Messaging or Voicemail to NOW Essentials. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.

Once payment is made, it will not be refunded if disconnected before the end of the month paid.

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.11 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.8.5.B for applicable rates.

| Feature Description        | Business    | Residential |
|----------------------------|-------------|-------------|
| 3 Way Calling              | \$10.00     | \$6.90      |
| 3 Way Calling w/Transfer   | \$8.05      | \$5.18      |
| Call Block                 | \$4.45      | \$3.45      |
| Call Forward Busy          | \$10.00     | \$2.88      |
| Call Forward Variable      | \$10.00     | \$6.90      |
| Call Fwd Don't Answer w/RC | \$10.00     | \$2.42      |
| Call Return                | \$6.90      | \$3.97      |
| Call Tracing               | \$10.35     | \$10.35     |
| Call Waiting               | \$11.99     | \$6.90      |
| Call Waiting w/CID Opt     | \$1.32      | \$1.15      |
| Caller ID                  | \$15.95     | \$10.99     |
| Caller ID Block            | \$5.75      | \$5.75      |
| Caller ID Deluxe           | \$15.95     | \$8.63      |
| Distinctive Ring           | \$7.11      | \$4.25      |
| Enhanced Caller ID         | \$8.05      | \$5.75      |
| Hunting                    | \$19.00     | \$6.00      |
| Preferred Call Forwarding  | \$6.61      | \$5.75      |
| Remote Access to Call Fwd  | \$5.75      | \$2.88      |
| Repeat Dialing             | \$6.90      | \$3.97      |
| Restrict International     | \$5.95      | \$5.95      |
| Restrict Toll              | \$6.95      | \$5.95      |
| Simultaneous Forwarding    | Call \$5.52 | \$5.52      |
| Speed Call 30              | \$8.05      | \$8.05      |
| Speed Call 8               | \$7.48      | \$6.90      |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.13 Lightyear Communications

The following products are obsolete or grandfathered and their name changed to the product as outlined below.

A. Basic Plus

BizValue  
HOME Opportunity Addt'l Line  
Opportunity Plan  
Starter Plan

B. T PRI

LY BIZ Local PRI

C. T Integrated

Dynamic T-1 Loop A Monthly  
Loop A Monthly Charge  
New DT-1 23 lines

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.14 Remote Call Forwarding

1. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (terminating station).
2. Limitations
  - (a) Remote Call Forwarding service is offered subject to availability of suitable facilities.
  - (b) RCF is not offered where the terminating number is a coin or coinless pay telephone.
  - (c) The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.
  - (d) Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction. The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs. Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded to number or termination of the RCF service. The RCF customer will be responsible for normal Price Guide

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.14 Remote Call Forwarding (Cont'd.)

- (e) Remote Call Forwarding is not suitable for satisfactory transmission of data.
  - (f) RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
  - (g) When the Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
  - (h) Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area within the same county, or are within an Extended Area Service arrangement as specified in this Price Guide. All other calls will be sent-paid (1+) only.
  - (i) Where a business directory listing is provided for the RCF number, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
  - (j) Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access paths. Where the other subscriber contests such forwarding or the number of access paths, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the Price Guided charges for any resulting rearrangement of the RCF service.
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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.14 Remote Call Forwarding (Cont'd.)

3. The minimum contract period for this service is one month.
4. Charges

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

Monthly Rate

- |   |         |
|---|---------|
| (a) Per feature arranged for other than local calling | \$33.50 |
| (b) Per feature arranged for local calling            | \$33.50 |
| (c) Per additional access facility                    | \$33.50 |

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.14 Remote Call Forwarding (Cont'd.)

4. Message Charges

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

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

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

6. Remote Call Forward Additional Path \$33.50/each

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

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.15 Sage Telecom Communications, LLC

The following products are obsolete or grandfathered and their name changed to the product as outlined below.

1. Essentials

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EASYCALL PLAN  
HOME CHOICE 180  
PREMIERCALL PLAN  
REGIONAL SERVICE PACKAGE  
SAGE EZCHOICE PLAN  
SAGE INTERNATIONAL VALUE PLAN  
SAGE NATIONWIDE ADVANTAGE  
SAGE NATIONWIDE CALLING PLAN  
SAGE NATIONWIDE VALUE  
SAGE PREFERRED VALUE  
SAGE SAVER BASIC  
SAGE SAVER NATIONWIDE  
SAGE SAVER PLUS  
SAGE SMARTVALUE  
SAGE SUPER SAVINGS  
SAGE SUPER SAVINGS PLUS  
SAGE VALUECHOICE PLAN  
SIMPLY SAVINGS  
SIMPLY SAVINGS COMPLETE  
SIMPLY SAVINGS ESSENTIALS  
SIMPLY SAVINGS ESSENTIALS REGIONAL  
SIMPLY SAVINGS PLUS  
SIMPLY SAVINGS PREFERRED  
SIMPLY SAVINGS REFERRED REGIONAL  
SIMPLY SAVINGS UNLIMITED  
VALUEPLUS PLAN

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LOCAL SERVICES PRICE GUIDE

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SECTION 4 – SERVICES (CONT'D.)

4.13 Promotions

From time to time, the Company may engage in promotional offerings or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings or trials, the Company may offer special rate incentives and waive in full or in part Installation/Move Charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company.

The Company shall notify the Director of the Public Utility Division (PUD) by letter specifying the service(s) offered, terms and conditions of the promotion, location and dates of each promotional period, which notice shall be provided in accordance with applicable Commission rules.