

CONVERSENT COMMUNICATIONS RESALE L.L.C.

d/b/a One Communications

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

WITHIN THE STATE OF OHIO

This Product Guide applies to the end-user telecommunications services furnished by Conversent Communications Resale L.L.C. d/b/a One Communications ("Carrier") between one or more points in the State of Ohio. A tariff for certain products is on file with the Public Utilities Commission of Ohio, and copies may be inspected, during normal business hours, at Carrier's principal place of business, 5 Wall Street, Burlington, MA 01803.

Conversent Communications Resale L.L.C. d/b/a One Communications agrees to abide by the regulations contained in the Minimum Telephone Service Standards as set forth in the Ohio Administrative Code.

Customers have certain rights and responsibilities under the Minimum Telephone Service Standards (Ohio Administrative Code 4901:1-5) (MTSS). These safeguards can be found in the Appendix to Ohio Administrative Code 4901:1-5-03, which is entitled "Telephone Customer Rights and Responsibilities". These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

CHECK SHEET

The pages of this product guide are effective as of the date shown. The original and revised Sheets named below contain all changes from the original product guide and are in effect on the date shown.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
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2	Second*	35	Original	68	Original	101	First*
3	First	36	Original	69	Original	102	Original
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20	Original	53	Original	86	Original	118	Original
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23	Original	56	Original	89	Original		
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*New or Revised.

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EXPLANATION OF SYMBOLS

A revision of a product guide page is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

- C - Change in Regulation
- D - Discontinued rate or regulation
- I - Increased rate
- M - Moved from another product guide location
- N - New rate or regulation
- R - Reduction in a rate or charge
- S – Reissued matter
- T - Changed in text but no change in rate or regulation

EXPLANATION OF TERMS

ACCESS LINE

An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Subscriber's location to Carrier's location or switching center.

AGENCY

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

ALTERNATE ROUTING ("AR")

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes for a period (night service).

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTHORIZATION CODE - A numerical code, one or more of which may be assigned to a Subscriber, to enable Carrier to identify the origin of service User so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Subscriber shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

EXPLANATION OF TERMS (Cont'd.)

AUTOMATIC NUMBERING IDENTIFICATION (ANI)

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

CALL INITIATION

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

CALLING CARD

A postpaid or prepaid calling card issued by Carrier which allows Subscribers and/or Users to make telephone calls and charge the calls to a postpaid or prepaid account. Calls charged to a Carrier-issued postpaid Calling Card will appear on the Subscriber's regular monthly bill. Calls charged to a Carrier-issued prepaid Calling Card will be charged against the debit account.

CARRIER OR COMPANY

Refers to Conversent Communications Resale L.L.C.d/b/a One Communications.

EXPLANATION OF TERMS (Cont'd.)

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

COMMISSION

Public Utilities Commission of Ohio.

COMMON CARRIER

A company or entity providing telecommunications services to the public.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Product Guide and utilizes service provided under Product Guide by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Product Guide.

CUSTOMER PREMISES EQUIPMENT ("CPE")

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

EXPLANATION OF TERMS (Cont'd.)

DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch tone)

E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXPLANATION OF TERMS (Cont'd.)

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

EXPLANATION OF TERMS (Cont'd.)

HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

EXPLANATION OF TERMS (Cont'd.)

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

The term "Local Access Transport Area" denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communications services.

LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

EXPLANATION OF TERMS (Cont'd.)

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

LOOPS

Segments of a line that extend from the serving central office to the originating and to the terminating point.

MEASURED CHARGE

A charge assessed on a per minute basis in calculating a portion of the charges due for a completed interexchange call.

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

EXPLANATION OF TERMS (Cont'd.)

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PORT

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame, during which calls to a number that has been changed, will be sent to a recording which will inform the caller of the new number.

EXPLANATION OF TERMS (Cont'd.)

SELECTIVE ROUTING ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

SUBSCRIBER/CUSTOMER

The person or legal entity which enters into arrangements for Carrier's telecommunications services and is responsible for payment of Carrier's services.

TELECOMMUNICATIONS

The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or other similar communications.

TERM

The time frame by which the Subscriber agrees to be served by the Carrier.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

USER

The person(s) utilizing Carrier's services.

1 - APPLICATION OF PRODUCT GUIDE

1.1 Application of Product Guide

- A. This Product Guide contains the regulations and rates applicable to intrastate local exchange and interexchange telecommunications services provided by Carrier for telecommunications between points within the State of Ohio. Carrier's services are furnished subject to the availability of facilities and subject to the terms and conditions of this Product Guide.
- B. The rates and regulations contained in this Product Guide apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by an interexchange telephone company or other common carrier for use in accessing the services of Carrier.
- C. The Subscriber is entitled to limit the use of Carrier's services by Users at the Subscriber's facilities, and may use other common carriers in addition to or in lieu of Carrier.
- D. At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this Product Guide. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering for the first contract Customer as specific in each individual contract.
- E. All telephone companies are subject to the commission's rules for minimum telephone service standards (MTSS) found in Chapter 4901:1-5 of the Administrative Code. Telephone company Product Guides should inform customers that they have certain rights and responsibilities under the MTSS and that these safeguards can be found in the appendix to rule 4901:1-5-03 of the Administrative Code. These rights and responsibilities include compliant handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Undertaking of the Company

The Company shall be responsible only for the installation, operation and maintenance of service that it provides and does not undertake to transmit messages under this Product Guide.

Services provided under this Product Guide are provided 24 hours a day, seven days per week, unless otherwise specified in applicable sections of this Product Guide.

2.1.2 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications. The Company undertakes to furnish communications service pursuant to the terms of this Product Guide in connection with one-way and/or two-way information transmission between points within the State of Ohio.

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

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.2 Obligation of the Company (Cont'd.)

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until the indebtedness is satisfied.

2.1.3 Use of Service

- A. Carrier's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- B. The use of Carrier's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- C. The use of Carrier's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- D. Carrier's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- E. Carrier does not transmit messages pursuant to this Product Guide, but its services may be used for that purpose.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.3 Use of Service (Cont'd.)

- F. Carrier's services may be denied for nonpayment of charges or for other violations of this Product Guide in compliance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.
- G. Carrier's services may be denied for any use by Customer that is illegal, or poses an undue risk or liability to Carrier, or is obtained through fraud or willful misrepresentation in compliance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.
- H. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.
- I. Recording of telephone conversations of service provided by the Company under this Product Guide is prohibited except as authorized by applicable federal, state and local laws.
- J. The Customer remains solely responsible for all use of service ordered by it or billed to its account(s) pursuant to this Product Guide, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use.
- K. Carrier's services shall not be used to transmit impermissible content.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.3 Use of Service (Cont'd.)

L. PROHIBITED USES

- (1) The services the Company offers shall not be used for any unlawful purpose or for any use as to which Customer has not obtained all governmental approvals, authorization, licenses, consents and permits required to be obtained by the Customer with respect hereto.
- (2) The Company may require applicants for service who intend to use the Company's offerings for shared use to demonstrate that their use of the Company offerings complies with relevant laws, regulations, policies, orders, and decisions.
- (3) The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- (4) A Customer may not use the services so as to interfere with or impair service over any facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.
- (5) Customer use of any service obtained from other service providers by the Company and resold to Customer shall also be subject to any applicable restrictions in the underlying providers' publicly available Product Guides.
- (6) The services of the Company shall not be used to transmit impermissible content.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.4 Limitations

- A. Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Product Guide. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this Product Guide.
- B. The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this Product Guide), or when service is used in violation of provisions of this Product Guide or the law in compliance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.
- C. The Company does not undertake to transmit messages, but offers the use of its service when available, and, as more fully set forth elsewhere in this Product Guide, shall not be liable for errors in transmission or for failure to establish connections.
- D. The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.
- E. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Product Guide until the indebtedness is satisfied.

2.1.5 Customer-Authorized Use

Any service provided under this Product Guide may be shared (jointly used) with other persons at the Customer's option. The Customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Product Guide, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.6 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the Customer's premises, including loss or damage caused by agents, employees or independent contractors of the Customer through any negligence.

2.1.7 Minimum Use Contracts

The Company may offer services which require a minimum use guarantee ("MUG"). The Subscriber agrees to pay the minimum amount per period agreed to upon commencement of service. Subscribers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement (even though this is below their actual usage amount).

Should the Subscriber choose to terminate a MUG agreement prior to its expiration date, the Subscriber will be liable for the minimum usage requirements contained in the agreement multiplied by the number of months remaining in the term, unless, with the Carrier's approval, Subscriber converts to another Company service with equal or greater term and minimum usage commitments.

If no minimum usage requirement is specified in the agreement, upon early termination of Subscriber's agreement, Subscriber will be liable for its monthly average usage (calculated over the last three full months immediately preceding the date of termination) multiplied by the number of months remaining in the term. The minimum initial billing liability period for any service under this section is one month. Subsequent periods shall be for additional one-month increments unless otherwise specified.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.8 Limitations on Liability

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this Product Guide. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.8 Limitations on Liability (Cont'd.)

- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- E. The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company that may be installed at the premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.
- F. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.8 Limitations on Liability (Cont'd.)

- G. The Company shall not be liable for any damages resulting from delays in meeting any service date due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals, and delays in actual construction work.
- H. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- I. The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment that the Company does not furnish or for any act or omission of Customer or any other entity furnishing facilities or equipment used for or in conjunction with the Company's service.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.8 Limitations on Liability (Cont'd.)

- J. The Company is not liable for any claims for loss or damages involving:
- (1) Breach in the privacy or security of communications transmitted over the Company's facilities;
 - (2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
 - (3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Product Guide;
 - (4) Any act or omission in connection with the provision of 911, E911 or similar services;
 - (5) Any noncompletion of calls due to network busy conditions;
 - (6) Unauthorized use of the Customer's equipment or facilities that interconnect with Company's facilities, including usage such as, but not limited to, unauthorized calls, unauthorized use of calling cards, and toll or usage fraud; and
 - (7) Any placement of calls from the Customer's premises, with or without the Customer's equipment, which are transmitted through the Company's network.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.8 Limitations on Liability (Cont'd.)

- K. The Company shall be indemnified, defended held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- (1) The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.8 Limitations on Liability (Cont'd.)

K. (Cont'd.)

(2) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.

(3) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company promptly.

L. The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid Company by Customer for the specific services giving rise to the claim.

M. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

N. Inclusion of limitation of liability language by the company in its Product Guide does not constitute a determination by the Public Utilities Commission of Ohio (PUCO) that the limitation of liability imposed by the company is approved or sanctioned by the PUCO. Customers shall be free to pursue whatever legal remedies they may have, should a dispute arise.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.9 Use of Service

Any service provided under this Product Guide may be shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Product Guide, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use.

2.1.10 RESERVED FOR FUTURE USE

2.1.11 Blocking of Service

Service may be limited or discontinued by One Communications by blocking traffic to certain countries, cities or NPA-NXX exchanges or by blocking calls using certain Authorized Codes, when the Company deems it necessary to take such action to prevent unlawful use of its services. The Company will restore service as soon as it can be provided without undue risk and will, upon request by the Customer affected, assign a new Authorization code to replace the one that has been deactivated. Pursuant to the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5, the Company will notify or attempt to notify the affected Customer through reasonable means.

2.1.12 Testing, Maintenance, and Adjusting

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the periods during which the Company makes such tests, adjustments, or inspections.

The Company shall have no responsibility for the maintenance and repair of any kind with respect to equipment and facilities not provided by the Company. The Company will charge the Customer for any maintenance visits with respect to service problems which are determined to arise from equipment or facilities not provided by the Company.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.13 Non-routing Installation

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

2.1.14 Ownership of Facilities

Title to all facilities provided in accordance with this Product Guide remains in the Company, its agents or contractors. Customer shall not have, nor shall it assert, any right, title, or interest in all the facilities and associated equipment provided by the Company hereunder.

2.1.15 Rights-of-way

Any and all costs associated with obtaining and maintaining the rights-of-way from the point of entry at the Customer's location to the Customer, including but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided facilities, shall be borne entirely by the Customer. Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions, and restriction of such rights-of-way and of agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, Customer agrees that it shall assist Company in the procurement and maintenance of such right-of-way.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.16 Services Provided by Other Carriers

Company shall have no responsibility with respect to billings, charges, or disputes related to services used by Customer, which are not included in the services herein, including, without limitation, any local, regional, and long distance services not offered by the Company. Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

2.1.17 Governmental Authorizations

The provision of services under this Product Guide is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it. Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the services into conformance with any rules, regulations, orders, decisions, or directives imposed by the Public Utilities Commission of Ohio or other applicable agency, and Customer shall fully cooperate in and take such action as may be requested by Company to comply with any such rules, regulations, orders, decisions or directives.

2.1.18 Assignment

The Company may, without obtaining any further consent from Customer, assign any rights, privileges, or obligations under this Product Guide. Customer shall not, without prior written consent of Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Product Guide, and any attempt to make such an assignment, transfer, disposition without consent shall be null and void.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.1 USE OF FACILITIES AND SERVICE (Cont'd.)

2.1.19 Network Management

The Company will administer its network to insure the provision of acceptable service levels to all users of the Company's network services. Generally, service levels are considered acceptable only when both end users and customers are able to establish connections with little or no delay encountered within the Company's network.

The Company maintains the right to apply protective controls, i.e., those actions such as call gapping, which selectively cancels the completion of traffic, over any traffic carried over its network. These measures would only be taken as a result of occurrences such as failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands. In the event that the protective controls applied by the Company result in the complete loss of service to the Customer, the Customer will be granted a Credit Allowance for Service Interruptions as set forth below.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Product Guide. The customer must pay the regular Product Guided rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.3 BILLING AND PAYMENT FOR SERVICE RENDERED

2.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.3.1 Billing Arrangements

The Subscriber will either be billed directly by Carrier or its intermediary, or charges will be included in the Subscriber's regular telephone bill pursuant to billing and collection agreements established by Carrier or its intermediary with the applicable telephone company.

Carrier will render bills monthly. Payment is due on the date specified on the Customer's bill.

2.3.2 RESERVED FOR FUTURE USE

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.3 BILLING AND PAYMENT FOR SERVICE RENDERED (Cont'd.)

2.3.3 Validation of Credit

Carrier reserves the right to validate the creditworthiness of Subscribers or Users prior to the commencement of service, and to reject, in Carrier's sole judgment, unqualified Subscribers or Users. No Subscriber or User shall have any claim against Carrier for a credit rejection.

Validation of credit will be administered in accordance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.

2.3.4 RESERVED FOR FUTURE USE

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.3 BILLING AND PAYMENT FOR SERVICE RENDERED (Cont'd.)

2.3.5 RESERVED FOR FUTURE USE

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.3 BILLING AND PAYMENT FOR SERVICE RENDERED (Cont'd.)

2.3.6 Contested Charges

All bills are presumed accurate, and shall be absolutely binding on the Subscriber unless objection is received by Carrier promptly:

2.3.6.1 First, the Subscriber may request, and Carrier will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.)

2.3.6.2 Second, if there is still a disagreement about the disputed amount after the investigation and review by Carrier, the Subscriber may file an appropriate complaint with the Public Utilities Commission of Ohio (PUCO).

You may reach the PUCO at 1-800-686-7826 (toll free) or for TDD/TTY at 1-800-686-1570 (toll free) or 1-614-466-8180, from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov or by mail at Service Monitoring and Enforcement Dept., Public Utilities Commission of Ohio, 180 East Broad Street, Columbus, Ohio 43215.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.4 TELEPHONE SURCHARGES/TAXES/FEEES

2.4.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Product Guide, various surcharges and taxes may apply to charges incurred by and billed to the customer on the monthly billing statement. The Customer is responsible for payment of any and all such fees (including franchise and right-of-way fees), charges, surcharges, contributions and taxes, however designated, (including without limitation universal service contributions, telephone relay service contributions, sales, use, excise, access or other taxes, but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of the Company's services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision, or as deemed taxable by the political subdivision.

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

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.5 PROMOTIONS

Carrier may from time to time offer promotional services.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.7 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.7.1 Application of Rates

- A. Business rates as described in this Product Guide apply to service furnished:
- (1) In office buildings, stores, factories and all other places of a business nature;
 - (2) In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
 - (3) At any location when the listing or public advertising indicates a business or a profession;
 - (4) At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
 - (5) At any location where the customer resells or shares exchange service;
- B. Public Access Line service is classified as business service regardless of the location.
- C. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.7 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd.)

2.7.2 Telephone Number Changes

When a business customer changes telephone numbers, the referral period for the disconnected number is 180 days.

The Company reserves all rights to the telephone numbers assigned customers. The customer may order a Vanity Number where facilities permit for an additional charge as specified in Section 5.8 of this Product Guide.

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

2.7.3 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service. At the option of the Company, the returned check charge may be waived because of extenuating circumstances (i.e., bank error).

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.9 CANCELLATION OR INTERRUPTION OF SERVICES

2.9.1 General

- A. A service is interrupted when it becomes unusable to the Customer, *e.g.*, the Customer is unable to transmit or receive, because of a failure of a component furnished by Carrier under this Product Guide.
- B. An interruption period begins when the Company becomes aware or when the Customer reports a service, facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by Carrier to be impaired.

2.9.2 Limitations on Allowances

Credits for interruptions will be given in compliance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.9 CANCELLATION OR INTERRUPTION OF SERVICES (Cont'd)

2.9.3 Application of Credits for Interruptions of Service

Credits for interruptions will be given in compliance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.

2.9.4 Use of Another Means of Communication

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

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.10 RESPONSIBILITIES OF THE SUBSCRIBER

- 2.10.1 The Subscriber is responsible for placing any necessary orders; for complying with Product Guide regulations; for the placement of any stickers or tent cards provided by Carrier or as required by law; and for assuring that Users comply with Product Guide regulations. The Subscriber shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Subscriber to Users. The Subscriber is also responsible for the payment of all charges including unauthorized charges, for calls originated at the Subscriber's number(s), excluding calls billable to another party (and that party not being the Subscriber), such as collect, third party, calling card, or credit card calls.
- 2.10.2 The Subscriber is responsible for charges incurred for special construction and/or special facilities which the Subscriber requests and which are ordered by Carrier on the Subscriber's behalf.
- 2.10.3 If required for the provision of Carrier's services, the Subscriber must provide all necessary equipment space, supporting structure, conduit, rights of way, building access and electrical power without charge to Carrier.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.10 RESPONSIBILITIES OF THE SUBSCRIBER (Cont'd.)

2.10.4 The Subscriber is responsible for arranging access to its premises at times mutually agreeable to Carrier and the Subscriber when required by Carrier personnel to install, repair, maintain, program, inspect or remove equipment with the provision of Carrier's services.

2.10.5 The Subscriber shall ensure that the equipment and/or system is properly interfaced with Carrier facilities or services, that the signals emitted into Carrier's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Subscriber and in compliance with the criteria set forth in this Product Guide, and that the signals do not damage equipment, injure personnel, or degrade service to other Subscribers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Carrier will permit such equipment to be connected with its channels without use of protective interface devices.

If the Subscriber fails to maintain the equipment and/or the system properly, with resulting imminent harm to Carrier equipment, personnel, or the quality of service to other Subscribers, Carrier may, upon written notice, require the use of protective equipment at the Subscriber's expense. If this fails to produce satisfactory quality and safety, Carrier may, upon written notice, terminate the Subscriber's service.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.10 RESPONSIBILITIES OF THE SUBSCRIBER (Cont'd.)

- 2.10.6 The Subscriber must pay Carrier for replacement or repair of damage to the equipment or facilities of Carrier caused by negligence or willful act of the Subscriber, Users, or others, by improper use of the services, or by use of equipment provided by the Subscriber, Users, or others.
- 2.10.7 The Subscriber must pay for the loss through theft of any Carrier equipment installed at Subscriber's premises.
- 2.10.8 The Subscriber is responsible for payment of the charges set forth in this Product Guide.
- 2.10.9 The Subscriber is responsible for compliance with the applicable regulations set forth in this Product Guide.
- 2.10.10 The Subscriber shall indemnify and save Carrier harmless from all liability disclaimed by Carrier as specified in Section 2.1.8 above, arising in connection with the provision of service by Carrier, and shall protect and defend Carrier from any suits or claims against Carrier and shall pay all expenses and satisfy all judgments rendered against Carrier in connection herewith. Carrier shall notify the Subscriber of any suit or claim against Carrier that may require indemnification from the Subscriber of which the Carrier is aware.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.11 DISCONTINUANCE OF SERVICE FOR CAUSE

The Company will discontinue service with cause in compliance with the Minimum Telephone Service Standards, as codified in Ohio Administrative Code §4901:1-5.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.12 RESERVED FOR FUTURE USE

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.13 AUTOMATIC NUMBER IDENTIFICATION

2.13.1 General

This option provides the automatic transmission of a seven or ten digit number and information digits to the Customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature, which is a software function, will be associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a Customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an access tandem and a Customer's premises.

Additional ANI information digits will be transmitted as agreed to by the Customer and the Company.

2.13.2 Up to 7 Digit Outpulsing of Access Digits to Customer

This Option provides for the end office capability of providing up to 7 digits of the uniform access code (950-10XX) to the Customer premises. The Customer can request that only some of the digits in the access code be forwarded. The access code digits would be provided to the Customer premises location using multifrequency signaling, and transmission of the digits would precede the forwarding of ANI if that feature were provided.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.13 AUTOMATIC NUMBER IDENTIFICATION

2.13.3 Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by Product Guide, to any entity (ANI recipient), only under the following terms and conditions:

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.13 AUTOMATIC NUMBER IDENTIFICATION (Cont'd.)

2.13.3 Regulations (Cont'd.)

- D. The ANI recipient, or its designated billing agent, is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use, other than those listed above, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- E. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.
- F. The ten-digit ANI telephone number consists of the Numbering Plan Area (NPA) plus the seven-digit ANI telephone number. The ten-digit ANI telephone number will be transmitted on all calls except in the case of ANI failure, in which case only the NPA will be transmitted (in addition to the information digit described below).
- G. Where ANI cannot be provided, information digits will be provided to the Customer.

The information digits identify: (1) telephone number is the station billing number - no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner. The ANI telephone number is the listed telephone number of the Customer and is not the telephone number of the calling party.

2 - GENERAL RULES AND REGULATIONS (Cont'd.)

2.13 AUTOMATIC NUMBER IDENTIFICATION (Cont'd.)

2.13.4 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telecommunications Carrier may result in the assessment of penalties by the Commission.

3 – RESERVED FOR FUTURE USE

4 – RESERVED FOR FUTURE USE

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Issued by: Vice President of Regulatory Compliance
Conversent Communications Resale L.L.C. d/b/a One Communications
5 Wall Street
Burlington, MA 01803

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6 – TERMINATION LIABILITY

6.1 EARLY TERMINATION PENALTY/EARLY TERMINATION FEE

If Customer disconnects a Service prior to the end of the applicable Service Term (or if the Company disconnects the Service as a result of a default by Customer), Customer is obligated to pay the Company an early termination fee calculated in accordance with the applicable Company Product Guide or as specified in the special terms and conditions and/or service addendum for the specific Service, as applicable. The early termination liability is an amount equal to the applicable monthly fixed charges for such service multiplied by the number of months remaining in the Service Term or renewal term, as the case may be, plus any expenses incurred by the Company to discontinue any third party services or circuits used in providing the Service. The applicable early termination liability also includes any non-recurring charge waived by the Company to establish such Service(s).

Inclusion of termination liability language by the company in its Product Guide does not constitute a determination by the Public Utilities Commission of Ohio (PUCO) that the termination liability imposed by the company is approved or sanctioned by the PUCO. Customers shall be free to pursue whatever legal remedies they may have, should a dispute arise.

7 – RESERVED FOR FUTURE USE

8 - SPECIAL SERVICES AND PROGRAMS

8.1 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- A. The Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
- B. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Ohio.
- C. The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- D. The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- E. The Company will also advise customers who request this equipment of the applicable terms for purchase.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.2 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.2.1 General

Handicapped persons who have been certified to the Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local measured rate service.

8.2.2 Certification

Acceptable certifications are:

- A. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Ohio, or
- B. Pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

8.2.3 Qualification

Those customers qualifying for the discount are persons whose impairment is such that competent authority would certify them as being unable to use a telephone for voice communication. See Explanation of Terms, "Handicapped Person," for a listing of the necessary qualifications.

8.2.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.3 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.3.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of network facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

8.3.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- C. 911 service is furnished for incoming calls only.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.3 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd.)

8.3.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, 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 the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, 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 the 911 service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.4 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.4.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.6.2 Regulations

- A. In addition to the following, the regulations in 8.3.2 apply.
- B. This Product Guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- C. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.4 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd.)

8.4.2 Regulations (Cont'd.)

- D. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.

- E. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.4 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd.)

8.4.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, 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 the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, 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 the 911 service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.5 OHIO RELAY SERVICE

8.5.1 General

The Company will provide access to a telephone relay center for Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

8.5.2 Regulations

- A. Only intrastate calls can be completed using the Ohio Relay Service under the terms and conditions of this Product Guide.
- B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- C. Calls through the Relay Service may be billed to a third number only if that number is within the State of Ohio. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.5 OHIO RELAY SERVICE (Cont'd.)

8.5.2 Regulations (Cont'd.)

D. The following calls may not be placed through the Relay Service:

- (1) calls to informational recordings and group bridging service;
- (2) calls to time or weather recorded messages;
- (3) station sent paid calls from coin telephones; and
- (4) operator-handled conference service and other teleconference calls.

8.5.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Product Guide dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend, and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer, or by any other person, for any loss or destruction of any property whatsoever, whether covered by the customer or others, or for any personal injury or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.6 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

8.6.1 General

Persons who are blind or whose disability causes difficulty with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within the Company's territory to place calls within and outside the State of Ohio at a special rate or to place calls from a telephone outside of the Company's territory, but within the State of Ohio at rates applicable to the territory from which the call is made.

8.6.2 Rates

Within the Company's Territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card will be billed at the higher operator handled rate.

Outside the Company's Territory, but within the State of Ohio:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

8.6.3 Qualification

The following criteria will be used to determine eligibility for the Special Credit Card:

- A. "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter or visual field subtends an angular distance no greater than 20 degrees.
- B. "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

8 - SPECIAL SERVICES AND PROGRAMS (Cont'd.)

8.6 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (Cont'd.)

8.6.3 Qualification (Cont'd.)

- C. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone. Acceptable certifications are those made by a licensed physician ophthalmologist or optometrist.

8.6.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- A. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's service territory, but he or she does not need to have other service from the Company.
- B. Another party may agree to accept responsibility for payment of charges incurred through use of at the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within the Company's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within the Company's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Product Guides, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of a, b, and c.

9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1) equipment and materials provided or used;
 - 2) engineering, labor, and supervision;
 - 3) transportation; and
 - 4) rights of way and/or any required easements.
- B. Cost of maintenance.
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

9 - SPECIAL ARRANGEMENTS (Cont'd.)

9.1 SPECIAL CONSTRUCTION (Cont'd.)

9.1.2 Basis for Cost Computation (Cont'd.)

- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- E. License preparation, processing, and related fees.
- F. Product Guide preparation, processing and related fees.
- G. Any other identifiable costs related to the facilities provided; or
- H. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- A. The period on which the termination liability is based is the estimated service life of the facilities provided.

9 - SPECIAL ARRANGEMENTS (Cont'd.)

9.1 SPECIAL CONSTRUCTION (Cont'd.)

9.1.3 Termination Liability (Cont'd.)

- B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
- 1) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a. equipment and materials provided or used;
 - b. engineering, labor, and supervision;
 - c. transportation; and
 - d. rights of way and/or any required easements;
 - 2) license preparation, processing, and related fees;
 - 3) Product Guide preparation, processing and related fees;
 - 4) cost of removal and restoration, where appropriate; and
 - 5) any other identifiable costs related to the specially constructed or rearranged facilities.
- C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.B. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.B. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.
- D. Inclusion of termination liability language by the company in its Product Guide does not constitute a determination by the Public Utilities Commission of Ohio (PUCO) that the termination liability imposed by the company is approved or sanctioned by the PUCO. Customers shall be free to pursue whatever legal remedies they may have, should a dispute arise.

9 - SPECIAL ARRANGEMENTS (Cont'd.)

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

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

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from Product Guideed arrangements. Rates quoted in response to such requests may be different for Product Guideed service than those specified for such service in this Product Guide. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Product Guide within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 6) Length of the agreement.

10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- A. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- B. The term "listing" refers to the information in lightface type in the alphabetical directory and the Directory Assistance Records of the Company.
- C. Listings provided without charge are as follows:
 - 1) One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 - 2) One listing for each PBX or interconnecting system.
- D. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

10.1.2 Composition of Listings

- A. Listings are limited to information essential to the identification of the listed party.
- B. Addresses
 - 1) Each listing normally includes the number and street name location where the telephone service is furnished. The name of a building may be shown in case of buildings commonly known by name.
 - 2) Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- C. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 10.1.1.a above.

10 - DIRECTORY (Cont'd)

10.2 LIABILITY OF THE COMPANY FOR ERRORS

10.2.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Product Guide, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.2.2 Allowance for Errors

Credit for failure to list or listing incorrectly a Customer's telephone number in the white pages of the telephone directory will be administered in accordance with the Minimum Telephone Service Standards as codified in OAC §4901:1-5.

11 – RESERVED FOR FUTURE USE

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14 – PRESUBSCRIBED INTEREXCHANGE LONG DISTANCE ("PILD") CHARGE

The Presubscribed Interexchange Long Distance (PILD) Charge is a monthly charge applicable to multi-line business, ISDN-PRI and T-1 Customers' lines or line equivalents that are presubscribed to the Company's long distance service. For ISDN-PRI and T-1 Customers, the Company will assess five (5) PILD charges per circuit. The aggregate of these PILD charges will not be prorated for a partial month of service, are not subject to any discounting and do not contribute to any monthly minimums. Customers subscribed to the Company for both their interLATA and intraLATA long distance service will be subject to a single PILD charge per line.

	<u>Monthly Recurring Charge</u>
Per multi-line business Customer subscribed line	\$4.31
Per ISDN-PRI or T-1 facility	\$21.55
Per Centrex line	\$0.47

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES

15.1 [RESERVED FOR FUTURE USE]

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.2 **[RESERVED FOR FUTURE USE]**

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features

15.3.1 One Communications Analog Voice Features and Service Options

Call Forward Variable (All Calls)

Customers can forward calls to another number. Calls can be forwarded to domestic, offshore (Hawaii, Alaska, U.S. Virgin Islands, Puerto Rico, Guam and Northern Marianas), or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed from the Customer's own phone.

Call Forwarding Remote Access

Allows the Customer to activate and deactivate Call Forward Variable from any location. Call Forwarding Remote Access will only work when paired with Call Forward Variable. This feature can be activated/deactivated when needed from the Customer's own phone.

Call Forward Busy:

Customer designates the number that the line will be forwarded under the conditions of busy. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Call Forward No Answer:

Customer designates the number that the line will be forwarded under the conditions of no answer. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Call Forward Busy/No Answer:

Customer designates the number that the line will be forwarded under the conditions of busy or no answer. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Three-Way Calling:

Allows the Customer to add a third party to an existing conversation utilizing a single line.

Call Transfer:

Allows the Customer to transfer incoming calls to other destinations, internal or external. This feature also gives the Customer the ability to make three-way conference calls at no additional charge.

Call Waiting:

Provides a short tone that lets the Customer know someone else is calling while they are on the phone. The first call can be put on 'hold' to allow the second call to be answered. This feature gives the Customer the ability to handle more than one call at a time.

Caller ID Number:

Caller ID Number displays the originating number of an incoming call on a display unit provided by the Customer. The Company does not provide the digital display box needed to use this feature. Some numbers may not display for a variety of reasons, including:

- Calls placed through a long distance carrier
- Calls from an area where caller ID is not available
- Calls placed from cellular phones
- Calls from someone who has activated caller ID blocking

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Speed Dialing (8):

Allows the Customer to dial frequently called numbers by using a one-digit code. Each line can have its own individual list of speed dial numbers, up to a maximum of eight numbers. Speed dialing can be programmed with domestic, offshore, Canadian and other international numbers if there are no toll restrictions on the line. This feature can be activated and deactivated when needed from the Customer's own phone.

Enhanced Speed Dialing (30):

Allows the Customer to dial frequently called numbers by using a two-digit code. Each line can have its own individual list of speed dial numbers, up to a maximum of thirty numbers. Speed dialing can be programmed with domestic, offshore, Canadian and other international numbers if there are no toll restrictions on the line. This feature can be activated and deactivated when needed from the Customer's own phone.

Verified or Non-Verified Account Codes (analog or digital):

Account codes offer the Customer the ability to identify and track calls by user and/or department so they can easily review all calling records and charge back costs to specific departments or clients. Two types of account codes are offered: Verified and Non-Verified. Requests for more than 100 account codes must be made via special request. Verified or non-verified account codes with two to eight digits are available for intrastate interLATA and interstate long distance.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Outbound Caller ID:

Outbound caller ID is the information that is sent from the Company to the caller ID unit on the terminating end of the call. The standard information sent is the account name and the billing telephone number (BTN). This feature has a character limitation of 15 characters.

Multi-Line Hunting:

All local telephone lines that are part of the same account can be set up to hunt. Hunting allows calls to a line to rollover to the next available line in the group when the first line is busy. Customers can have more than one hunt group. Customers can also choose to leave individual lines out of a hunt group. Customers will have the ability to present Outbound Caller ID from either the lead line of the hunt group or an individual calling line.

Caller ID Blocking:

Caller ID Blocking (also referred to as Call Privacy) allows Customers to block their name and number from being displayed on a caller ID unit at the terminating end of the call. This feature is turned on or off at the switch level and can be deactivated by the Customer on a per call basis.

Anonymous Call Rejection:

Allows Customers to prevent callers who intentionally block their number from getting through on their line. This feature is only available to Customers with Caller ID Number or Caller ID Name & Number. This feature can be activated and deactivated when needed from the Customer's own phone.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Distinctive Ring:

This feature allows a Customer to have two telephone numbers associated with a single line. Each telephone number has a unique ringing pattern and does not require an additional line. The ring of the incoming call is determined by which telephone number has been dialed. Two different ring patterns are available.

Group Call Pick-Up:

This feature will enable a Customer to answer an incoming call that has terminated to another user's station in the defined call pick-up group. A call pick-up is accomplished by dialing a pick-up access code while the called station is ringing. If more than one station in the group is ringing, the station that has begun ringing first will be intercepted first.

Call Hold

This feature allows the Customer to place a caller on hold for an extended period of time. The Customer simply presses the flash hook and hangs up the phone. To return to the call the Customer picks up the handset. This feature allows the Customer to make an outbound call while the other call is on hold.

Assume or Dial 9

Assume 9 means the Customer is not required to dial 9 to get an outside line. Dial 9 means the Customer is required to dial 9 to get an outside line.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Abbreviated Dialing:

Allows a Customer to dial only the last three, four, or five digits of a phone number that is associated with the Customer's physical service location. This feature works between multiple locations of the same Customer if all locations are within the same local calling area.

Call Return:

A recording will give the Customer the number, date and time of the last incoming call. The Customer can have the number redialed automatically. If the last incoming call was blocked or the call was from a network with limited capabilities, the Customer will hear a message that the number they are trying to reach is private and cannot be called. Call Return will continue trying to connect the call for up to 30 minutes. This feature can be activated when needed from the Customer's own phone.

Continuous Redial:

Automatically redials the most recent outgoing call, freeing the Customer to move on to other things, including using the phone for other calls. This feature can be activated and deactivated when needed from the Customer's own phone.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Caller ID Name and Number:

Caller ID Name and Number displays both the originating name and number of an incoming call on a display unit provided by the Customer. The Company does not provide the digital display box needed to use this feature. Some numbers may not display for a variety of reasons, including:

- Calls placed through a long distance carrier
- Calls from an area where caller ID is not available
- Calls placed from cellular phones
- Calls from someone who has activated caller ID blocking

Call Waiting with Caller ID Name & Number:

This feature allows Customers to view the name and number of an incoming call while another call is already in progress. The name and number will be displayed on the incoming call after the first call waiting tone is heard. Feature functionality cannot be obtained by purchasing Caller ID and Call Waiting separately.

Direct Line Connect:

Direct Line Connect allows an analog line to automatically dial a designated number whenever the originating line goes off-hook. This feature is assigned to a phone line that must be used only for one purpose. 911 cannot be the designated number.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options

Standard or PRI Configuration:

Standard 24B channel configuration with 56 kbps for each channel (8 kbps removed for signaling and call control) or PRI 23B + 1D configuration with 64 kbps clear channel on all B channels and signaling/call control on the D channel.

Hunting

- Lowest available channel: Use the lowest available channel in the lowest available DS1.
- Highest available channel: Use the highest available channel in the highest available DS1.
- Least idle: Use the available channel that has been idle for the shortest time.
- Most idle: Use the available channel that has been idle for the longest time. (PRI Only Option)

Direct Inward Dialing (DID):

Direct Inward Dialing enables the Customer to have fewer lines than extensions, while still having a unique number for each extension, callable from outside the Customer's location. The Company will allocate a range of telephone numbers and present them to the Customer's PBX so that the PBX can appropriately route the call based on the digits dialed.

Direct Outward Dialing (DOD):

Direct Outward Dialing allows subscribers within a Customer's PBX system to connect to outside lines directly. Using a DOD, Customers can provide each person or workstation within their company the ability to dial numbers directly.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Direct Inward Dialing and Direct Outward Dialing (DID/DOD):

Both Direct Inward Dialing and Direct Outward Dialing may be furnished over the same facility.

Outbound Caller ID Name & Number:

Outbound Caller ID Name & Number displays the subscriber's directory name and number on the caller ID device of the called party. This feature has a 15-character limitation.

Inbound Caller ID Number Only:

Inbound Caller ID Number is only available with PRI service only and provides the number of the calling party to the party being called.

Verified or Non-Verified Account Codes (analog or digital):

Account codes provide Customers with the ability to identify and track calls by user and/or department. Two types of account codes are offered: Verified and Non-Verified. Requests for more than 100 account codes must be made via special request. Verified or non-verified account codes with two to eight digits are available for local, toll, intrastate interLATA and interstate long distance.

ESF/B8ZS or D4/AMI Circuit Framing:

Extended Super Frame/Binary 8 Zero Suppression and D4/Extended Super Frame are the two framing configurations that are available with the Company's Digital Voice solutions. D4/AMI service is subject to availability.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Non-Facility Associated Signaling (NFAS) for ISDN PRI option:

NFAS allows a single D channel to control multiple PRI's. Customers who desire redundancy in the event of facility failure have the option of ordering additional backup D channels, which will be furnished for a charge.

Inbound Caller ID Name & Number:

With Inbound Caller ID Name & Number, the name and number of the calling party is transmitted with a call and displayed on a Customer's Caller ID capable phone. The feature will not work if the Customer does not have PRI and Caller ID capable equipment.

Direct Inward Dialing Number Blocks:

The Company will provide telephone numbers for direct inward dialing number service in blocks of 20, 50 or 100. A monthly recurring charge applies for each block ordered.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Digit Transposition/Manipulation for DID Digits:

The Company will have the ability to transpose DID digits sent through its Lucent switches. There is a non-recurring charge for this service option.

Trunk Call Forwarding Service:

Trunk Call Forwarding Service provides fixed forwarding in a busy or out of service condition.

Two B Channel Transfer:

This feature enables subscribers to transfer calls from one user to another.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.3 One Communications Blocking Features

The following blocking options are available to Customers. A non-recurring service order charge will apply when blocking options are ordered subsequent to the installation of service.

Block Third Party Billed

Blocks the origination of third-party billed calls.

Block Collect Calling

Blocks the origination of collect calls.

Block International

Blocks the origination of direct-dialed international calls.

Block 1010XXX

Blocks the ability to use dial-around toll calling (casual dialing).

Block 900 Calls

Blocks the ability to complete calls to 900 numbers.

Block 976 Calls

Blocks the ability to complete calls to 976 numbers.

Block 700 Calls

Blocks the ability to complete calls to 700 numbers.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.3 One Communications Blocking Features (Cont'd)

Caller ID Blocking

Allows callers to block their name and number from being displayed on a caller ID unit at the terminating end of the call.

Block DA

Blocks calls to 411 or 555-1212.

Block Call Return

This option enables Customers to block call return on a line.

Block Call Trace

This option enables Customers to block call trace on a line.

Block Continuous Redial

This option enables Customers to block the continuous redial feature on a line.

Toll Restrict

This feature blocks toll and operator-assisted calls.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.4 Rates

Monthly recurring charges for One Communications Features are set forth below. Any non-recurring charges associated with adding or removing features on a Customer's service are covered in the One Communications Miscellaneous Charges section of this product guide.

One Communications Analog Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$7.50
Call Waiting with Caller ID Name & Number	\$13.50
Direct Line Connect	\$1.00
Call Forward Busy	\$2.30
Call Forward Busy/No Answer	\$2.30
Call Forward No Answer	\$2.30
Call Forward Variable (All Calls)	\$2.30
Call Return	\$5.00
Call Transfer	\$3.00
Call Waiting and Cancel Call Waiting	\$3.10
Caller ID Number	\$3.25
Continuous Redial	\$5.50
Distinctive Ring	\$3.30
Enhanced Speed Dialing (30)	\$4.00
Speed Dialing (8)	\$3.00
Call Forwarding Remote Access	\$0.90
Three-Way Calling	\$3.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.4 Rates (Cont'd)

One Communications Digital and PRI Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$50.00
NFAS Backup D Channel	\$50.00
DID Individual Number	\$0.10
DID Block of 20 Numbers	\$2.00
DID Block of 50 Numbers	\$5.00
DID Block of 100 Numbers	\$10.00
Call Forward on Trunks	\$19.99
Two B Channel Transfer	\$50.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.3 One Communications Features (Cont'd)

15.3.4 Rates (Cont'd)

One Communications Blocking Features	Monthly Recurring Charge
Block Third Party Billed	No Charge
Block Collect Calling	No Charge
Block International	No Charge
Block 1010XXX	No Charge
Block 900 Calls	No Charge
Block 976 Calls	No Charge
Block 700 Calls	No Charge
Caller ID Blocking	No Charge
Block DA	No Charge
Block Call Return	No Charge
Block Call Trace	No Charge
Block Continuous Redial	No Charge
Toll Restrict	No Charge

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.4 One Communications Pay Per Use Features

15.4.1 Description of Services

Charges for the following features are incurred on a per activation basis:

Cancel Call Waiting

When activated this feature suspends the call waiting service feature for the duration of a call.

Per Call Return:

When activated this feature provides Customers with the number, date and time of the last incoming call. Customers also have the option to have the last called number redialed automatically. Feature available is subject to compatibility with network facilities and calling party user specifications.

Continuous Redial:

Continuous Redial automatically redials the most recent outgoing call until the call is completed or the feature is deactivated.

Per Call ID Blocking:

Per Call ID blocking allows Customers to block their name and number from being displayed on a Called Party's caller ID device

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.4 One Communications Pay Per Use Features (Cont'd)

15.4.1 Description of Services (Cont'd)

Per Call Display:

Per Call Display enables Customers to disable Caller ID Blocking on a line on a per call basis.

Call Trace:

Call Trace enables Customers to initiate a trace of the most recent incoming call immediately after terminating the call. When activated the calling party number of the most recent call will be captured and stored by the company. Calling party information will only be released to Law Enforcement as required by law.

Anonymous Call Rejection:

Anonymous Call Rejection allows a Customer to prevent callers who block delivery of their calling party information. This feature is only available to Customers with Caller ID Number or Caller ID Name and Number

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.4 One Communications Pay Per Use Features (Cont'd)

15.4.2 Rates

One Communications Pay Per Use Features	Per Use Charge
Cancel Call Waiting	\$0.00
Per Call Return	\$1.99
Continuous Redial	\$0.75
Per Call ID Blocking	\$0.00
Per Call Display	\$0.00
Call Trace	\$5.00
Anonymous Call Rejection	\$0.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.5 One Communications Directory Listings

15.5.1 Description of Services

Customers are provided one free white page and one free yellow page main listing for each Billing Telephone Number (BTN) Customer's requiring special Yellow Page advertisements (i.e. a 3-color box ad in the yellow pages) must coordinate such arrangements directly with the applicable Publisher.

Customers may purchase additional white page listings for a monthly per listing fee. The following types of additional white page listings are available:

- Additional White Page Listing
(includes extra listing, cross reference, foreign, alternate number, extra line, indented, toll-free, where available)
 - Extra Listing – an additional listing within the same directory.
 - Cross Reference Listing – listing which refers to another listing within the same directory.
 - Foreign Listing – listing in a directory other than the directory that serves the Customer's local service area.
 - Alternate Number Listing – listing that refers calling parties to an alternative telephone number at night, on Sundays/holidays etc.
 - Extra Line Listing – provides information after a main or additional listing. Refers callers to an alternative telephone number that is listed immediately below the main number.
- Non Published (private)
The Customer information is not published in the phone directory nor will it be furnished to callers requesting information via Directory Assistance.
- Non-Directory Listed (semi-private)
The Customer information is not published in the phone directory, but it will be furnished to callers requesting information via Directory Assistance.
- National Toll-Free Directory Listing
Customers may request to have their toll-free number listed in the National Toll-Free Directory Assistance Database.
- State Directory Toll-Free Assistance Listing
Customers may request to have their toll-free number listed in the State Directory Toll-Free Assistance Database.
- Call Intercept
Provides a recorded message informing the caller of a change in a telephone number.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.5 One Communications Directory Listings (Cont'd)

15.5.2 Rates

The monthly rates for One Communications Directory Listings are described below. Applicable non-recurring charges associated with adding or changing a Customer's directory listings are covered in the One Communications Miscellaneous Charges section of this product guide.

One Communications Directory Listings	Monthly Recurring Charge
Additional White Page Listing	\$3.75
Non Published (private)	\$2.75
Non-Directory Listed (semi-private)	\$2.75
National Toll-Free Directory Listing	\$20.00
State Directory Toll-Free Assistance Listing	\$5.00
Call Intercept	\$0.00

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15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.6 One Communications Operator Services and Directory Assistance

15.6.1 Operator Services

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

The Company's Long Distance Operator Assisted Services are available for use by presubscribed Customers of the Company's Outbound/Inbound Long Distance Service.

Person-to-Person: A per call charge that applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. This charge does not apply unless the specified party or an acceptable substitute is available.

Station-to-Station (also referred to as "sent paid"): A per call charge that applies in addition to long distance usage charges for non-Person-to-Person calls placed with the assistance of a Company operator. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, a Company calling card, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party.

Third Party Billed: A billing arrangement whereby charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements for Third Party Billed calls.

Collect Billed: A billing arrangement whereby the originating caller may bill charges for a call to the called party provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements for Collect Billed calls.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.6 One Communications Operator Services and Directory Assistance (Cont'd.)

15.6.1 Operator Services (Cont'd.)

Operator Service is available to Customers who want to determine if a telephone number being called is busy (Busy Line Verification Service). Operator Service will attempt to verify the condition of the called telephone number and report such condition to the Customer. The Customer may then request no further action to be taken and terminate the call or if Operator Service has verified and reported to the Customer that there is a conversation in progress, the Customer may, at that time, request an Emergency Line Interrupt with Busy Line Verification Service.

Operator Services – Automated Calls	Per Use Charge
Calling Card	\$0.95
Collect	\$0.95
Billed to Third Number	\$0.95
Coin Sent Paid	\$0.95

Operator Services – Operator Handled Calls	Per Use Charge
Station-to-Station Calling Card	\$1.95
Station-to-Station Collect	\$2.25
Station-to-Station Billed to Third Party	\$2.25
Station-to-Station Coin Sent Paid	\$2.25
Person-to-Person Calling Card	\$2.75
Person-to-Person Collect	\$2.75
Person-to-Person Billed to Third Party	\$2.75
Person-to-Person Coin Sent Paid	\$2.75
Miscellaneous Calls	\$1.95

Busy Line Verification Service	Per Use Charge
Busy Line Verification Service	\$5.25
Emergency Line Interrupt with Busy Line Verification Service	\$10.75

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.6 One Communications Operator Services and Directory Assistance (Cont'd)

15.6.2 Directory Assistance

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- Calls from pay telephones.
- Requests for telephone numbers of non-published service.
- Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 8 of this Tariff, up to a maximum of 50 requests per month.

A Directory Assistance Call Completion charge will apply to customers who have received a requested intraLATA telephone number from directory assistance and have exercised the option of having a call automatically dialed and completed to that requested number.

Directory Assistance	Per Listing
Local Directory Assistance	\$1.50
National Directory Assistance	\$1.99
Toll-Free Directory Assistance	\$0.00

Directory Assistance Call Completion	Per Request
Local Directory Assistance Call Completion	\$0.25

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.7 One Communications Miscellaneous Charges

15.7.1 Installation

A non-recurring charge applies to the installation of a new service arrangement and to any move, add or change in the Customer's service that is requested subsequent to installation of the initial service.

	Non-Recurring Charge
OneSolutions Essential Install Charge 1 yr	\$249.00
OneSolutions Essential Install Charge 2 yr	\$199.00
OneSolutions Essential Install Charge 3 yr	\$149.00
OneSolutions Enhanced Install Charge 1 yr	\$599.00
OneSolutions Enhanced Install Charge 2 yr	\$399.00
OneSolutions Enhanced Install Charge 3 yr	\$199.00
OneSolutions Essential Additional Line Charge	\$39.00
OneSolutions Enhanced Additional Line Charge	\$39.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.1 Installation (Cont'd)

	Non-Recurring Charge
Basic Business Line Install Charge 1 yr	\$30.00
Basic Business Line Install Charge 2 yr	\$30.00
Basic Business Line Install Charge 3 yr	\$30.00
Unlimited Local Business Line Install Charge 1 yr	\$30.00
Unlimited Local Business Line Install Charge 2 yr	\$30.00
Unlimited Local Business Line Install Charge 3 yr	\$30.00
Unlimited Business Line Install Charge 1 yr	\$30.00
Unlimited Business Line Install Charge 2 yr	\$30.00
Unlimited Business Line Install Charge 3 yr	\$30.00
Digital Voice Service Line Install Charge 1 yr	\$599.00
Digital Voice Service Line Install Charge 2 yr	\$399.00
Digital Voice Service Line Install Charge 3 yr	\$199.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.1 Installation (Cont'd)

	1 Year NRC, per circuit	2 Year NRC, per circuit	3 Year NRC, per circuit
OneSolutions Complete Install Charge 1.5M – 3.0M	\$999.00	\$499.00	\$199.00
OneSolutions Complete Install Charge 4.5M – 6.0M	\$1,499.00	\$999.00	\$499.00
OneSolutions Complete Install Charge 7.5M – 9.0M	\$1,999.00	\$1,499.00	\$999.00
OneSolutions Complete Install Charge 10.5M – 12.0M	\$2,499.00	\$1,999.00	\$1,499.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.2 Customer Requested Move, Add or Change (MAC)

A non-recurring charge applies to any changes made on a line when requested by the Customer subsequent to the first 30 days following installation. Non-recurring charges apply to all requested changes including changes to features, additional directory listings etc. and are in addition to any monthly recurring charges associated with the newly requested service or features. Non-recurring charges will apply on a per order basis.

	NRC
MAC Charge, per order	\$25.00

15.7.3 Service Restoration Charge

In the event a Customer's service is suspended for non-payment, the Company will assess a Service Restoration Charge upon reactivating the Customer's service, once full payment has been received.

If service that has been suspended for non-payment is subsequently disconnected, such disconnection will be treated as a discontinuance of service, in which event termination liability may apply. Following service discontinuance, restoration of service would be treated as a request for new service and installation charges will apply. The Company also reserves the right to secure a deposit as a condition of service when service has been suspended or disconnected for reasons of non-payment

	Non-Recurring Charge
Service Restoration Charge	\$19.99

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.4 Digit Transposition

	Non-Recurring Charge
Digit Transposition, per DID block	\$4.99

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.8 One Communications Usage and Calling Plans

15.8.1 Local Usage

Local usage is offered on an unlimited basis for both OneSolutions Essential and OneSolutions Enhanced.

15.8.2 Domestic Toll Service

All Customers that order OneSolutions Essential or OneSolutions Enhanced products must pre-subscribe to the Company for their toll and Long Distance service.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.9 One Communications Toll-Free Service

15.9.1 Description of Services

One Communications Toll-Free Service offers Customers inbound calling where a toll-free number is provided for the purpose of receiving calls at no expense to the calling party.

One Solutions service packages provide Customers with a bundled number of toll and toll-free minutes per line for a flat monthly fee. Customers who exceed their allotted number of minutes in any given month will be billed a per minute rate on their overage minutes. One Communications Toll-Free service is not available on a standalone basis. A monthly recurring charge does not apply to the first toll-free number ordered, but does apply to additional toll-free numbers. Toll-free numbers must terminate to a valid phone number assigned in connection with a OneSolutions Essential or One Solutions Enhanced service package.

Toll-free numbers are reserved and assigned at random to each Customer from a general pool of available toll-free numbers provided to the Company.

Vanity numbers may be requested by the Customer; however, the Company does not guarantee the availability of any vanity numbers. Requests for vanity numbers are subject to a non-recurring charge.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.9 One Communications Toll-Free Service (Cont'd)

15.9.2 One Communications Toll-Free Service Features

The following features are available in conjunction with the Company's toll free service. Features can be ordered separately or in combination. A non-recurring charge applies when features are ordered, changed or disconnected subsequent to installation of the initial service:

Info Digit Blocking

Info Digit Blocking blocks calls based on the type of telephone from which the call originates, such as calls originating from payphones or prison phones.

Info Digit Routing

Info Digit Routing routes and controls calls based on telephone line type.

Point of Origination Blocking (3/6/10 Digit Blocking)

Point of Origination Blocking allows or blocks calls based on originating NPA, NPA-NXX or 10 digit numbers.

Point of Origination Routing (3/6/10 Digit Routing)

Point of Origination Routing routes calls to a predetermined location based on originating NPA, NPA-NXX or 10 digit numbers.

Time of Day Routing (Time and Day of Week Routing)

Time of Day Routing routes calls to different locations based on the time and day of the week.

Day of Year Routing

Day of Year Routing routes calls to a different location based on day of the year.

Percent Call Allocation Routing

Percent Traffic Allocation routing provides Customers with the ability to route calls to different locations based on a predetermined percentage of calls received.

Pre-Defined Alternative Routing Profiles

Pre-Defined Alternative Routing establishes alternate routing profiles, which can be activated in various predefined situations.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.9 One Communications Toll-Free Service (Cont'd)

15.9.3 Rates

	NRC, per request
Info Digit Blocking	\$100.00
Info Digit Routing	\$100.00
Point of Origination Blocking (3/6/10 Digit Blocking)	\$100.00
Point of Origination Routing (3/6/10 Digit Routing)	\$100.00
Time of Day Routing (Time and Day of Week Routing)	\$100.00
Day of Year Routing	\$100.00
Percent Call Allocation Routing	\$100.00
Pre-Defined Alternative Routing Profiles	\$100.00
Vanity Number	\$40.00

	MRC
Toll-Free Number, per number	\$5.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.10 One Communications Cancellation and Early Termination of Service

15.10.1 Cancellation of Service

If Customer elects to cancel the service prior to installation, Customer shall owe the Company an amount equal to (I) one month's recurring charge for the service plus (II) the non-recurring charge for such service. The Customer will also be liable to the Company for any direct costs incurred by the Company as a result of the service cancellation (including any cancellation or early termination fees imposed on the Company by any service provider that was to be utilized to deliver the cancelled service).

15.10.2 Early Termination of Service

If Customer elects to terminate all or any portion of a service furnished pursuant to a fixed-term agreement subsequent to the service installation date but prior to the end of the fixed-term, Customer shall owe the Company an amount equal to the applicable monthly recurring charge for the disconnected service(s) or portion of service multiplied by the number of months remaining in the selected term. The Customer will also be liable to the Company for any direct costs incurred by the Company as a result of early termination (including any cancellation or early termination fees imposed on the Company by any service provider that was utilized to deliver the terminated service).

Inclusion of termination liability language by the company in its Product Guide does not constitute a determination by the Public Utilities Commission of Ohio (PUCO) that the termination liability imposed by the company is approved or sanctioned by the PUCO. Customers shall be free to pursue whatever legal remedies they may have, should a dispute arise.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.11 One Communications Deferral of Service

When a Customer elects to defer service in excess of 30 calendar days from our loop delivery date, a Service Deferment Fee will apply for each product per month until the service is either installed up through 120 calendar days. In no case will deferment of service extend beyond 120 calendar days. Installation deferments exceeding 120 calendar days will be treated as Cancellation and Cancellation charges will apply.

Monthly Deferment charges Schedule by Service

- \$15 per DS0
- \$60 per OneSolutions Essentials bundle
- \$100 per DS1 (Voice, DIA, Integrated, Multi T1 per T1)
- \$200 per DS1 Point to Point
- \$1,000 per DS3
- \$2,000 per DS3 Point to Point

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.12 **[RESERVED FOR FUTURE USE]**

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.13 OneSolutions Essential

15.13.1 General

OneSolutions Essential service is a multifunctional service that provides voice and high speed asymmetrical data services to business customers on an integrated basis over a single high-speed transmission facility. OneSolutions Essential service is only available where suitable facilities permit.

Customers selecting OneSolutions Essential will receive:

- Three initial analog voice DS0 channels and up to three additional DS0 voice grade DS0 channels, which may be purchased on an optional basis.
- Unlimited local calling.
- 250 domestic toll and toll-free minutes per line. Minutes will be aggregated across all voice grade DS0 channels included in the OneSolutions Essential service package (limit of 6 DS0s per service package). Included minutes not used within the billing cycle are lost.
- The following analog voice features are included at no additional charge with OneSolutions Essential: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Return, Call Waiting, Caller ID Number, Distinctive Ring, Group Call Pick-Up, Continuous Redial, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, Voice Mail, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection, Call Hold, Touch Tone. Customers that choose OneSolutions Essential may purchase additional One Communications Analog Voice Features at rates set forth in this product guide.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.13 OneSolutions Essential (Cont'd)

15.13.1 General (Cont'd)

- High-speed data services at speeds of up to 1.5 Mbps downstream and 768 kbps upstream. Upgrade options for bandwidth at 3 Mbps downstream/768 kbps upstream or 7.1 Mbps downstream/768 kbps upstream may be purchased for an additional MRC.
- One toll-free number.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.13 OneSolutions Essential (Cont'd)

15.13.2 Restrictions

- The maximum number of voice grade DS0 channels that can be ordered with a OneSolutions Essential service package is six. Where available, additional lines or channels can be ordered outside of the One Solutions Essential service package, provided however, that such additional lines or channels will be provided at the Company's standard market rates.
- A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Essential maximum of 250 minutes per DS0 channel (minutes aggregated across all lines that are part of OneSolutions Essential).
- Unlimited local usage applies only to voice grade DS0 channels included in the OneSolutions Essential service package.
- Unlimited local minutes included under OneSolutions Essential will only apply to voice grade service and is not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial up connections and other data applications (including access to corporate LANs).
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the OneSolutions Essential local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this product guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.13 OneSolutions Essential (Cont'd)

15.13.2 Restrictions (Cont'd)

- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customers that order OneSolutions Essential must pre-subscribe to the Company's toll and Long Distance service.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- Alarm lines are not available with a OneSolutions Essential service package.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.13 OneSolutions Essential (Cont'd)

15.13.3 Application of Rates

- A) Term Discounts
 Discounts are available to customers who subscribe to OneSolutions Essential under one, two or three year term contracts.

- B) Basic Monthly Recurring Charges
 Monthly recurring charges as described below apply to Customers who subscribe to OneSolutions Essential service.

- C) Domestic Toll and Toll-Free Usage
 Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes.

15.13.4 Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Essential 1.5Mb – initial 3 line – 1 year	\$119.99
OneSolutions Essential 1.5Mb – initial 3 line – 2 year	\$113.99
OneSolutions Essential 1.5Mb – initial 3 line – 3 year	\$107.99
OneSolutions Essential 3Mb Upgrade – 1 year	\$10.00
OneSolutions Essential 3Mb Upgrade – 2 year	\$9.00
OneSolutions Essential 3Mb Upgrade – 3 year	\$9.00
OneSolutions Essential 7Mb Upgrade – 1 year	\$50.00
OneSolutions Essential 7Mb Upgrade – 2 year	\$47.00
OneSolutions Essential 7Mb Upgrade – 3 year	\$45.00
OneSolutions Essential Add Line – 1 year	\$26.00
OneSolutions Essential Add Line – 2 year	\$26.00
OneSolutions Essential Add Line – 3 year	\$26.00
Domestic Toll and Toll-Free Usage	Per Minute Rate
Domestic Toll and Toll-Free Usage, overage rate	\$0.0390

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.14 OneSolutions Enhanced

15.14.1 General

OneSolutions Enhanced service provides business Customers with channels of analog or digital voice, high-speed data and as well as intra-company private networking services on an integrated basis via a single transmission facility. OneSolutions Enhanced service is only available where suitable facilities exist.

Customers selecting OneSolutions Enhanced will receive:

- Six voice channels. Up to nine additional voice channels may be purchased as part of OneSolutions Enhanced service package.
- Unlimited local calling.
- 500 domestic toll and toll-free minutes per line. Minutes will be aggregated across all channels included in a OneSolutions Enhanced service package (limit of 15 channels per service package). Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.
- The following analog voice features are included at no additional charge with OneSolutions Enhanced: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Return, Call Waiting, Caller ID Number, Distinctive Ring, Call Pick-Up, Continuous Redial, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, 5 Voice Mail boxes, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection, Call Hold, Touch Tone. Customers that choose OneSolutions Enhanced may purchase additional One Communications Analog Voice Features at rates set forth in this product guide.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.1 General (Cont'd)

- The following digital and PRI voice features are included at no additional charge with OneSolutions Enhanced: Standard or PRI Configuration, Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing and Direct Outward Dialing, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option. Customers that choose OneSolutions Enhanced may purchase additional OneSolutions Digital and PRI Voice Features at rates set forth in this product guide.
- OneSolutions Enhanced IP-VPN option is only available where suitable facilities exist.
- One toll-free number.
- Customers are provided with 20 Direct Inward Dial (DID) Numbers in connection with a One Solutions Enhanced service package.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.2 Restrictions

- The maximum number of voice channels that can be ordered under a OneSolutions Enhanced service package is fifteen. Where available, additional lines or channels can be ordered outside of the One Solutions Enhanced service package, provided however, that such additional lines or channels will be provided at the Company's standard market rates. Usage on such additional lines or channels is excluded from the calling plans offered in connection with OneSolutions Enhanced service.
- A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Enhanced maximum of 500 minutes per line (minutes aggregated across all lines that are part of OneSolutions Enhanced).
- Unlimited local usage applies only to voice channels that are furnished in connection with the OneSolutions Enhanced service package.
- Unlimited local minutes included under OneSolutions Enhanced will only apply to voice grade service and is not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial-up connections and other data applications (including access to corporate LANs).
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the OneSolutions Enhanced local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this product guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.2 Restrictions (Cont'd)

- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customers that order OneSolutions Enhanced must pre-subscribe to the Company for toll and Long Distance service.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- Alarm lines are not offered in connection with a OneSolutions Enhanced service package.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.3 Application of Rates

- A) Term Discounts
Discounts are available to customers who subscribe to OneSolutions Enhanced under one, two or three year term contracts.

- B) Basic Monthly Recurring Charges
Monthly recurring charges as described below apply to Customers who subscribe to OneSolutions Enhanced service.

- C) Domestic Toll and Toll-Free Usage
Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes.

15.14.4 Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Enhanced – initial 6 line – 1 year	\$515.00
OneSolutions Enhanced – initial 6 line – 2 year	\$465.00
OneSolutions Enhanced – initial 6 line – 3 year	\$415.00
OneSolutions Enhanced Add Line – 1 year	\$25.00
OneSolutions Enhanced Add Line – 2 year	\$25.00
OneSolutions Enhanced Add Line – 3 year	\$25.00

Domestic Toll and Toll-Free Usage	Per Minute Rate
Domestic Toll and Toll-Free Usage, overage rate	\$0.0390

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line

15.15.1 General

One Communications Basic Business Line service encompasses analog network access services and is available only for business Customers. One Communications Basic Business Line service provides local service to the Customer's location. Service is only available where suitable facilities exist.

A Local Feature Package is available to Customers selecting One Communications Basic Business Line service. The Local Feature Package includes up to eight calling features for a flat monthly recurring charge per line. Abbreviated Dial, Assume/Dial 9, Call Hold and Group Call Pickup are only available as part of the Features Bundle. Caller ID Name and Number, Call Waiting with Caller ID Name and Number and Direct Line Connect are not available as part of the Local Feature Package.

Customers may purchase additional One Communications Analog Voice Features at rates set forth in this Product Guide.

Customers may purchase One Communications Basic Business Line service as:

- Basic Business Line, usage rates apply; or
- Unlimited Local Business Lines, includes unlimited local usage; or
- Unlimited Business Lines, includes local, local toll and domestic toll service.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.2 Restrictions

- A maximum of 15 Unlimited Business Lines at one service location is allowed.
- In areas where measured service lines are sold, Customer may mix unlimited offerings with measured service lines at the same location. Customer may not mix different types of unlimited offerings at the same service location except in areas where measured local service is not an option.
- Unlimited lines are not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial up connections and other data applications (including access to corporate LANs).
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the One Communications Basic Business Line service local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this Product Guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.2 Restrictions (Cont'd)

- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customers that order One Communications Basic Business Line service must pre-subscribe to the Company's toll and Long Distance service.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.3 Application of Rates

- A) Basic Monthly Recurring Charges
Monthly recurring charges as described below apply to Customers who subscribe to One Communications Basic Business Line service under one, two or three year term contracts.

- B) Local Feature Package
Monthly recurring charges as described below apply to Customers who subscribe to One Communications Basic Business Line Local Feature Package.

- C) Local Usage
Local usage rates will apply to lines not ordered as Unlimited Local Business Lines or Unlimited Business Lines. Local usage is provided on a measured, per call basis.

- D) Domestic Toll Usage
Domestic toll usage rates will apply to lines not ordered as Unlimited Business Lines. Domestic toll service is furnished on a usage sensitive basis and is subject to a per minute rate.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.4 Rates

Basic Monthly Recurring Charges	MRC, per line
Basic Business Line – Area B – 1 year	\$20.49
Basic Business Line – Area B – 2 year	\$19.49
Basic Business Line – Area B – 3 year	\$18.99
Basic Business Line – Area C – 1 year	\$22.49
Basic Business Line – Area C – 2 year	\$21.49
Basic Business Line – Area C – 3 year	\$20.99
Basic Business Line – Area D – 1 year	\$24.49
Basic Business Line – Area D – 2 year	\$23.49
Basic Business Line – Area D – 3 year	\$22.99
Unlimited Local Business Line – 1 year	\$32.99
Unlimited Local Business Line – 2 year	\$31.99
Unlimited Local Business Line – 3 year	\$30.99
Unlimited Business Line – 1 year	\$49.49
Unlimited Business Line – 2 year	\$46.49
Unlimited Business Line – 3 year	\$44.49

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.4 Rates (Cont'd)

Area	Collos
Area B	CLMBOH11, DYTNOH22, AKRNOH25
Area C	CLMBOH23, CLMBOH25, CLMBOH26, CLMBOH27, CLMBOH29, CLMBOH44, CLMBOH47, CLMBOH86, DBLNOH89, UPAROH45, UPAROH48, WEVLOH88, WOTNOH88, CNTMOH43, DYTNOH25, DYTNOH27, DYTNOH29, AKRNOH72, AKRNOH78, AKRNOH86, CYFLOH92, STOWOH68, YNTWOH74, YNTWOH78
Area D	CNWIOH83, GVCYOH87, HLRDOH87, LNCSOH65, DYTNOH23, DYTNOH89, FRBNOH87, MMBGOH86, PIQUOH77, SPFDOH32, SPFDOH39, XENIOH37, ZMMNOH42, BDMNOH75, BRTNOH74, CNFDOH02, CVTPOH02, KENTOH67, LRTPOH75, NILSOH65, POLDOH75, TLMDOH63, YNTWOH79

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.4 Rates (Cont'd)

Local Feature Package	MRC, per line
Basic Business Line – Local Feature Package	\$5.50

Local Usage	Per Call Rate
Local Usage, per call rate	\$0.0600

Domestic Toll Usage	1 year term	2 year term	3 year term
Domestic Toll Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service

15.16.1 General

One Communications Digital Voice Service provides a full T1 of voice service with the option to add PRI service. One Communications Digital Voice Service is available to business Customers only. Service is only available where suitable facilities exist.

Customers who subscribe to One Communications Digital Voice Service will be provided with:

- Access to the Company's network for purposes of receiving or placing local and long distance calls.
- Measured (per call) local usage.
- Long distance service offered in connection with One Communications Digital Voice Service is furnished on a usage sensitive basis and is subject to a per minute rate.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.1 General (Cont'd)

- The option to purchase lines bundled with packages of local calls, local toll minutes, domestic toll minutes and domestic toll-free minutes. Customers who exceed their allotted number of calls and/or minutes in any given month will be billed a per call and/or per minute rate on their overage calls and/or minutes.
 - Digital Voice Service with package of 25,000 Local Calls
 - Digital Voice Service with package of 25,000 Local Calls and 10,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 - Digital Voice Service with package of 25,000 Local Calls and 25,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 - Digital Voice Service with package of 25,000 Local Calls and 50,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 - Digital Voice Service with package of 25,000 Local Calls and 75,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 - Digital Voice Service with package of 25,000 Local Calls and 100,000 Domestic Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.1 General (Cont'd)

- The following features are included with One Communications Digital Voice Service at no additional charge: Standard or PRI Configuration, Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing and Direct Outward Dialing, Multiple Trunk Group Configuration, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option.
- For an additional monthly charge, the following features are available with the Company's Digital Voice Service: Inbound Caller ID Name & Number, Direct Inward Dialing Number Blocks, Digit Transposition/Manipulation for DID Digits, Call Forward on Trunks, Two B Channel Transfer and NFAS Backup D Channel.
- Direct Inward Dial (DID) Number Block of 20 is also included with Digital Voice Service.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.2 Restrictions

- One Communications Digital Voice Service must be purchased as full T1.
- All usage associated with a purchased package of calls and minutes will be aggregated across all channels included in the Digital Voice Service T1. Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the One Communications Digital Voice Service local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this Product Guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.2 Restrictions (Cont'd)

- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customers that order One Communications Digital Voice Service must pre-subscribe to the Company's toll and Long Distance service.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- Lines purchased with packages of calls or minutes may not be available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial up connections and other data applications (including access to corporate LANs).

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.3 Application of Rates

- A) Basic Monthly Recurring Charges
Monthly recurring charges as described below apply to Customers who subscribe to One Communications Digital Voice Service under one, two or three year term contracts.

- B) Local Usage
Local usage is provided on a measured, per call basis. Local usage rates will apply to lines not ordered with a bundle of local calls. Customers who exceed their allotted number of local calls in any given month will be billed a per call rate on their overage calls (local usage rate will apply).

- C) Domestic Toll Usage
Domestic toll service is furnished on a usage sensitive basis and is subject to a per minute rate. Domestic toll usage rates will apply to lines not ordered with a package of domestic toll minutes. Customers who exceed their allotted domestic toll usage package of minutes in any given month will be billed a per minute rate on their overage minutes (domestic toll – overage rate will apply).

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.4 Rates

Basic Monthly Recurring Charges	MRC, per circuit
Digital Voice Service – 1 year	\$498.49
Digital Voice Service – 2 year	\$451.49
Digital Voice Service – 3 year	\$409.49
Digital Voice Service with Package of 25,000 Local Calls – 1 year	\$665.49
Digital Voice Service with Package of 25,000 Local Calls – 2 year	\$601.49
Digital Voice Service with Package of 25,000 Local Calls – 3 year	\$544.49
Digital Voice Service with Package of 25,000 Local Calls & 10,000 Domestic Toll Minutes – 1 year	\$1,157.49
Digital Voice Service with Package of 25,000 Local Calls & 10,000 Domestic Toll Minutes – 2 year	\$988.49
Digital Voice Service with Package of 25,000 Local Calls & 10,000 Domestic Toll Minutes – 3 year	\$844.49
Digital Voice with Package of 25,000 Local Calls & 25,000 Domestic Toll Minutes – 1 year	\$1,503.49
Digital Voice with Package of 25,000 Local Calls & 25,000 Domestic Toll Minutes – 2 year	\$1,282.49
Digital Voice with Package of 25,000 Local Calls & 25,000 Domestic Toll Minutes – 3 year	\$1,094.49
Digital Voice with Package of 25,000 Local Calls & 50,000 Domestic Toll Minutes – 1 year	\$1,987.49
Digital Voice with Package of 25,000 Local Calls & 50,000 Domestic Toll Minutes – 2 year	\$1,694.49
Digital Voice with Package of 25,000 Local Calls & 50,000 Domestic Toll Minutes – 3 year	\$1,444.49

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.4 Rates (Cont'd)

Basic Monthly Recurring Charges (Cont'd)	MRC, per circuit
Digital Voice with Package of 25,000 Local Calls & 75,000 Domestic Toll Minutes – 1 year	\$2,472.49
Digital Voice with Package of 25,000 Local Calls & 75,000 Domestic Toll Minutes – 2 year	\$2,105.49
Digital Voice with Package of 25,000 Local Calls & 75,000 Domestic Toll Minutes – 3 year	\$1,794.49
Digital Voice with Package of 25,000 Local Calls & 100,000 Domestic Toll Minutes – 1 year	\$2,956.49
Digital Voice with Package of 25,000 Local Calls & 100,000 Domestic Toll Minutes – 2 year	\$2,517.49
Digital Voice with Package of 25,000 Local Calls & 100,000 Domestic Toll Minutes – 3 year	\$2,144.49

Local Usage	Per Call Rate
Local Usage, per call rate	\$0.0600

Domestic Toll Usage	1 year term	2 year term	3 year term
Domestic Toll Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350

Domestic Toll - Overage Rate	Per Minute Rate
Domestic Toll, overage rate	\$0.0390

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.17 One Communications Remote Call Forward (RCF) Service

15.17.1 Description of Services

One Communications Remote Call Forward (RCF) Service allows a Customer to obtain a phone number in one exchange and have all calls forwarded to the same or another exchange. The RCF number has no physical line associated with it. One call path is provided per RCF number. Additional call paths may be purchased. Service is only available where suitable facilities exist.

The terminating number for the RCF can be local, intraLATA, interLATA or toll-free. Customers that order One Communications RCF must pre-subscribe to the Company's local, local toll and Long Distance service. Customer will be charged for all usage to forward call to terminating number.

The terminating number cannot be another RCF number, an international number, 911, 611, x11, directory assistance, coin telephone or a feature code.

No features may be attached to the RCF number. If Customer has caller ID on terminating number, the number of the calling party will appear on the caller ID display, not the RCF number.

One yellow pages listing and one white pages listing are available for each RCF number ordered.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.17 One Communications Remote Call Forward (RCF) Service (Cont'd)

15.17.2 Application of Rates (Cont'd)

- A) Monthly Recurring Charges
Monthly recurring charges as described below apply for each RCF number ordered under one, two or three year term contracts.
- B) RCF Local Usage
Local usage furnished in connection with RCF service is provided on a measured, per call basis.
- C) RCF Domestic Toll
Domestic toll usage furnished in connection with RCF service is provided on usage sensitive basis and subject to a per minute rate.
- D) Non-Recurring Charges
Non-recurring charges as described below apply for each RCF number ordered.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.17 One Communications Remote Call Forward (RCF) Service (Cont'd)

15.17.3 Rates

Monthly Recurring Charges	MRC
RCF, per initial and additional path – 1 year	\$17.50
RCF, per initial and additional path – 2 year	\$17.00
RCF, per initial and additional path – 3 year	\$16.50

Local Usage	Per Call Rate
RCF Local Usage, per call rate	\$0.0600

Domestic Toll Usage	1 year term	2 year term	3 year term
Domestic Toll Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (interLATA), per minute rate	\$0.0390	\$0.0370	\$0.0350
Domestic Toll-Free Usage (intraLATA toll), per minute rate	\$0.0390	\$0.0370	\$0.0350

Non-Recurring Charges	NRC
RCF, per initial and additional path	\$10.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.18 OneSolutions Complete

15.18.1 General

OneSolutions Complete is a converged service capable of providing voice, Internet and data services delivered via IP to the Customer's service location. Customers may choose a voice only, a voice and Internet only or a voice, Internet and MPLS VPN configuration. OneSolutions Complete is available only for business Customers. Additional charges may apply to Customers who reside in rate centers where the Company does not have a node. Service is only available where suitable facilities exist.

Customers who subscribe to OneSolutions Complete will be provided with the option to purchase service bundled with a package of 25,000 local calls. Allotted calls not used within a given month are lost and may not be carried over to subsequent months.

Customers will also have the option to purchase Call Packs of Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free).

The following analog voice features are included at no additional charge with OneSolutions Complete: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Waiting, Caller ID Number, Distinctive Ring, Group Call Pick-Up, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection and Call Hold. Customers may purchase additional One Communications Analog Voice Features at rates set forth in this tariff.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.18 OneSolutions Complete (Cont'd)

15.18.1 General (Cont'd)

The following digital and PRI voice features are included at no additional charge with OneSolutions Complete: Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing Block of 20, Direct Inward Dialing and Direct Outward Dialing, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Inbound Caller ID Name & Number, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option, Digit Transposition. Customers that choose OneSolutions Complete may purchase additional One Communications Digital and PRI Voice Features at rates set forth in this tariff.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.18 OneSolutions Complete (Cont'd)

15.18.2 Restrictions

- Lines purchased with packages of calls or minutes may not be available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial up connections and other data applications (including access to corporate LANs).
- Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the One Communications OneSolutions Complete service local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this tariff. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.
- Alarm lines are not available as part of OneSolutions Complete.
- Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.18 OneSolutions Complete (Cont'd)

15.18.3 Application of Rates

- A) Basic Monthly Recurring Charges
Monthly recurring charges as described below apply to Customers who subscribe to One Communications OneSolutions Complete service under one, two or three year term contracts.

- B) Local Usage
Local usage is provided on a measured, per call basis. Local usage rates will apply to service not ordered as bundled with a package of 25,000 local calls. Customers who exceed their allotted number of local calls in any given month will be billed a per call rate on their overage minutes (local usage rate will apply).

- C) Domestic Toll Usage
Domestic toll service (includes Local Toll, Domestic Toll and Domestic Toll-Free) is furnished on a usage sensitive basis and is subject to a per minute rate. Domestic toll usage rates will apply to service not ordered with a Call Pack of domestic toll minutes. Customers who exceed their allotted domestic toll usage Call Pack of minutes in any given month will be billed a per minute rate on their overage minutes.

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.18 OneSolutions Complete (Cont'd)

15.18.4 Rates

Monthly Recurring Charges	1 Year MRC	2 Year MRC	3 Year MRC
OneSolutions Complete 1.5M	\$588.00	\$526.40	\$420.00
OneSolutions Complete 3.0M	\$1,056.00	\$952.00	\$756.00
OneSolutions Complete 4.5M	\$1,536.00	\$1,377.60	\$1,092.00
OneSolutions Complete 6.0M	\$2,052.00	\$1,836.80	\$1,459.50
OneSolutions Complete 7.5M	\$2,472.00	\$2,206.40	\$1,764.00
OneSolutions Complete 9.0M	\$2,964.00	\$2,654.40	\$2,121.00
OneSolutions Complete 10.5M	\$3,336.00	\$2,979.20	\$2,383.50
OneSolutions Complete 12.0M	\$3,816.00	\$3,416.00	\$2,719.50
OneSolutions Complete 1.5M with 25,000 Local Calls	\$648.00	\$582.40	\$472.50
OneSolutions Complete 3.0M with 25,000 Local Calls	\$1,146.00	\$1,036.00	\$834.75
OneSolutions Complete 4.5M with 25,000 Local Calls	\$1,656.00	\$1,489.60	\$1,197.00
OneSolutions Complete 6.0M with 25,000 Local Calls	\$2,280.00	\$2,049.60	\$1,659.00
OneSolutions Complete 7.5M with 25,000 Local Calls	\$2,700.00	\$2,419.20	\$1,963.50
OneSolutions Complete 9.0M with 25,000 Local Calls	\$3,192.00	\$2,867.20	\$2,320.50
OneSolutions Complete 10.5M with 25,000 Local Calls	\$3,564.00	\$3,192.00	\$2,583.00
OneSolutions Complete 12.0M with 25,000 Local Calls	\$4,044.00	\$3,628.80	\$2,919.00

15 – ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (Cont'd.)

15.18 OneSolutions Complete (Cont'd)

15.18.4 Rates (Cont'd)

Local Usage	Per Call Rate
Local Usage, per call rate	\$0.060

Domestic Toll – OneSolutions Complete Call Packs	1 Year MRC	2 Year MRC	3 Year MRC	Overage Rate
1000 Package	\$30.00	\$30.00	\$30.00	\$0.0350
2500 Package	\$72.50	\$72.50	\$72.50	\$0.0350
5000 Package	\$140.00	\$140.00	\$140.00	\$0.0350
7500 Package	\$202.50	\$202.50	\$202.50	\$0.0350
10000 Package	\$260.00	\$260.00	\$260.00	\$0.0260
15000 Package	\$390.00	\$390.00	\$390.00	\$0.0260
25000 Package	\$650.00	\$650.00	\$650.00	\$0.0260
35000 Package	\$910.00	\$910.00	\$910.00	\$0.0260
50000 Package	\$1,300.00	\$1,300.00	\$1,300.00	\$0.0260
75000 Package	\$1,950.00	\$1,950.00	\$1,950.00	\$0.0260
100000 Package	\$2,400.00	\$2,400.00	\$2,400.00	\$0.0240

Domestic Toll	Per Minute Rate
Domestic Toll	\$0.0390