

COMPETITIVE TELECOMMUNICATIONS SERVICES TARIFF

SCHEDULE OF RATES AND CHARGES

TOGETHER WITH RULES AND REGULATIONS

APPLICABLE TO TELEPHONE SERVICE

PROVIDED IN THE TERRITORY SERVED BY THE

Computer Techniques, Inc.

WITHIN THE STATE OF ILLINOIS

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DEFINITIONS

2. Definitions

Access Line

The circuit which travels from the Central Office to the subscriber's premise terminating at the protector which provides direct access to the local exchange and the toll switching networks.

Aggregator

Aggregator denotes any entity that, in the ordinary course of its operations, makes telephones available to the public or transient users of its premises, for interstate telephone calls using a provider of operator services.

Channel

The communications path provided by the Company between two or more locations.

Circuit

A Channel used for the transmission of electrical or optical energy in the furnishing of telephone service.

Contract

The service agreement between a subscriber and the Company under which services and facilities are furnished in accordance with the provisions of the applicable tariffs.

Customer

A subscriber to services listed in this Tariff. See Subscriber.

Customer Activity Charge

Nonrecurring charge(s) made for the establishment of communication service or subsequent additions or changes to that service.

Customer Provided Equipment (CPE)

Devices, apparatus and their associated wiring provided by a subscriber for use with facilities furnished by the Company.

DEFINITIONS

2. Definitions (Cont'd)

Demarcation Point

The point of connection, provided and maintained by COMPUTER TECHNIQUES, INC., at which the station wiring becomes dedicated to an individual customer's use. For an individual customer dwelling, this point of connection will generally be the modular jack on the customer side of the Network Interface Device (NID). The drop wire and the network protector will continue to be provided by, and remain the property of, the COMPUTER TECHNIQUES, INC. The demarcation point is usually the point at which the COMPUTER TECHNIQUES, INC. wiring connects with the customer's wiring.

Digital Centrex

Centrex is a central office based business touch tone service which provides capabilities similar to those offered by a Private Branch Exchange, but without requiring switching equipment on the customer's premises.

End User

See subscriber.

Exchange

A geographical area for the administration of telecommunications services established and described by the tariff of a telecommunications company providing local exchange service.

Exchange Area

The territory served by an Exchange.

Extended Area Service

Interexchange telephone service furnished at flat or message rates between one or more exchange areas.

Local Channel

That portion of a channel which connects a station to the interexchange channel; it also applies to a channel connecting two or more stations within an exchange area.

DEFINITIONS

2. Definitions (Cont'd)

Local Exchange Service

Telephone service furnished between subscribers' stations located within the same local exchange area. Local exchange service includes access to subscribers within the local service area only. Access to subscribers outside of the local exchange area is provided through the toll provider's message toll tariff.

Local Message

A communication between subscriber stations within the same local service area.

Local Service Area

The geographical area which a subscriber obtains telephone service without the payment of a toll charge.

Network Interface Device (NID)

A device wired between the telecommunications protector and the inside wiring to isolate the customer's equipment from the network.

Pilot Number

The number in a multi-line hunt service group that is published as the customer's telephone number. When this number is dialed and the line is in use, the central office switch will search for an available idle line in the hunt group.

Premises

The building, portion or portions of a building used and occupied at one time by the subscriber in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who used and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Private Line

A circuit provided to furnish communication only between the two or more locations directly connected to it, and not having connection with central office switching apparatus.

DEFINITIONS

2. Definitions (Cont'd)

Subscriber

A person or agency subscribing for telephone service. As used in this Tariff, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers, even in the same Exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; no group treatment of service at separate locations furnished to one individual or firm is contemplated or to be implied except when definitely provided for in the specific service descriptions in the tariff.

Tariff

The document filed by the Company with the Illinois Commerce Commission which lists the communication services offered by the Company and the associated rates and charges.

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Telephone service rendered by the Company or other Common Carriers between patrons in different local service areas in accordance with the rates and regulations of the company providing service.

Trunk

A telephone communication channel between two switching centers.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations

3.1 Application

The rules and regulations specified herein apply to the intrastate services and facilities furnished within the State of Illinois by COMPUTER TECHNIQUES, INC., hereinafter referred to as the Company, subject to the jurisdiction of the Illinois Commerce Commission.

When services and facilities are provided in part by the Company and in part by other companies, the rules and regulations of the Company apply to that portion of the service and facilities furnished by it.

Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the authority to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the specific Tariff sections, the rate, rule, regulation or provision contained in the specific Tariff sections shall prevail. In the event of a conflict between any rate, rule, regulation or provision contained in this Tariff and any rate, rule, regulation or provision contained in Title 83, Chapter I, Subchapter f, Part 735 of the Illinois Administrative Code, the rate, rule, regulation or provision contained in the Illinois Administrative Code shall prevail.

3.2 Explanation of Symbols

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.
- (T) Signifies a change in text but no change in rate, treatment or regulation.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company

A. Availability of Facilities

The Company's obligation to furnish telephone service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

B. Directory Errors and Omissions

The Company endeavors to correctly list customers, their telephone numbers and other information in the local telephone directory. No liability for damages arising from errors in or omissions of directory listings or listings obtained from Directory Assistance shall attach to the Company. In the case of additional or extra listings for which a charge is made, the Company's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

C. Transmitting Messages

The Company does not undertake to transmit messages, but rather offers the use of its facilities, where available, for communication between parties subject to the conditions specified in these tariffs.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

D. Defacement of Premises

The Company will make a reasonable effort to leave the customer's property in the same condition in which it was found prior to any Company work. The Company will repair or replace any defacement or damage of property due to installation, existence, or removal of Company property when the damage is the result of negligence of the Company.

E. Maintenance and Repairs

The Company shall bear the expense of all repair and maintenance of its facilities. Where damage or destruction of its facilities is due to the acts or omissions of the subscriber, the Company will be reimbursed by the subscriber for any such damage. The subscriber may not rearrange, remove, or disconnect any Company facilities without consent of the Company.

Access to subscriber's premises at any reasonable hour will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

F. Adjustment of Charges

In case of overbilling, a refund will be made by the Company for the amount of excess charges with interest from the date of the overpayment by the subscriber.

The refund will be accomplished by a credit on a subsequent bill for telephone service or by check if the account is final or if requested by the subscriber.

G. Liability of Company

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur in excess of 36 hours after notification has been made.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

G. Liability of Company (Cont'd)

2. The customer indemnifies and saves the Company harmless against the following:
 - (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
 - (b) Any defacement or damage to the customer's premises, resulting from the existence of the Company's facilities (demarcation point and drop) on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company or its employees.
 - (c) Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
 - (d) Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
 - (e) Liability for failure to provide service.
 - (f) Liability for telephone directories except as outlined in Section 3.3(B).

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Credit for Interruptions

1. Subject to the exceptions contained in Section 3.3.H.2, when the use of service or facilities furnished by the Company is interrupted, the following adjustments of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperable by reason of the interruption whenever said interruption continues for a period of thirty (30) hours or more from the time the interruption is reported to or known to exist by the Company:
 - (a) If the interruption last for greater than thirty (30) hours but equal to or less than forty-eight (48) hours, Company shall provide a credit equal to a pro-rata portion of monthly recurring charges for the services interrupted;
 - (b) If the interruption lasts for greater than forty-eight (48) hours but equal to or less than seventy-two (72) hours, Company shall provide a credit for 33% of one month's recurring charges for all interrupted services;
 - (c) If the interruption lasts for greater than seventy-two (72) hours but equal to or less than ninety-six (96) hours, Company shall provide a credit for 67% of one month's recurring charges for all interrupted services;
 - (d) If the interruption lasts for greater than ninety-six (96) hours but equal to or less than one hundred twenty (120) hours, Company shall provide a credit for one full month's recurring charges for all interrupted services;
 - (e) If the interruption lasts for greater than one hundred twenty (120) hours, Company will provide alternative phone service to the Customer at no cost or provide an additional credit of \$20 per day, at the Customer's option.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Credit for Interruptions (Cont'd)

(f) The credit for services applies to the following non-usage sensitive services:

- Monthly Basic Local Service
- Custom Calling Features
- CLASS Features

For calculating credit allowances, every month is considered to have 30 days. Only those facilities on the interrupted portion of the circuit will receive a credit.

2. Limitation on Credit for Interruption Allowances

No credit allowance will be made for:

- (a) Interruptions due to the negligence or willful acts of , or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint User, or other common carrier providing service connected to the service by of the Company;
- (b) An emergency situation;

An emergency situation is defined as:

- A declaration made by the applicable state or federal government agency that the area served by the local exchange carrier is either a state or federal disaster area;
- An act of third parties, including acts of terrorism , vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier, or
- A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

H. Credit for Interruptions (Cont'd)

2. Limitation on Credit for Interruption Allowances (Cont'd)

- (c) Interruptions due to the failure or malfunction of customer-owned telephone equipment or inside wiring;
- (d) Interruptions of service extended by the Company's inability to gain access to its facilities and equipment for the purpose of investigating and correcting interruptions due to the Customer changing a scheduled appointment, provided that the interruption is not extended further by the Company;
- (e) Interruptions of service extended by the Company's inability to gain access to its facilities and equipment because the Customer missed an appointment, provided that the interruption is not further extended by the Company;
- (f) Interruptions of service during any period when it is necessary for the Customer to release service to the Company for necessary maintenance purposes or for implementation of a Customer order for a change in service arrangement.
- (g) Interruptions that occur as a result of the Company's right to refuse service to the Customer as provided in 83 Ill. Adm. Code 735.
- (h) A lack of Company facilities to meet the customer's request for service.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

I. New Service Installation Requirements

1. As provided for in 83 Ill. Adm. Code 732.20(a), the Company will install basic local exchange service within five (5) business days after the Customer orders service. The Company will inform the Customer at the time of the request for install, repair, and/or appointment is made, whether or not the Company has the requisite information to complete the request. Once the requisite information is provided to the Company, the five (5) business day period starts. If the Company fails to install basic local service within five (5) business days, the Company will waive 50% of any installation charges. If the Company fails to install service within 10 business days after the service application is placed, the Company shall waive 100% of the installation charge. For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the customer's requested installation date, whichever is greater, the Company will either provide alternative telephone service at no cost or an additional credit of \$20 per day, at the Customer's option until service is installed.
2. The New Service Installation credit referenced in Section 3.3.I (1) does not apply as a result of:
 - (a) The customer requesting an installation date beyond the five (5) days from the date of the order. Should the company not meet its extended commitment date, the New Service Installation date, the customer credit will then be applied from the "agreed" upon installation date;
 - (b) Negligence or willful acts of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint User, or other common carrier providing service connected to the service by of the Company.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

I. New Service Installation Requirements (Cont'd)

(c) An emergency situation;

An emergency situation is defined as:

- A declaration made by the applicable state or federal government agency that the area served by the local exchange carrier is either a state or federal disaster area;
 - An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the local exchange carrier, or
 - A severe storm, tornado, earthquake, flood or fire, including any sever storm, tornado, earthquake, flood or fire that prevents the local exchange carrier from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.
- (d) The inability to gain access to the customer's premises due to the Customer missing an appointment provided that the violation is not further extended by the carrier;
- (e) The Customer requesting a change to the scheduled appointment, provided the violation is not further extended by the carrier;
- (f) The Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
- (g) A lack of Company facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the carrier is not currently offering service, or there are insufficient facilities to meet the customer's request for service.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.3 Obligation and Liability of Company (Cont'd)

J. Failure to Keep Scheduled Appointment

1. If the Company needs access to the Customer premise an appointment will be made with the customer. If the Company fails to show up for the appointment, a credit of \$25 will be applied to the customer's telephone bill.

(a) The credit does not apply if:

- i. The Customer is not available during the agreed hours of the appointment.
- ii. The Company provides the customer notice of its inability to keep the appointment no later than 8:00 p.m. of the day prior to the scheduled date of the appointment.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities

A. Provision of Equipment

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.
2. Equipment not owned by the Company may be attached to the facilities of the Company as provided in Section 3.4(B). In case unauthorized attachment or connection is made, the Company shall have the right to discontinue the service.
3. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company (such as a device to obtain quietness or privacy), provided any such device so used does not:
 - a. Endanger the safety of Company employees or the public.
 - b. Damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff.
 - c. Interfere with the proper functioning of such equipment or facilities.
 - d. Impair the operation of the communication system.
 - e. Otherwise injure the public in its use of the Company's services.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire

1. Customer-provided equipment and/or inside wire may be connected at the customer's premises to facilities of the Company for use with local exchange service in compliance with FCC regulations.
2. Customers may connect equipment, systems and/or inside wire registered or grandfathered by the FCC directly to the Company network.
3. The General Regulations contained in Section 3 of this Tariff apply when the customer elects to provide his own equipment and/or inside wire. In any instance where the Tariff of the Company conflicts with an effective order of the FCC, the FCC order will have precedence.
4. Responsibility of the Customer
 - a. Upon notification from the Company that the customer-provided equipment or inside wire is causing or is likely to cause harm, the customer shall make such change as is necessary to remove such harm. Failure to make such change will result in disconnection of service until such change is completed to the satisfaction of the Company.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire (Cont'd)

4. Responsibility of the Customer (Cont'd)

- b. The customer may be required, as a condition of service, to pay in full all sums due the Company including, but not limited to, customer activity charges, termination charges, minimum charges, and reimbursement for loss or damage to Company facilities as may apply.
- c. A customer must subscribe to, and be capable of providing operation for, sufficient quantities of local exchange service lines to provide adequate access to his customer-provided equipment and/or inside wire in accordance with accepted communications industry standards.
- d. The customer must provide all of the terminal equipment and/or inside wire on the customer's side of the point of demarcation between Company owned equipment and customer-owned equipment.
- e. Use of Company facilities or service in connection with any device for recorded public announcements is subject to the following conditions:
 - (1) For purposes of identification, customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

B. Customer Provided Equipment and Inside Wire (Cont'd)

4. Responsibility of the Customer (Cont'd)

e. (Cont'd)

(2) Customers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

(3) Nonpublished telephone service will not be furnished for use with recorded public announcements.

(4) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.

f. Customer-provided systems, equipment, and inside wire must comply with the requirements of Part 68 of the Rules of the Federal Communications Commission.

5. Responsibility of the Company

a. The Company shall not be responsible to the customer for changes in the technical criteria or in any of the facilities, operations or procedures initiated by the Company or appropriate regulatory agencies which might render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Company will make a reasonable effort to notify a customer in advance of changes in technical criteria, operations or procedures, which might affect customer-provided equipment or systems.

b. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems, equipment, or inside wire.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.4 Use of Service and Facilities (Cont'd)

C. Use of Subscriber Service

Local exchange telephone service is furnished only for the use by the subscriber, his/her family, and associates.

D. Abuse or Fraudulent Use of Service

Local exchange service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may disconnect service, which is used in such a manner as listed below. In case of such disconnection, the Company will immediately attempt to notify the customer.

Abuse or fraudulent use of service includes the following:

1. The use of service or facilities of the Company in such a manner as to interfere with the service of one or more other telephone users.
2. Tampering with or rearranging Company equipment or facilities, or engaging in any fraudulent activity whatsoever, for the purpose of obtaining service without payment of any portion of charges applicable to the service rendered by the Company or common carriers using the Company's facilities.
3. The use of service that is objected to by or on behalf of any governmental authority on the grounds that such service is or is to be used for illegal purposes.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service

A. Applications for Service

Application for service may be made on the Company's standard form or verbally, which becomes a contract when accepted in writing by the Company or upon establishment of service. The conditions of such contracts are subject to all provisions of this and other applicable tariffs.

The subscriber may be required to pay in advance all charges including applicable Customer Activity Charges for the first billing period. Federal, State or municipal governmental agencies may not be required to make advance payments.

Requests for additional service may be made verbally, if provided in the original contract, and no advance payment will be required.

A move within the exchange area is not considered a means to terminate the contract and orders for such may be made verbally.

Any change in rates, rules or regulations prescribed by the Illinois Commerce Commission shall act as a modification of the contract to that extent, without further notice.

B. Furnishing of Service to Business Customers

Business rates apply to customers conducting business in the following locations:

1. Offices, stores, factories and all other places of a strictly business nature.
2. In boarding houses, offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges (excluding dormitory rooms at such schools or colleges), hospitals, libraries, churches, and other similar institutions.
3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, or when such business use does not occur or pass over to residence phones during times when businesses are ordinarily closed.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service (Cont'd)

B. Furnishing of Service to Business Customers (Cont'd)

4. Where the place of business and the residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
6. In college fraternity houses.
7. At any location where the listing of service at that location indicates a business, trade or profession, except as specified in 3.5(C). below.

C. Furnishing of Service to Residence Customers

Residence rates apply to customers at the following locations:

1. In private residences where business listings are not provided.
2. In private apartments of hotels, rooming houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
3. In residence of a clergyman, and in the place of residence of a physician, dentist, veterinarian, surgeon or other medical practitioner, provided the subscriber does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the subscriber's residence and is not part of an office building. If listings of firms or partnerships, or additional listings of persons not residing in the same household are desired, business rates apply.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.5 Establishment and Furnishing of Service (Cont'd)

D. Telephone Numbers

The Company may change any or all numbers or the central office associated with such number whenever it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Company will provide reasonable notice of the effective date and reason for the change. A subscriber may request a telephone number change and if feasible the change will be made at the rate following as described in Section 5.2(B) and listed in Section 20.2(B).

E. Alterations

The subscriber agrees to notify the Company promptly of any alterations or new construction on subscriber premises which will necessitate changes in the Company's wiring and equipment; and the subscriber agrees to pay the Company's current charges for such changes.

F. Payment for Service

The subscriber is required to pay all charges for services rendered by the Company, both exchange and toll, in accordance with provisions contained in this tariff. The subscriber is responsible for all charges for service rendered at his telephone, including collect charges.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.6 Telephone Directories

The Company will furnish to each subscriber an alphabetically arranged list of the names of all subscribers of the Local Exchange at least once each year. Extra name listings of subscribers will be furnished when desired by any subscriber, or listings will be handled on a nonpublished basis or nonlisted basis (see Section 6.6 following) if requested. Such alphabetically arranged lists shall constitute the Company's telephone directory.

The directory will remain the property of the Company, furnished to expedite service, and may be taken up by the Company at the termination of the contract for service or when new directories are issued. The Company will furnish to its subscribers, without charge, only such directories as it deem necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

3.7 Establishment and Maintenance of Credit

A. Establishment of Credit for Service

The Company is not obligated to furnish or continue to furnish service to any individual or business that owes for the same class of service furnished by the Company previously rendered at the same or a different address until arrangements have been made for payment in full of such previous indebtedness to the Company.

In order to ensure that payment is made for all charges due for its service, the Company may require an applicant for service to establish and maintain credit. An applicant's credit rating as determined by the credit bureau will be used to determine their ability to establish credit with the Company.

B. Discontinuance of Service

Service may be discontinued for failure to establish or maintain credit as authorized above, no sooner than eight (8) days after the Company has served or mailed notice requiring the subscriber to comply with credit regulations.

C. Service Reconnection Charges

Where service has been discontinued for failure to establish or maintain credit as authorized above, a service reconnection charge as discussed in Section 5.2(C) and listed in Section 14.2(C) will apply, and will be collected by the Company.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Customer Billing

A. General

Bills for telephone service are issued monthly, and are due when rendered. Generally, monthly recurring charges are billed in advance, while toll charges are billed in arrears. The Company shall render a bill during each billing period except when there is a zero balance.

The customer is responsible for all charges in conjunction with services furnished including collect toll messages that have been accepted at the customer's telephone. Failure to receive a bill does not relieve the subscriber of the responsibility for payment for telephone service.

Charges for business service shall not be transferred to a bill for residential service, nor shall charges for residential service be transferred to a bill for business service.

The Company must issue customer bills within one year of the date the service was provided. No customer shall be liable for charges after one year.

Subscribers shall have twenty-one (21) days from the date of the postmark on the bill to pay the charges stated thereon. Payment shall be made at the office of the Company, an authorized collection agency, or by mail. The Company may assess a late payment charge for payments made after twenty-one (21) days. The late payment charge of one and one-half percent (per month) shall apply to all balances not paid by the due date shown on the bill.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.8 Customer Billing (Cont'd)

A. General (Cont'd)

A charge of \$10.00 will be made for all checks returned to the company for insufficient funds. If more than one insufficient funds check is received from a subscriber within a twelve (12) month period, the company may require that all subsequent payments be made by cash, money order, or certified check.

In the event that charges on a customer bill issued by the Company are later found to be incorrect, the Company shall refund the amount of the overcharges with interest from the date of overpayment by the customer.

B. Customer Bill Format

All bills for residential and single-line business customers shall contain an itemization of charges. Itemization of every monthly billing shall include, but not be limited to:

1. Exchange access (basic local service) as requested by customer;
2. Local service;
3. Equipment;
4. Enhanced and other local services;
5. The period of time for which the local service and equipment charges apply;
6. The phone number of the appropriate company business office;
7. The due date of the bill; and
8. A separate listing of additional charges due to state messages tax, municipal message tax, municipal consumer tax, state and municipal infrastructure maintenance fees, and federal excise tax.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service

A. Minimum Contract Periods

Except as hereinafter provided, the minimum contract period for all services and facilities is one month at the same location.

The Company may require a minimum contract period longer than one month at the same location in connection with special (non-standard) types or arrangements of equipment, or for unusual construction necessary to meet special demands, and involving extra cost.

Service will not be installed for a period of less than one month unless the subscriber pays, in addition to one month's rental, the cost of installation and removal of the necessary facilities.

B. Termination of Service by the Company

1. Service may be discontinued for any of the following reasons:

- a. Nonpayment of an undisputed past due charge.
- b. Unauthorized use of the Company's equipment in a manner that creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- c. Failure to substantially comply with the terms of a settlement agreement.
- d. Refusal after reasonable notice to permit inspection, maintenance, or replacement of Company's equipment.
- e. Material misrepresentation of identity in obtaining service from the Company.
- f. For noncompliance with an FCC or State Commission order.
- g. Nonpayment of undisputed, delinquent state or interstate long distance charges billed by the Company or undisputed, delinquent exchange charges including any FCC-approved end user charges or both.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.9 Minimum Contract Periods and Termination of Service (Cont'd)

B. Termination of Service by the Company (Cont'd)

2. The failure to pay charges not subject to the Illinois Commerce Commission or Federal Communications Commission's jurisdiction shall not constitute cause for discontinuance of service except as indicated in 3.9(B)(1)(g) above.

C. Termination of Service - Subscriber's Request

Service may be terminated prior to the expiration of the minimum contract period upon notice being given to the Company ten (10) days in advance, and upon payment of any applicable termination charges, in addition to any applicable charges due for service that has been furnished.

In the case of service for which the minimum contract period is one month, termination will require that charges due for the balance of the minimum period be paid.

For special equipment, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

Termination of contracts for periods longer than one month are subject to an early termination fee of 50% of the total contract amount.

Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

For Digital Centrex service, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.10 Charges for Damages

In situations where impairment or interruption of service is caused by tampering with Company wiring or equipment, the customer instigating such tampering or the person causing the damage will be billed the full cost of labor and materials required to reestablish normal service. In addition, the customer will be required to pay for any lost access revenue and lost toll charges caused by this impairment or interruption of service. This will be estimated based on an average of the preceding three months usage and prorated to the amount of time service was impaired or interrupted and also for the number of customers affected.

3.11 Connection of Automatic Dialing-Announcing Devices

An automatic dialing-announcing device is any automatic equipment used for solicitation which includes storage capability of numbers to be called; or a random or sequential number generator that produces numbers to be called, and has the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called.

Automatic dialing-announcing devices used for solicitation purposes where calls initiated by the device cannot be terminated at will by the called party and dial tone restored to the called party promptly upon termination of the call by the called party may not be connected to the telephone network.

Any prerecorded message issued by an automated dialing-announcing device shall be preceded by an announcement, which states the name and address of the calling party, the purpose of the message, and that the message is coming from automated equipment.

GENERAL RULES AND REGULATIONS

3. General Rules and Regulations (Cont'd)

3.12 Digital Divide Elimination Fund Program

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury effective July 10, 2002, to foster elimination of the Digital Divide and will be used, subject to appropriation, by the Illinois Department of Commerce and Community Affairs to fund community technology centers and for assisting public hospitals, libraries, and park districts in eliminating the digital divide. All monies in the Fund will be collected by the Company and remitted to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

General

- A. Customers willing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution will not reduce the customer's total amount due for telecommunications service or other charges appearing on the bill.
- B. This contribution will be line item on the bill and identified as the "Digital Divide Fund."
- C. Contributions will be collected on a recurring basis each month from the customer's bill and remittance will be reported and transferred to the Department or its designee as required by Section 758.60.
- D. Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 per month per line.
- E. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the company.
- F. Failure by the customer in any month to remit the entire bill amount may reduce the contribution accordingly.

LOCAL EXCHANGE SERVICE

4. Digital Local Exchange Service

4.1 Description

A network access line is required for flat rate local exchange service.

Digital Local Exchange Service is subject to all terms and conditions as outlined in this Tariff.

Basic Digital Local Exchange Service is available to both residential and business customers. Basic Digital Phone Service includes a Basic Digital Phone Access Line and long distance service at \$0.08/minute for domestic minutes.

Business customers may add Internet service to their Basic Digital Local Exchange Service and receive a discount on their Basic Digital Local Exchange Service. Business customers may subscribe to a Fax Transmission Service only access line at a reduced rate.

Enhanced Digital Phone Service is available to residential customers only and includes a Basic Digital Phone Access Line, unlimited long distance domestic minutes, Caller I.D., Voicemail and 3 Way Calling.

The rates and charges for Basic and Enhanced Digital Local Exchange Service are listed in Section 14.1. These rates and charges are for the period of one month, unless otherwise indicated, and entitle business or residence subscribers to basic local exchange telephone service. Rates for basic business and residence service are listed in Section 14.1(A) and 14.1(B) respectively. Rates for Enhanced Digital Local Exchange Service are listed in Section 14.1(C).

4.2 Taxes, Fees, and Charges

When any city, county or taxing authority imposes a franchise, occupation, business sales, license, excise, privilege, or similar tax of any kind on this Company, the amounts therein so far as practical, shall be charged on a pro-rata basis to all customers so affected receiving exchange service within the boundaries of that taxing entity. This tax charge, in all cases, will be in addition to the regular charges for local service and shall be set out as a separate item on the customer's bill.

Where a tax levied on a percentage of gross receipts, that percentage will be applied to each customer's bill so affected and the amount so computed will be added as a separate item to the customer's bill. Where a tax is levied other than on a percentage of gross receipts, a pro rata share of the total tax shall be added as a separate item to each customer's bill. All such taxes collected by the Company shall be paid to the city, county, or taxing authority in accordance with the promulgated regulations pertaining to each tax.

LOCAL EXCHANGE SERVICE

4. Digital Local Exchange Service (Cont'd)

4.3 Digital Local Exchange Service Descriptions

A. General Regulations

Basic Digital Local Exchange Service is available to both residential and business.
Enhanced Digital Phone Service is available to residential customers only.

1. Basic Local Exchange Service: Basic Local Exchange Service includes a Basic Digital Phone Access Line and long distance service at \$0.08/minute for domestic minutes.
2. Enhanced Local Exchange Service: Enhanced Local Exchange Service includes a Basic Digital Phone Access Line, unlimited long distance domestic minutes, Caller I.D., Voicemail and 3 Way Calling.

LOCAL EXCHANGE SERVICE

4. Digital Local Exchange Service (Cont'd)

4.4 Service Bundles

A. General Regulations

The Service Bundle packages listed below are available to residential customers only. The Service Bundle packages may be ordered at the customer's option on a monthly rate basis.

1. Basic Phone + 25x1 Internet Bundle: The Basic Phone + 25x1 Internet Bundle offers customers the following: Basic Digital Phone Access Line, long distance service at \$0.08/minute for domestic minutes, and 25 Mbps download/1 Mbps upload High Speed Internet Service.
2. Enhanced Phone + 25x1 Internet Bundle: The Enhanced Phone + 25x1 Internet Bundle offers customers the following: Basic Digital Phone Access Line, unlimited long distance domestic minutes, Caller I.D., Voicemail, 3 Way Calling and 25 Mbps download/1 Mbps upload Speed Internet Service.
3. Basic Phone + 50x50 Internet Bundle: The Basic Phone + 50x50 Internet Bundle offers customers the following: Basic Digital Phone Access Line, long distance service at \$0.08/minute for domestic minutes, and 50 Mbps download/50 upload High Speed Internet Service
4. Enhanced Phone + 50x50 Internet Bundle: The Enhanced Phone + 50x50 Internet Bundle offers customers the following: Basic Digital Phone Access Line, unlimited long distance domestic minutes, Caller I.D., Voicemail, 3 Way Calling and 50 Mbps download/50 upload High Speed Internet Service. .
5. Basic Phone + 100x100 Internet Bundle: The Basic Phone + 100x100 Internet Bundle offers customers the following: Basic Digital Phone Access Line, long distance service at \$0.08/minute for domestic minutes, and 100 Mbps download/100 Mbps upload High Speed Internet Service.
6. Enhanced Phone + 100x100 Internet Bundle: The Enhanced Phone + 100x100 Internet Bundle offers customers the following: Basic Digital Phone Access Line, unlimited long distance domestic minutes, Caller I.D., Voicemail, 3 Way Calling and 100 Mbps download/100 Mbps upload High Speed Internet Service.

Unlimited long distance usage is limited to the 50 U.S states for all Service Bundles.

LOCAL EXCHANGE SERVICE

4. Digital Local Exchange Service (Cont'd)

4.4 Service Bundles (Cont'd)

A. General Regulations (Cont'd)

Usage from 900 services, toll calls to the internet, telemarketing call and, international calls do not qualify. In addition, equipment charges, taxes, fees, and other surcharges are also excluded. This offer cannot be combined with any other discounts or promotions unless otherwise indicated.

B. Rates and Charges

The rates for Digital Local Exchange Service are listed in Section 14.1(D) of this Tariff.

4.5 PROMOTIONAL OFFERINGS

4.5.1 Certain promotional offerings may be provided from time to time via this tariff. These promotional offerings may only apply to certain services, and may be limited to certain dates, times, and locations.

CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges

5.1 General

The Term "Customer Activity Charge" is used to define the nonrecurring charge or charges made for the establishment of a class of communication service or subsequent additions or changes to that service.

Customer Activity Charges are in addition to any other scheduled rates and charges normally applying under the tariffs. They apply in addition to and not in lieu of recurring charges, mileage charges, or construction charges made because of unusual costs in establishing service.

Customer Activity Charges may be payable at the time application is made for the particular service or facility, and prior to the establishment of service, or upon presentation of a bill. Service may be established in advance of payment in the case of Customer Activity Charges for additions to the service of existing customers.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests that overtime labor be performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved. Any special work performed at the request of the customer will be charged for on the basis of labor cost and overhead incurred.

5.2 Types of Customer Activity Charges

A. Installation/Activation Charge

This charge is applicable for work performed in receiving, recording, and processing information necessary to execute a customer's initial request for connections of service. Installation/Activation Charges are caused by customer requests only.

One Installation/Activation Charge is applicable for each request for the establishment of a service.

CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges

5.2 Types of Customer Activity Charges (Cont'd)

A. Installation/Activation Charge (Cont'd)

Only one Installation/Activation Charge is applicable for all items ordered at the same time for completion on the same date, for the same line number.

An Installation/Activation Charge is applicable for work done to comply with a customer's initial request for new service.

Movement of a customer's service from one premises to another will be considered as a service termination at the old location and the establishment of service at the new location.

Installation/Activation Charges are listed in Section 14.2(A) of this Tariff.

B. Premise Visit Charge

A Premise Visit Charge is applicable when travel to the customer's premises is necessary to perform work. The Premise Visit Charge is billed in tenths of an hour with a minimum charge of \$75.00. When more than one visit is necessary, for Company reasons, to complete the work, only one Premise Visit Charge applies.

Premise Visit Charges are listed in Section 14.2(B) of this Tariff.

C. Service Reconnection Charge

A Service Reconnection Charge will be applied for the restoral of service to any customer who has been denied service for nonpayment. When service has been disconnected for nonpayment and payment has not been received or satisfactory payment arrangements have not been made for a period of ten (10) calendar days, the Company may consider the service terminated and the equipment owned by the Company may be removed. Reconnection may be considered as a new installation as provided in this Company's tariff. The Service Reconnection Charge does not apply to the first restoral of a customer's service during a calendar year.

Service Reconnection Charges are listed in Section 14.2(C) of this Tariff.

CUSTOMER ACTIVITY CHARGES

5. Customer Activity Charges

5.3 Conditions Under Which No Customer Activity Charges Apply

- A. To move or change a customer's telephone service or equipment when it is required or initiated by the Company.
- B. Disconnection of service for nonpayment of charges due. However, there is a charge applicable for reconnection of that service.
- C. A complete or partial termination of service.
- D. Service re-established at a first temporary location after destruction of the customer's premises by an Act of God. Regular charges apply for service established at any temporary location after the first temporary location, and also to establish service at the permanent location.
- E. Changes from non-published or non-listed directory listings to published directory listings using the same telephone number.
- F. Change of billing address.
- G. Additions to, or change in a directory listing.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features

6.1 Calling Features

A. General

1. Calling features will be provided on residence lines and business lines, at rates and charges offered in Section 14.3(A), following.
2. Once the features are activated, incoming calls may still be received and outgoing calls placed.

B. Calling Feature Descriptions

1. Caller I.D. Name and Number

This feature provides for the display of the incoming telephone number and the listed name associated with the telephone number from which the call is being made, on a customer provided display device attached to the customer's telephone line or on a telephone with a built-in display screen.

2. Call Waiting

This feature alerts a customer who is using his telephone, by means of a tone signal, that another caller is trying to reach that telephone number. This permits putting the first call on hold so that a second call can be answered.

3. Call Forwarding

The call forwarding feature allows a single party subscriber to have all incoming calls forwarded to another, preselected line.

4. Busy Call Forwarding

Provides forwarding of incoming calls that encounter a busy or no-answer to another telephone number after a specified number of rings.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.1 Calling Features (Cont'd)

B. Calling Feature Descriptions (Cont'd)

5. 3-Way Calling

The 3-way calling feature allows a single party subscriber to add another call to an existing two-way connection without operator assistance. When the third party answers, a private two-way conversation can be held, before completing the connection for a three-way conference. This feature can be used on both outgoing and incoming calls.

6. Voicemail

This feature allows incoming calls to be answered by an electronic voice message system if the call is not answered or the line is busy.

7. Digital Phone Feature Package

Includes Caller I.D. Name and Number, Voicemail, Call Forwarding and 3-Way Calling.

C. Rates and Charges

Rates and charges for Custom Calling Features are shown in Section 14.3(A) of this Tariff.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.2 Digital Centrex Service

A. General

1. Digital Centrex Service is a digital central office based business service which uses software to combine a customer's lines into an Integrated Business System (IBS) Group within the central office switch.
2. Digital Centrex Service permits direct dialing among lines within the IBS Group and direct dialing of calls to the exchange network.
3. Digital Centrex Service permits incoming calls from the exchange network to be received by direct inward dialing from the calling party to the Centrex Line (seat).
4. A minimum of three Digital Centrex Services lines (seats) are required.
5. Digital Centrex Service consists of inherent standard features, plus optional service features. The operation, description and availability of current and future features are contingent upon software upgrades.
6. General Rules and Regulations specified in this tariff will apply to Digital Centrex Service.
7. Digital Centrex Service is classified as a Business Service and only available to Business class of customer. Application of appropriate charges are specified in the Customer Activity Charges Section.
8. An IBS Group is considered one organization for the purposes of Directory Listings as specified in this tariff.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.2 Digital Centrex Service (Cont'd)

B. Conditions

1. Digital Centrex Service is furnished subject to the availability of facilities as determined by the Company.
2. The customer is responsible for ensuring any terminal equipment provided by the customer is compatible with the Digital Centrex Service and equipment provided by the Company.
3. Digital Centrex Service requires dialing station equipment to operate certain features.

C. Digital Centrex Line (Seat) Features

1. Each Digital Centrex Line (seat) includes Caller I.D. Name and Number, Voicemail and Unlimited Long Distance voice minutes within the continental U.S.
2. Additional features may be added at the request of the customer, subject to availability of facilities and software as determined by the Company.

D. Rates and Charges

Rates and Charges for Digital Centrex Service are listed in Section 14.3(B).

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.3 Directory Listings

A. Published Listings

A primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation subscribing to Local Exchange Service will be furnished at no charge.

Listings will be limited to such information as is necessary for proper identification.

The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

Whenever any question arises as to the right of a customer (1) to list the name of a business which (s)he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone Company is privileged to require the customer to secure from the owner of such name, written authority to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listing; and is privileged to refuse to accept or to delete such listing where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.

B. Non-Published or Non-listed Listings

Non-Published service is the omission of a customer's listing from both the telephone directory and directory assistance records. Non-published listings are available upon request.

Non-listed service is the omission of a customer's listing from the telephone directory. Non-listed listings are available upon request.

The customer will hold the Company harmless from any damages that might arise and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished listing.

Rates and charges for Non-Published listings are listed in Section 14.3(C) of this tariff.

OPTIONAL SERVICES AND FEATURES

6. Optional Services and Features (Cont'd)

6.3 Directory Listings (Cont'd)

C. Additional Listings

An additional listing must include the same address and telephone number as the primary listing except that a different address may be shown for off-premise extensions located on other premises occupied solely by the customer.

Additional listings may be furnished with residence service for members of the customer's domestic establishment and who occupy the same premises.

An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays, or if there is no answer on the first listed number.

Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

Business extra listings may be the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment, the names and associates or employees of the subscriber. No other class of listing, such as service agency, commodity, etc., will be accepted.

A foreign listing may be furnished to customers requesting that their listing be included in a directory for another exchange.

Residence subscribers who lease their premises for periods of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listing of such tenant provided that the subscriber and the tenant do not occupy the premises at the same time. All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges. The extra listing rate applies for each listing. The minimum charge, however, for any such listing which appears only on the informational records is \$1.00.

E. Rates and Charges

Rates and charges for Directory Listings are listed in Section 14.3(C) of this Tariff.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

7. Miscellaneous Services

7.1 Primary Rate Interface (PRI)

- A. ISDN – PRI Service will be offered from suitably equipped central offices and outside plant facilities as conditions permit.
- B. ISDN service provides a method of access to the telephone network called Primary Rate Interface (PRI). ISDN service with PRI interface provides a high capacity access line, operating at 1.544 mbps to the telecommunications network and provides integration of multiple voice and data transmission channels on the same facility. The service will provide connectivity between an ISDN compatible CPE and a serving central office. PRI consist of twenty-three 64.0 kbps (B) Channels and one 64.0 kbps (D) Channel. These channels may be used to connect the customer's CPE to the public circuit switched network.
 - 1. Bearer (B) Channels – A two-way synchronous channel capable of supporting 64.0 kbps of digital transmission. Each B Channel can be used for Circuit Switched Voice, Circuit Switched Data, or Packet Switched Data.
 - 2. Data (D) Channels – A 64.0 kbps digital signaling-only channel for call establishment when used with Primary Rate Interface. The D Channel cannot be used for Packet Switching.
- C. Clear Channel Capability and Extended Superframe Format are inherent to the service.
 - 1. Clear Channel Capability (CCC) – A connection that provides end-to-end digital connection in which all 64.0 kbps of bandwidth are available for customer use.
 - 2. Extended Superframe Format – This format increases bandwidth that can be used for other functions and allows enhanced features and continuous performance monitoring on the 1.544 mbps links. It also accommodates Bipolar with 8 Zero Substitution (B8ZS) for 64.0 kbps Clear Channel Capability.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

7. Miscellaneous Services (Cont'd)

7.1 Primary Rate Interface (PRI) (Cont'd)

D. The required components for PRI-ISDN service will be as follows:

1. Primary Rate Interface – Provides the multiplexing to support twenty-three B Channels at 64.0 kbps and one D Channel for signaling also at 64.0 kbps. The B Channels also provide circuit switched service that will allow either voice or data transmission. See Section 20.5 for PRI rates and charges.

E. Standard Features for PRI

1. Clear Channel Capability – The B Channels on the PRI are clear, since all signaling and control functions are handled by the D Channel. This allows all 64.0 kbps on each B Channel to be used for customer information over the PRI.
2. Dedicated Trunk Groups – Allow all 23 channels to be used as stand-alone trunk groups. Each channel is capable of handling incoming or outgoing Circuit Switched Voice or Circuit Switched Data.
3. Calling Number Delivery – Provides the customer with the telephone number of the calling party. This feature is provided via the D Channel associated with incoming calls on a B Channel to a PBX.
4. Call by Call for Trunk Groups – Allows Circuit Switched Voice and Data options enabled on the PRI to share B Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and Circuit Switch Data calls to use B Channels on a call by call basis.

F. Optional Features for PRI

1. Caller ID with Name and Number – Provides the customer with the display of the incoming telephone number and listed name associated with the telephone number from which the call is being made. This feature is provided on a per trunk basis.
2. Direct Inward Dialing (DID) Numbers - Allows an incoming call to be dialed directly by a calling party to a station, bypassing a central answering point.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

7. Miscellaneous Services (Cont'd)

7.1 Primary Rate Interface (PRI) (Cont'd)

G. The minimum service period for each ISDN-PRI service is one month.

H. Term Plans

Customers choosing a PRI for a 12, 36 or 60 month term will receive a discount on both the ISDN Service – PRI Access monthly service amount and the non-recurring charge. Refer to Section 14.4 for rates and charges.

1. In the event an ISDN-PRI service term plan is terminated prior to completion of the term plan period, the customer will be liable for payment of termination liability charges. To arrive at the amount owed for the termination liability charges, the Company will total the remaining term plan period payments and reduce this sum by 50%. The remaining 50% of the sum of the term plan payments will become immediately due and payable in its entirety.
2. An ISDN-PRI customer may, at any time, renew a term plan for an equal or longer period at the current tariffed rates subject to the following:
 - a) Credit will not be given for payments made during the formerly selected term plan period.
 - b) Non-recurring charges will apply to the new term plan.
 - c) The new term plan period begins with the first billing date following the renewal.
 - d) Termination charges will not apply for the former term plan.

I. Rates and Charges

Rates and charges for ISDN-PRI are shown in Section 14.4 of this Tariff.

RESERVED FOR FUTURE USE

SERVICE RESTRICTIONS

9. Service Restrictions

9.1 900 Service Access Restrictions

A. General

1. 900 Service Access Restriction is a central office function, set at the request of the customer. This allows for access restrictions to be placed on the customer's local exchange telephone service line so that calls to telephone numbers preceded by the 900 NPA will not be completed. When a 900 NPA telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.
2. This restriction service prohibits the dialing of calls to 1+900-XXX-XXXX. Calls that are placed using any alternative dialing pattern cannot be restricted.

B. Rates and Charges

1. A nonrecurring charge applies for each request for blocking.
2. Rates and charges are listed in Section 14.5(A) of this Tariff.

9.2 976 Service Access Restriction

A. General

1. 976 Service Access Restriction is a central office function, set at the request of the customer, so that calls to telephone numbers preceded by the 976 NXX will not be completed. When a 976 NXX telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.
2. This restriction service prohibits the dialing of calls to 1+NPA-976-XXXX. Calls that are placed using any alternative dialing pattern cannot be restricted.

B. Rates and Charges

1. A nonrecurring charge applies for each request for blocking.
2. Rates and charges are listed in Section 14.5(B) of this Tariff.

SERVICE RESTRICTIONS

9. Service Restrictions (Cont'd)

9.3 700 Service Access Restriction

A. General

1. 700 Service Access Restriction is a central office service, set at the request of the customer, which allows for access restrictions to be placed on the customer's local exchange telephone service line so that calls to telephone numbers preceded by the 700 NPA will not be completed. When a 700 NPA telephone number is dialed, the call will be diverted to a Company-provided intercept announcement.
2. This restriction service enables the customer to prohibit the dialing of calls to 1+700-XXX-XXXX. Calls that are placed using any alternative dialing pattern cannot be restricted.

B. Rates and Charges

1. A nonrecurring charge applies for each request for blocking.
2. Rates and charges are listed in Section 14.5(C) of this Tariff.

SERVICE RESTRICTIONS

9. Service Restrictions (Cont'd)

9.4 Toll Access Restriction

- A. Toll Access Restriction provides a means of restricting access to the Long Distance Message Telecommunications Network. Three options are available to the customer:
 - 1. Restriction of 1+ calls only.
 - 2. Restriction of 1+ calls and 0+ (operator-handled) calls, except 8XX IN-WATS.
 - 3. Restriction of 0+ (operator handled) calls only.

- B. Restriction of 0+ and 0- operator handled calls prevents the customer from dialing a telephone operator for any purpose including for emergency or telephone assistance purposes. The Company shall not be liable to the customer or any third party for any and all claims, losses or damages caused by the restriction to any toll service.

- C. Customers must apply in writing for the establishment of Toll Access Restriction.

- D. Rates
 - 1. A nonrecurring charge applies for each request for blocking.
 - 2. Rates and charges are listed in Section 14.5(D) of this Tariff.

SERVICE RESTRICTIONS

9. Service Restrictions (Cont'd)

9.5 Billed Number Screening

- A. Billed Number Screening allows the customer to identify to the Company that they will not accept any Third-Number Billed and/or Collect calls for billing to their telephone number. The Company places information regarding this screening restriction into a data base that is normally accessed prior to such calls being completed that will refuse to validate the completion of such a call to the indicated number.
- B. Billed Number Screening can be ordered to screen third-number billed calls, collect calls, or both.
- C. Customer Activity Charges as outlined in Section 5 will apply to establish this service.
- D. Rates and Charges

Rates and charges are listed in Section 14.5(E) of this Tariff.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1)

10.1 General

- A. Emergency Number Service (9-1-1 service) is a telecommunications service and is arranged for terminating only service to one or more Public Safety Answering Points (PSAPs). The PSAPs are designated by 9-1-1 system management (9-1-1 customer) and may receive telephone calls dialed to the emergency telephone number 9-1-1.
- B. All 9-1-1 circuits shall be arranged for one-way incoming service only to the PSAP. Outbound dialing on 9-1-1 circuits is prohibited.
- C. 9-1-1 shall be the primary emergency telephone number within the 9-1-1 system. A public agency or public safety agency shall maintain a separate secondary seven digit emergency backup number for at least six months after the 9-1-1 system is in operation.
- D. The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies that may participate in the use of this number. The 9-1-1 customer must subscribe to additional local exchange service at the PSAP for administrative purposes, for the placing of outgoing calls and for receiving other non-emergency calls, including any which Company operators might relay.
- E. The 9-1-1 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated to manage the 9-1-1 system.
- F. 9-1-1 service must be provided free of charge from all payphones within an exchange that has 9-1-1 service.
- G. The Company shall use the Common Language Circuit Identifier "ES" in the identification of 9-1-1 service "A" link (end office to tandem) trunks, and "EMNC" shall be used for "B" link (tandem to PSAP) circuits.
- H. 9-1-1 service may be either Basic 9-1-1 Service (B 9-1-1) or Enhanced 9-1-1 Service (E 9-1-1). Only one type of 9-1-1 service will be provided within a telephone exchange. Dedicated direct trunking is the standard method of providing incoming 9-1-1 circuits for B 9-1-1 Service or E 9-1-1 Service.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.2 Obligation and Liability of the Company

- A. 9-1-1 service is provided solely for the benefit of the customer operating the PSAP. The provision of 9-1-1 service by the Company shall not be interpreted, construed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the customer.
- B. The Company does not undertake to answer and forward 9-1-1 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.
- C. 9-1-1 service information consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential.
- D. End users dialing 9-1-1 forfeit the privacy afforded by nonpublished and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP. Information will be provided only for the purpose of responding to emergency calls.
- E. The Company will adopt practices to notify a point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after a confirmed outage within the system, and to also advise as to the magnitude of the outage. The Company will also adopt practices to notify the point of contact for the primary PSAP within a 9-1-1 system within 15 minutes after the confirmed restoration of 9-1-1 services.
- F. Any terminating equipment used in connection with 9-1-1 service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.
- G. The Company shall not be liable or responsible for obtaining subscriber record information from private telecommunications systems.
- H. For a period of time negotiated between the Company and the customer, the Company will provide intercept service for any seven-digit emergency number replaced by 9-1-1 service. However, in no case shall intercept service be provided for more than one year, or beyond the next directory issuance, whichever is longer.
- I. The Company will comply with database security procedures and requirements contained in 83 Illinois Administrative Code Part 725.400(d). The database information is subject to strict non-disclosure agreements between the Company and system management.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.2 Obligation and Liability of the Company (Cont'd)

- J. Upon receipt of a written request from the system management, the Company shall provide within fourteen working days a report to assist in the validation of the accuracy of the 9-1-1 database. The report will be released only upon receipt by the Company of a court order, and the report is proprietary and shall be used exclusively for validating the accuracy of the 9-1-1 database. This report may be requested in writing at a maximum on a monthly basis, and will be provided in ASCII or D-Base III format only. The Company will have a tariffed charge for this report. The report will comply with the requirements of 83 Illinois Administrative Code Part 725.400(f)(1).
- K. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro-rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- L. Each customer also agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others.
- M. The customer also agrees to release, indemnify and hold harmless the Company 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 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection 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 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents or any one of them.
- N. In the absence of willful misconduct or gross negligence, no liability for any death or injury to any person or for any damage to property shall attach to the Company, its employees, agents or representatives as a result of or in connection with any situation in which the Company may be requested, required, have undertaken or participated in the tracing of a 9-1-1 call.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.2 Obligation and Liability of the Company (Cont'd)

- O. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the 9-1-1 customer contracting for 9-1-1 service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation of other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the 9-1-1 customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 customer.

10.3 Responsibility of the Customer

- A. The 9-1-1 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area that has been arranged for E 9-1-1 service.
- B. Application for 9-1-1 service must be executed in writing by each 9-1-1 customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 service in the exchanges where the service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- C. All 9-1-1 answering equipment used by a PSAP must comply with applicable Federal Communications Commission rules, 83 Illinois Administrative Code 740, and the Company's tariffs, and must be compatible with the LEC's central office equipment and trunking arrangements.
- D. The customer must comply with all rules and regulations associated with the PSAP contained in 83 Administrative Code Part 725.505.
- E. Prior to a 9-1-1 database query for the purpose of integrity verification, system management shall obtain a court order detailing the information that is to be disclosed and the reason for disclosure. The procedures for non-emergency database queries must be adhered to as outlined in 83 Illinois Administrative Code Part 725.400(d). System management shall be responsible for the compliance of these standards, overall system management, security and coordination of the 9-1-1 system.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.3 Responsibility of the Customer (Cont'd)

- F. The 9-1-1 customer is required to furnish the Company its agreement to the following terms and conditions:
1. That all 9-1-1 calls will be answered on a 24-hour day, seven-day week basis.
 2. That the 9-1-1 customer has responsibility for dispatching the appropriate emergency service vehicles within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 3. That the 9-1-1 customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 9-1-1 PSAP by calling parties.
 4. That the 9-1-1 customer will provide CPE with a capacity adequate to handle the number of incoming 9-1-1 lines recommended to be installed by the Company. It is the customer's responsibility to ensure its CPE is compatible with the service(s) provided by the Company.
 5. Each PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in PSAP's average busy hour so that no more than one call out of 100 encounters a busy signal.
 6. The 9-1-1 customer will subscribe to a minimum of two dedicated E-9-1-1 trunks per central office for adequate handling of incoming 9-1-1 service calls.
- G. PSAP management shall develop procedures providing for the continued operation of a 9-1-1 answer point in the event that critical functions of a PSAP are partially or totally disabled due to natural or man-made disasters. Each central office shall be equipped with call boxes to serve a 9-1-1 system if there is an outage or disaster. A call box is designed to provide emergency on-site answering by authorized personnel in the event that the central office is isolated from the PSAP. Once accessed by authorized personnel, the call boxes are under direct control of system management. Call boxes shall be designed to meet the requirements outlined in 83 Illinois Administrative Code Part 725.620 and Part 725.505(u).

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.3 Responsibility of the Customer (Cont'd)

H. When Selective Routing is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESN's will be carried in the database to permit routing of 9-1-1 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the customer's responsibility in providing this information:

1. Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Company prior to the effective date of service.
2. After establishment of service, it is the 9-1-1 customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.
3. The Company will provide to the customer upon request a complete written copy of the master address file to permit the customer to verify the accuracy of the police, fire and ambulance PSAP routing designations.
4. Changes, deletions and additions which the 9-1-1 customer desires to have made in the master address file should be submitted on an "as occurred" basis.
5. The Company will furnish a written copy to the customer for verification showing each change, deletion and addition to the master address file.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.4 Description of Basic 9-1-1 Service

- A. Basic 9-1-1 Service is provided to a 9-1-1 system to enable a person dialing 9-1-1 to be automatically connected to the PSAP through dedicated direct trunking, or by tandem switching using the exchange telephone network. Dedicated direct trunks may originate at the Company serving central office and terminate at the PSAP. However, if the exchange telephone network is used from the Company central office to the tandem, dedicated direct trunks would provide the facility between the tandem office serving the PSAP and the PSAP.

- B. The features provided with Basic 9-1-1 Service shall be the following types:
 - 1. Type 1 provides the following features:
 - a. No per-call charge;
 - b. Loop-ringdown signaling toward PSAP;
 - c. Ringback tone to caller, which indicates that a central office is providing ringing current to the called party's circuit;
 - d. Transmission path for communication between the caller and PSAP.

 - 2. Type 2 provides all of the features of the Type 1 circuit along with the options of:
 - a. Called Party Hold, which enables the called party to maintain a connection even if the calling party has hung up, on any circuit so equipped.
 - b. Forced Disconnect, which allows the PSAP to release a telephone connection even though the calling party has not been disconnected.
 - c. Idle Circuit Tone Application, which applies a distinctive tone toward the PSAP attendant to distinguish between calls that have been abandoned before the attendant answers and calls where the caller is unable to speak.
 - d. Originating Switchhook Status Indication, which is a audible indication of the status of a calling party being held.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.4 Description of Basic 9-1-1 Service (Cont'd)

3. Type 3 provides all of the features of the Type 1 and Type 2 circuits along with ringback of the calling party on a held line.
4. Type 4 provides for optional features beyond those described in Type 2 and Type 3. Type 4 also requires trunks capable of carrying ANI.

10.5 Description of Enhanced 9-1-1 Service

A. E 9-1-1 Service provides the capability to serve several PSAPs existing within the 9-1-1 service area with tandem trunking through the E 9-1-1 tandem office. A 9-1-1 call originating from any station in the 9-1-1 service area can be selectively routed to the correct primary PSAP. Dedicated direct trunks will originate at the Company serving central office(s), and terminate at the tandem office that serves the PSAP, or the equipment provided to direct calls to a specific PSAP when more than one PSAP is present in a 9-1-1 system. Dedicated direct trunks will also provide the facility between the central office serving the PSAP and the PSAP equipment location.

B. The features associated with tandem trunking in an E 9-1-1 system may include:

1. Selective Routing

Selective Routing is a switching system which automatically routes calls to predetermined PSAPs based on the location of the calling telephone number. Selective routing provides the capability to direct calls to a specific dedicated 9-1-1 trunk group when the central office is split by political boundaries or when more than one PSAP serves the 9-1-1 service area.

2. Automatic Number Identification (ANI)

ANI provides for automatic display of the calling party's telephone number on the PSAP monitor. ANI Spill is a central office data stream that forwards the telephone number of the calling party.

3. Automatic Location Identification (ALI)

ALI is the transmission of the calling party's service address.

EMERGENCY NUMBER SERVICE (9-1-1)

10. Emergency Number Service (9-1-1) (Cont'd)

10.5 Description of Enhanced 9-1-1 Service (Cont'd)

4. Central Office Transfer

Central Office Transfer allows a call received by a PSAP telecommunicator to be transferred to the appropriate public safety agency or other provider of emergency services.

5. Default Routing

Default Routing allows E 9-1-1 calls to be routed to a designated default PSAP if the incoming E 9-1-1 calls cannot be selectively routed due to ANI failure, garbled digits, or other causes which prevent selective routing.

6. Alternate Routing

Alternate routing allows 9-1-1 calls to be alternatively rerouted to another PSAP location in the case of overflow calls on the circuits between the 9-1-1 tandem control offices and the PSAP ("B Links"), or in case of PSAP failure.

10.6 PSAP Database Establishment and Update Service

PSAP Data Base Establishment and Update Service provides the information required to establish and maintain a database of the subscribers within the central office area that is served by the 911 customer.

**CONCURRENCE IN REGULATIONS AND CHARGES OF THE
ILLINOIS TELECOMMUNICATIONS ACCESS CORPORATION (ITAC)**

11. ITAC Regulations and Charges

11.1 Concurrence

- A. The Company concurs in the rates, rules and regulations governing: (1) intrastate telecommunications provisions for the hearing and voice impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 3 tariff; (2) intrastate telecommunications provisions for the deaf and severely hearing-impaired for dual party relay service as filed by the Illinois Telecommunications Access Corporation in its ILL. C.C. NO. 4 tariff.
- B. The Company extends this concurrence to any and all changes that may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C.C. No. 3 and ILL. C.C. NO. 4 tariffs.
- C. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

11.2 ITAC Supplemental Charge

Pursuant to the Order dated May 1, 2013, of the Illinois Commerce Commission in Docket No. 13-0253, Computer Techniques, Inc. will impose a supplemental charge of 9 cents per month per line for Illinois telephone and VoIP subscriber lines other than Centrex-type and PBX lines, a charge of 1.8 cents for each Centrex-type line and VoIP business subscription, and a charge of 45 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced services shall mirror Computer Techniques, Inc.'s application of 9-1-1 charges. These charges shall be effective with bills rendered on or after June 1, 2013, or at the beginning of the first cycle after June 1, 2013.

SUPPLEMENTAL CHARGES

12. Supplemental Charges

12.1 Supplemental Schedule Due to Message Tax

Pursuant to Title 83, Illinois Administrative Code Part 270 as amended, the Company will charge its customers, in addition to all of the other lawful rates and charges, .1% of the amount payable for intrastate service on bills having a date after July 1, 1988.

TELEPHONE ASSISTANCE PROGRAMS

13. Telephone Assistance Programs

13.1 Universal Telephone Assistance Program (UTSAP) Voluntary Funding

- A. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due the Company for telephone services or other charges.
 - 1. Residential customers may elect to contribute \$.50, \$1.00, \$2.00 or \$5.00 per month.
 - 2. Business customers may elect to contribute \$1.00, \$5.00, \$10.00 or \$25.00 per month.
- B. Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days' notice to the Company.
- C. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

RATES AND CHARGES

14. Rates and Charges

14.1 Local Exchange Service

		<u>Monthly Service Amount</u>	<u>Tariff Section References</u>
A.	Basic Digital Local Exchange Service - Business Per individual line	\$46.95	4.1
	Basic Digital Local Exchange Service - Business Plus Internet (any speed) Per individual line – Business	\$34.95	
	Basic Digital Local Exchange Service – Business Fax Transmission Service only	\$19.95	
B.	Basic Digital Local Exchange Service - Residence Per individual line	\$31.95	4.1
C.	Enhanced Digital Local Exchange Service Per individual line – Residence	\$46.95	4.1
D.	Service Bundles Per individual line – Residence Only		4.4
	Basic Phone + 25x1 Internet	\$59.90	
	Enhanced Phone + 25x1 Internet	\$74.90	
	Basic Phone + 50x50 Internet	\$78.95	
	Enhanced Phone + 50x50 Internet	\$93.95	
	Basic Phone + 100x100 Internet	\$118.95	
	Enhanced Phone + 100x100 Internet	\$133.95	

RATES AND CHARGES

14. Rates and Charges (Cont'd)

14.2 Customer Activity Charges

	<u>Monthly Service Amount</u>	<u>Non- Recurring Amount</u>	<u>Tariff Section References</u>
A. Installation/Activation Charge			5.2(A)
<u>No Agreement</u>			
Residence	NA	\$600.00	
Business	NA	\$600.00	
<u>2 Year Agreement</u>			
Residence	NA	\$200.00	
Business	NA	\$200.00	
<u>3 Year Agreement</u>			
Residence	NA	\$0.00	
Business	NA	\$0.00	
B. Premise Visit Charge			5.2(B)
Residence	NA	\$75.00*	
Business	NA	\$75.00*	
C. Service Reconnection Charge			5.2(C)
First occurrence in one calendar year		\$15.00	
Each occurrence after the first occurrence in one calendar year	NA	\$15.00	

* The Premise Visit Charge is billed in tenths of an hour with a minimum charge of \$75.00.

RATES AND CHARGES

14. Rates and Charges (Cont'd)

14.3 Optional Services and Features

A. Calling Features

	Residential Monthly <u>Amount</u>	Business Monthly <u>Amount</u>	<u>Section References</u>
1. Caller I.D. Name and Number	\$3.95	\$3.95	6.1(C)(1)
2. Call Waiting	\$3.95	\$3.95	6.1(C)(2)
3. Call Forwarding	\$3.95	\$3.95	6.1(C)(3)
4. Busy Call Forwarding	\$9.95	\$9.95	6.1(C)(4)
5. 3-Way Calling	\$3.95	\$3.95	6.1(C)(5)
6. Voicemail	\$4.95	\$4.95	6.1(C)(6)
7. Digital Phone Feature Package (Includes Caller I.D. Name and Number, Voicemail, Call Forwarding and 3-Way Calling)	\$9.95	\$9.95	6.1(C)(7)

RATES AND CHARGES

14. Rates and Charges (Cont'd)

14.3 Optional Services and Features (Cont'd)

	<u>Monthly Service Amount</u>	<u>Tariff Section References</u>
B. <u>Digital Centrex Service</u>		
1. <u>Digital Centrex Service Rates</u>		6.2(B)(5)
<u>QUANTITY of Lines (seats)</u> (Rates are per Digital Centrex Line (seat))		
3 - 10 Lines	\$50.00*	
11-30 Lines	\$40.00*	
31-50 Lines	\$30.00*	
51+ Lines	\$22.50*	

*Includes Caller I.D. Name and Number, Voicemail and Unlimited Long Distance.

RATES AND CHARGES

14. Rates and Charges (Cont'd)

14.3 Optional Services and Features (Cont'd)

	<u>Monthly Service Amount</u>	<u>Non- Recurring Amount</u>	<u>Tariff Section References</u>
C. Directory Listings			
Non-published, per telephone number			
Residence	\$1.00	NA	6.3
Business	\$1.00	NA	6.3
Non-Listed, per telephone number			
Residence	\$1.00	NA	6.3
Business	\$1.00	NA	6.3
Additional Listing, per listing			
Residence	\$1.00	NA	6.3
Business	\$1.00	NA	6.3
Alternate Listing, per listing			
Residence	\$1.00	NA	6.3
Business	\$1.00	NA	6.3
Foreign Listing, per listing			
Residence	\$1.00	NA	6.3
Business	\$1.00	NA	6.3

RATES AND CHARGES

14. Rates and Charges (Cont'd)

14.4 Integrated Services Digital Network (ISDN) Service

	<u>Monthly Service Amount</u>	<u>Non- Recurring Amount</u>	<u>Tariff Section References</u>
E. Integrated Services Digital Network (ISDN) Service – PRI Access			7.1
Month to Month	\$950.00	\$1,800.00	
1 Year Term	\$850.00	\$1,200.00	
3 Year Term	\$750.00	\$ 600.00	
5 Year Term	\$650.00	NA	
Caller I.D.Name and Number (Per PRI Trunk)	\$50.00	NA	
Direct Inward Dialing Numbers (Per DID Number)	\$0.50	NA	

14.5 Service Restrictions

	<u>Monthly Service Amount</u>	<u>Non- Recurring Charges</u>	<u>Tariff Section Reference</u>
A. 900 Service Access Restriction	N/A	\$5.00	9.1
B. 976 Service Access Restriction	N/A	\$5.00	9.2
C. 700 Service Access Restriction	N/A	\$5.00	9.3
D. Toll Access Restriction (any option)	N/A	\$5.00	9.4
E. Billed Number Screening	N/A	\$5.00	9.5