

REGULATIONS AND SCHEDULE OF CHARGES

Applicable to

RESELLER AND FACILITIES-BASED

COMPETITIVE LOCAL EXCHANGE CARRIER SERVICES

Provided by

PNG Telecommunications, Inc. d/b/a PowerNet Global Communications

100 Commercial Drive

Fairfield, Ohio 45014

In

The State of Indiana

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EXPLANATION OF SYMBOLS

When changes are made in any tariff page, a revised page will be issued replacing the tariff page affected.

Changes will be identified on the revised page through the use of the following symbols.

- (C) To signify **changed** condition or regulation.
- (D) To signify **deleted or discontinued** rate, regulation or condition.
- (I) To signify a change resulting in an **increase** to a Customer's bill.
- (M) To signify that material has been **moved from** another tariff location.
- (N) To signify a **new** rate, regulation condition or Page.
- (R) To signify a change resulting in a **reduction** to a Customer's bill.
- (T) To signify a change in **text** but no change to rate or charge.

(T)

(T)

TARIFF FORMAT

Page Numbers. Page numbers appear in the upper right hand corner of the pages. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added, a decimal is added to the preceding page number. For example, a new page added between pages 5 and 6 would be numbered 5.1.

Page Revision Numbers. Revision numbers also appear in the upper right corner of pages. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page No. 14 cancels the 3rd Revised Page No. 14.

Paragraph Numbering Sequence. There are eight levels of paragraph coding. Each level of coding is subservient to its next higher level, as shown by the following sequence:

2
2.1
2.1.1
2.1.1.A
2.1.1.A.I
2.1.1.A.I(a)
2.1.1.A.I(a)(i)
2.1.1.A.I(a)(i)(a)

1. DEFINITIONS AND ABBREVIATIONS

Certain terms used generally throughout this tariff are defined in this Section 1. Other terms having reference only to a specific service offered by the Company may be defined in the sections applicable to that service.

Access Line - A circuit providing Exchange Service between a Customer's standard network interface and a serving switching center. (T)

Applicant - The individual, firm, partnership, association, corporation, municipality, cooperative, organization, governmental agency, etc., which has applied to the Company for services provided pursuant to this tariff. (T)

Authorized User - A person, firm, corporation or other legal entity authorized by the provider of service to use the service being provided.

Basic Local Exchange Service - Service that includes the following - Single-party Service; Voice grade access to the public switched network; Support for local use; Dual tone multifrequency signaling (touch-tone); Access to emergency Services (E911); Access to operator Services; Access to Interexchange Services; Access to directory assistance; and Toll limitation Services. (T)

Business Customer - A Business Customer is a Customer who subscribes to the PNG's Service(s) and whose primary use of the Service is of a business, professional, institutional, or otherwise occupational nature. (T)

Business Service - Service will be classified as Business Service if:

- A. The service is used primarily or substantially for a paid commercial, professional or institutional activity; or
- B. The service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. The service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided.

Called Station - The terminating point of a call (i.e., the called number). (T)

Carrier - An entity certified by the Indiana Utility Regulatory Commission (IURC) to provide telecommunications services within Indiana. Companies providing telecommunications services but for which certification is not required by IURC are also included in this definition.

Central Office - A switching unit, in one location of a telecommunications system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines. More than one central office may be located in the same building.

Central Office Area - The specific section of an exchange area served by a particular central office or by a particular group of central offices. (M)

Text formerly located here moved to pages 8 and 9.2 of this section

1. DEFINITIONS AND ABBREVIATIONS, Continued

Channel - A communications path between two or more points of termination. (T)

Class of Service - The term used in describing Exchange Service with respect to the character of use to be made of such Service. The Company furnishes two classes of Service - Residence and Business. The classification of a Customer's Service as Business or Residential is determined by these regulations, which define the character of use for rate purposes. (See Business Customer and Residential Customer for more details.) (T) (M)

Commission - Indiana Utility Regulatory Commission (IURC) (T)

Company - PNG Telecommunications, Inc. d/b/a PowerNet Global Communications ("PNG") (T)

Connecting Company - A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

Customer - The individual, firm, partnership, association, corporation, municipality, cooperative organization, governmental agency, etc., which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

Customer Premises - A location(s) designated by the Customer for the purposes of connecting to Company's Services. (T)

Day - From 8:00 A.M. up to but not including 5:00 P.M., every day including Saturday and Sunday.

Derived Local Channel - Derived Local Channel is an arrangement that permits multiple and simultaneous use of a single exchange service for voice and/or data communications. The arrangement consists of equipment located in the central offices and on the customer premises.

Direct Inward Dial - A service attribute that routes incoming calls directly to stations, by-passing a central answering point.

Directory Listing - The publication in alphabetical directory published by an incumbent LEC of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the telephone number of a desired telephone.

Disconnect or Disconnection - The termination of a circuit connection between the Originating Station and the Called Station or Company's operator. (T)

End User - Any person, firm, corporation, partnership or other entity which uses the Services of PNG under the provisions and regulations of this Tariff. The End User is responsible for payment unless the charges for the Services utilized are accepted and paid by another Customer. (T)

Exchange - A basic unit for the administration of communication services in a specified area, called the exchange area. It usually consists of one or more central offices together with the associated plant used in furnishing communication service in that area.

Exchange Area - The territory included within the boundaries of an exchange, as shown on maps on file with IURC. (M)

Text located here moved from page 7 of this section
Text formerly located here moved to pages 9 and 9.1 of this section

1. DEFINITIONS AND ABBREVIATIONS, Continued

Exchange Service - The furnishing of telecommunications service to individual residence and non-residence customers within a specified geographical area for local calling and access to the message toll network. (M)

Facilities Based Carrier - A company owning equipment for the purpose of providing telecommunications services to the public. (M)

Facility - Includes, in the aggregate or otherwise, but is not limited to, the following: Accessories, Apparatus, Channels, Communications paths, Devices, Equipment, Lines, Systems, which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes. (T)

Force Majeure - Causes beyond Company's control, including but not limited to - acts of God, fire, flood explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrection, riots, wars, unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, fraudulent acts of a third party, or other labor difficulties. (T)

Foreign Exchange Service - Exchange service furnished from an exchange other than that which regularly serves the exchange area in which the customer is located. (M)

Grade of Service - The term used in describing exchange service with respect to the number of customers which may be connected to a line. The Company furnishes the following grades of service - individual and PBX trunks. (M)

Holidays - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday. (T)
(T)

Initial Contract Period - The minimum length of time for which a customer is obligated to pay for service whether or not retained by the customer for such length of time. (M)

Installation Charges - Charges, which are assessed on a non-recurring basis at the establishment of a service. The terms "installation charges" and "non-recurring charges" are used inter-changeably within this tariff to refer to non-variable charges. (M)

Interexchange - Telephone calls, traffic, Facilities or other items that originate in one Exchange and terminate in another. (T)

InterLATA Toll Service - A toll Service provided for the purpose of making InterLATA calls.

InterLATA - A term used to describe Services, functions, etc., that relate to telecommunications originating in one LATA and terminating outside of the originating LATA.

IntraLATA Toll Service - A toll Service provided for the purpose of making toll calls that originate and terminate in the same LATA but that terminate outside of the Customer's Local Calling Area. (T)
(M)

*****Text located here moved from page 8 of this section***
Text formerly located here moved to pages 9.1 and 9.2 of this section**

1. DEFINITIONS AND ABBREVIATIONS, Continued

IntraLATA - A term used to describe Services, revenues, functions, etc., that relate to the telecommunications that originate and terminate within the same LATA. (T)
(T)

Joint User - An individual, partnership, association or corporation sharing a customer's exchange service according to the provisions of this tariff for such shared use. (M)

Kbps - Kilobits per second, which denotes thousands of bits per second.

Local Access and Transport Area (LATA) - A geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communication services. (M)
(M)

Local Calling Area - One or more rate centers within which a Customer can place calls without incurring long-distance (toll) charges. (T)

Local Exchange Carrier - A company which furnishes Local Exchange telecommunications Service.

Local Exchange Service Area - The area within which a Customer may make calls without payment of message toll charges. A Local Exchange Service Area may include one or more Exchange Areas of the Company or of other telephone companies.

Local Exchange Service - The furnishing of telecommunications Service to individual residence and business Customers within a specified geographical area for Basic Local Exchange Service. (T)

Local Message - A communication between a calling station and any other station within the local service area of the calling station. (M)

Local Service Area - The area within which a customer may make calls without payment of message toll charges. A local service area may include one or more exchange areas of the Company or of other telephone companies.

Mbps - Megabits, or millions of bits per second.

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

Non-Day - From 5:00 P.M. up to but not including 8:00 A.M., every day including Saturday and Sunday.

Normal Exchange - The exchange, which normally serves the exchange area in which the customer is located.

Normal Working Days - All days except Sundays and except Christmas Day, Memorial Day, Independence Day, Labor Day, New Year's Day, and Thanksgiving.

PBX Trunk - A class of exchange service used when connecting switching equipment located at the customer's premises to the central office. (M)

Person-to-Person - A call for which the person originating the call specifies to the operator a particular person, department or extension to be reached. (T)
(T)

*****Text located here moved from pages 8 and 9 of this section*****

1. DEFINITIONS AND ABBREVIATIONS, Continued

| | | |
|---|-----|-----|
| <u>Premises</u> - The building, or portion or portions of a building, occupied at one time by a Customer either as a residence or for business use. | (M) | (T) |
| <u>Residence Location</u> - A place in which a person actually lives continuously and which is considered to be the person's home. | (M) | |
| <u>Residential Customer</u> - A Residential Customer is a person to whom telecommunications Services are furnished by PNG predominantly for personal or domestic purposes at the person's dwelling. | (T) | (T) |
| <u>Residential Service</u> - Service will be classified as Residential Service if none of the conditions of Business Service preceding apply, and: A. The use of the service is primarily and substantially of a social or domestic nature, and B. Service is located in a residence or, in the case of a combined business and residence premises, the service is located in a bona fide residential quarters of such premises while business service is located in the business quarters of the same premises | (M) | |
| <u>Rotary Service</u> - An arrangement under which two or more exchange services of the same class and grade, or PBX trunks of the same class, served from the same central office and furnished to the same customer, are grouped so that calls to the first number of the group, and a busy signal or busy report is not given unless all the grouped numbers are busy. | | |
| <u>Service Surcharge</u> - An additional sum added to the usual amount or cost. | (M) | |
| <u>Service(s)</u> - The intrastate telecommunications Services that Company offers pursuant to this Tariff. | (T) | |
| <u>Shared Tenant Service</u> - The resale or sharing of local exchange service in a multi-tenant single building, or a contiguous complex of buildings under common ownership or management, or non-residence and individual and PBX trunks and semi-public service. | (M) | |
| <u>Station</u> - Telephone equipment from or to which calls are placed. | (M) | |
| <u>Telecommunications Relay Service (TRS)</u> - Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa. | (T) | (T) |
| <u>Trunk</u> - A communications path connecting two switching systems in a network used in the establishment of an end-to-end connection. | (M) | |
| <u>User</u> - A Customer or any other person authorized by the Customer to use service provided under this Tariff. | (M) | |
| <u>Working Day</u> - Any day on which Company's business office is open and the U.S. Mail is delivered. | (T) | |

Text located here moved from pages 7 and 9 of this section

2. Regulations

2.1 Undertaking of the Company

- 2.1.1 Scope - The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with the provision of an access line and usage within a local calling area for the transmission of high quality, 2-way interactive switched voice or data communications between points within the State of Indiana.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other causes beyond the company's control.
- B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
- C. Notwithstanding anything else in this Section 2.1.2, the quality of Service will meet or exceed the minimum standards set forth in the Utility Regulatory Code as amended from time to time.

2.1.3 Terms and Conditions

- A. Business Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- B. Business Customers may be required to enter into written service orders, which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Business Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice. Any termination shall not relieve the Business Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D. Service may be terminated upon written notice to the Customer if:
- I. the Customer is using the service in violation of this tariff; or
 - II. the Customer is using the service in violation of the law.
- E. This tariff shall be interpreted and governed by the laws of the State of Indiana regardless of its choice of laws provision.

2. Regulations (cont'd)

2.1 Undertaking of the Company (cont'd)

2.1.3 Terms and Conditions (cont'd)

- F. No other telecommunications provider may interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- G. To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

2.1.4 Liability of the Company. – Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff

- A. The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the lesser of \$500 or, in the event of a failure of service, an amount equal to no more than the proportionate charge (based on the rates then in effect) for the service during the period of time in which the service is affected. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment, or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government or any state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties when it does not involve the company's employees.
- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

2. Regulations (cont'd)

2.1 Undertaking of the Company (cont'd)

2.1.4 Liability of the Company (cont'd)

- E. Explosive Atmosphere. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Business Customer to sign an agreement acknowledging acceptance of the provisions of this section 2.1.4 E as a condition precedent to such installations.
 - F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
 - G. The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
 - H. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- 2.1.5 Service-Affecting Activities - The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance.

The Company will perform adequate scheduling so as to provide service to a customer at a mutually agreed upon time. On a monthly basis, 90% of the commitments to customers with respect to the date of installation of primary basic local exchange service shall be met. The Company will take corrective action if the rate of met commitments falls below 90% for three (3) consecutive months. Customer-caused delay or customer-missed appointments will not be figured into the rate of met commitments.

Calls requesting local directory assistance shall be answered within 10 seconds. The Company will take corrective action if its average answer time per month for local directory assistance calls is more than 10 seconds for three (3) consecutive months.

2. Regulations (cont'd)

2.1 Undertaking of the Company (cont'd)

2.1.6 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
 - B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, and attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
 - C. The Company may substitute, change any equipment or facility at reasonable times, but shall not thereby alter the technical parameters of the service provided the Customer.
 - D. Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.
 - E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
 - F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - I. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - II. the reception of signals by Customer-provided equipment.
- 2.1.7 Non-Routine Installation - At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2. Regulations (cont'd)

2.1 Undertaking of the Company (cont'd)

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

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

2.1.9 Ownership of Facilities - Title to all facilities in accordance with this tariff remains in the Company, its agents or contractors.

2.2. Prohibited Uses

- A. The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B. The Company may require business applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Indiana Utility Regulatory Commission regulations, policies, orders, and decisions.
- C. The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- D. A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

2. Regulations (cont'd)

2.3 Obligations of the Customer

2.3.1 General - The Customer shall be responsible for:

- A. the payment of all applicable charges pursuant to this tariff;
- B. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1 C. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1 D; and granting or obtaining permission for company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G. not creating any liens or other encumbrances on the Company's equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

2. Regulations (cont'd)

2.3 Obligations of the Customer (cont'd)

- 2.3.2 Claims - With respect to any service or facility provided by the Company, Customers shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:
- A. any loss, destruction or damage to the property of the Company or any third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
 - B. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

2.4 Customer Equipment and Channels – Business Customers

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

2.4.2 Station Equipment

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

2. Regulations (cont'd)

2.4 Customer Equipment and Channels –Business Customers (cont'd)

2.4.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Business Customer's expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall comply with all applicable federal and state legal and regulatory requirements; and all User-provided wiring shall be installed and maintained in compliance with all such legal and regulatory requirements.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined below:

"End User means any customer of an interstate or foreign telecommunications service that is not a carrier except that a carrier other than a telephone company shall be deemed to be an "end user" when such carrier uses a telecommunications service for administrative purposes and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an "end user" if all resale transmissions offered by such reseller originate on the premises of such reseller."

2.4.4 Inspections

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

2. Regulations, Continued

2.5. Payment Arrangements

2.5.1. Nondiscriminatory Service – The Company will not discriminate against nor penalize a customer for exercising a right granted under this section or under applicable law. The Company will provide all services described under this tariff in compliance with the following:

- A. The Company will not make a statement or representation, including an omission of material information, regarding the rates, terms, or conditions of providing a basic local exchange service that is false, misleading, or deceptive.
- B. The Company will not charge a customer for a subscribed service for which the customer did not make an initial affirmative order. Failure to refuse an offered or proposed service is not an affirmative order for the service.
- C. If a Customer cancels a service, the Company will not charge the Customer for service provided after the effective date that the service was canceled.
- D. The Company will not state to a customer that basic local exchange service will be shut off unless the Customer pays an amount that is due in whole or in part for an unregulated service.

2.5.2. Payment for Service

- A. Facilities and Service Charges – The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons. Payment may be made by check, credit card, bank draft or electronic funds transfer.
- B. Taxes – The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of the Company's services.

(M)

*****(M)** Material formerly located here was moved to Page 38.1***

2. Regulations, Continued (T)

2.5. Payment Arrangements, Continued (T)

2.5.3. Billing and Collection of Charges (M)

- A. The Company complies with the requirements of Rule 170 IAC 7-1.1-12 through 7-1.1-16 regarding billing standards and practices for Residential Customers.
- B. The Company shall render a bill during each billing period to every Customer. The billing period shall be monthly.
- C. Non-recurring charges are due and payable from the customer within 20 days after the invoice date, unless otherwise agreed to in advance.
- D. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 20 days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- E. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- F. A late payment charge on an overdue bill may be charged on the unpaid balance of the bill at the monthly rate of 1.25%.
- G. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- H. If service is disconnected by the Company in accordance with Section 2.5.6 and later restored, restoration of service will be subject to all applicable restoration and installation charges.
- I. The date of rendition of the Company's bill for basic local exchange service shall be the date of physical mailing of the bill by the Company. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the provider regularly used for the receipt of payment of customer bills are not open to the general public, then the final payment date shall be extended through the next business day. The date of payment of remittance by mail is two days before receipt of the remittance. (M)

*****(M)** Text located here was moved from pages 18 and 19 of this Section***

2. Regulations, Continued

2.5. Payment Arrangements, Continued

2.5.3. Billing and Collection of Charges, Continued

- J. At a minimum, each Residential Customer bill rendered by the Company shall clearly state all of the following information:
 - I. The beginning and ending dates of the billing period.
 - II. The due date.
 - III. Any previous balance.
 - IV. The telephone number for which the bill is rendered.
 - V. The total amount due for basic local exchange service and regulated toll service.
 - VI. An itemized statement of all taxes due.
 - VII. The total amount due.
 - VIII. The statement that rate schedules for basic local exchange service are available and will be mailed by the provider upon request at no cost to the customers.
 - IX. The address and telephone number of the provider, designating where the customer may initiate an inquiry or informal complaint regarding the bill as rendered or the service provided.
- K. Unless otherwise specified by the Customer, if partial payment of a bill is made, then the Company shall first credit the partial payment to basic local exchange service and regulated toll service.
- L. Not later than 15 days after the completion of an order for new service or a change in existing service that results in a billing change, the Company shall send to the Residential Customer a written itemized statement of the services ordered, including all associated charges.
- M. A Residential Customer shall have the right, within one billing period of receiving a bill for new services or changed services, to cancel, reduce, or modify a service or a portion of a service without further service charge.
- N. Returned Payment Charge

When a Customer's payment for Service, made by any means, is returned or refused for insufficient funds, a closed or non-existent account, insufficient credit available or any other reason, the Customer will be assessed the following charge:

| | |
|-----------------------------|---------|
| Charge per returned payment | \$15.00 |
|-----------------------------|---------|

*****(M)** Text originally located here moved to page 18 of this Section***
*****(M)** Text located here moved from page 20 of this Section***

(M)

(M)

(N)

(N)

2. Regulations, Continued

2.5. Payment Arrangements, Continued

2.5.4. Advance Payments – The Company may require a Business Customer to prepay one billing period’s charges for basic local exchange service as a condition of service. The advance payment will not exceed an amount equal to the non-recurring charges and three month’s service charges. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Business Customer. The advance payment will be credited to the Business Customer’s initial bill. An advance payment may be required in addition to a deposit.

2.5.5. Deposits – Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or is not a matter of general knowledge, may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for prompt payment of bills on presentation.

A. The deposit will not exceed an amount equal to the estimated average 2-month bill for basic service plus the average 2-month bill toll charges for existing residential customers in Applicant’s or Customer’s exchange during the immediately preceding 12-month period.

B. A deposit may be required in addition to an advance payment.

C. Simple interest on deposits will accrue at a rate specified by the IURC in Rule 170 IAC 7-1.1-12 through 7-1.1-16.

2.5.6. Discontinuance of Service

A. Generally

Customers’ Service is subject to discontinuance or shut off for the reasons listed in this Section 2.5.6. In the event of circumstances in which Company may discontinue or shut off Service, the Company will first suspend the Customer’s Service, with notice if required. If Service is suspended, the Customer’s telephone number is reserved for twenty (20) days. If the Customer’s service is restored within twenty (20) days, the Customer is required to pay the Restoral Charge of \$25.00. If the reason for suspension is not resolved within the twenty (20) day period of suspension, the Customer’s service will be discontinued or shut off according to the provisions of 170 IAC 7-1.3-11 and this Section 2.5.6. If Service is discontinued or shut off, a new telephone number will be assigned to the Customer and the Customer will be required to reapply for service as a new Customer, pay all outstanding amounts, pay a deposit, and pay all charges for new service.

B. Part I – Business Customers

I. Upon nonpayment of any amounts owing to the Company, the Company may, by providing the requisite prior written notice to the Business Customer, discontinue or suspend service without incurring any liability.

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

III. At the oral or written request of the Business Customer given at least 5 days before the requested date of discontinuance of Service.

*****(M) Text originally located here moved to page 19 of this Section*****

(M)

(N)

(N)

(T)

1. Regulations (cont'd)

2.5 Payment Arrangements (cont'd)

2.5.6 Discontinuance of Service (cont'd)

B. Part I – Business Customers (cont'd)

(T)

- IV. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Business Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Business Customer, may discontinue or suspend service without incurring any liability.
- V. Upon the Business Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- VI. Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service to Business Customers without incurring any liability.
- VII. In the event of fraudulent use of the Company's network by Business Customers, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
- VIII. Upon the Company's discontinuance of service to the Customer under Section 2.5.6 I. or 2.5.6 II the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

C. Part II - Residential Customers - The Company may shut off basic local exchange service to a Residential Customer for one or more of the following reasons:

(T)

- I. At the oral or written request of the Customer given at least 3 days before the requested date of discontinuance of Service.
- II. Nonpayment of a delinquent account for basic local exchange service;
- III. Unauthorized tampering or interference with facilities and equipment owned by a provider of basic local exchange service that are situated on or about the customer's premises.
- IV. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, maintenance, or replacement;
- V. Misrepresentation of the customer's identity for the purpose of obtaining basic local exchange service.

(T)

2. Regulations (cont'd)

2.5 Payment Arrangements (cont'd)

2.5.6 Discontinuance of Service (cont'd)

- C. Part II - Residential Customers (cont'd) (T)
- I. A violation of a tariff provision of the provider of basic local exchange service that is on file with or approved by the IURC that adversely affects the safety of the customer or other persons or the integrity of the provider's basic local exchange system;
 - II. Any other unauthorized use or interference with basic local exchange service, including improper use of a party line service by denying other customers on the line an equitable proportionate use of the service.
- D. Notwithstanding any other provision of this tariff, the Company will postpone the suspension of basic local exchange service and regulated toll service to a Residential Customer for not more than 15 days if the customer produces a physician's certificate stating that the current mental or physical condition of the customer, a member of the customer's family, or another permanent resident of the premises where service is rendered who is suffering from an existing mental illness or medical condition will be endangered by a suspension of service. The certificate shall identify the mental illness or medical condition of the customer, the member of the customer's family, or other permanent resident of the premises where service is rendered. If the Company is notified telephonically or in writing that a psychiatric or medical emergency exists, then the Company will permit seven days for the Residential Customer to produce the certificate or notice. The postponement may be extended for one additional 15-day period by the renewal and the resubmission of the certificate or notice. (T)
- E. Notice of suspension of basic local exchange service shall contain all of the following information: (T)
- I. The name and the billing address of the customer and, to the extent possible, the address of the service, if different;
 - II. A clear and concise statement of the reason for the proposed suspension of service;
 - III. The date after which service will be subject to suspension without further notice unless the customer takes appropriate action;
 - IV. The right of the customer to file a formal complaint with the IURC if the dispute cannot be otherwise resolved and a statement that the customer must pay to the provider of basic local exchange service that portion of the bill for basic local exchange service and regulated toll service that is not in dispute within three days of the date that the formal complaint is filed. The address and phone number of the IURC's Bureau of Consumer Services is Indiana Government Center South, 302 W. Washington St., Suite E-306, Indianapolis, IN 46204, (800) 851-4268;
 - V. A statement that service will not be shut off pending the resolution of a formal complaint that is filed and prosecuted in conformity with all applicable statutes, rules, regulations, and orders of the commission; and

2 Regulations (cont'd)

2.5 Payment Arrangements (cont'd)

2.5.6 Discontinuance of Service (cont'd)

E., Continued

(T)

VI. The telephone number and address of the Company where the customer may make inquiry or enter into a settlement agreement.

(T)

F. The Company will not suspend service unless written notice is sent, by first-class mail, to the customer or personally served not less than seven days before the date of the proposed suspension. If a suspension of service is sought for nonpayment of a delinquent account, then a notice of suspension will not be sent before the time the account becomes delinquent. Service of notice by mail is complete upon mailing, unless proven otherwise by the customer. The Company will maintain an accurate record of the date of mailing. The Company is responsible for the accurate and timely notice of suspension.

G. The Company may terminate Service to the Customer when at least ten days have passed since suspension for failure by the Customer to remedy the grounds for suspension and to pay the required reconnection fee.

(T)

H. A notice of suspension of service shall not be issued if a customer has a pending formal complaint before the commission concerning the bill upon which the notice is based.

(T)

I. Subject to the requirements of these rules, the company may suspend basic local exchange service to a customer on the date specified in the notice of suspension or within a reasonable time thereafter, but only at times that the Company has personnel available to reconnect service.

(T)

J. Basic local exchange service shall not be suspended on a day, or a day immediately preceding a day, when the Company's personnel are not available to reconnect service.

(T)

K. Basic local exchange service shall not be shut off while a complaint related to the reason for the suspension is pending.

(T)

L. After basic local exchange service has been suspended to a Residential Customer, the Company will restore service promptly, but not later than one working day after the customer's request, when the cause for the suspension of service has been cured or credit arrangements satisfactory to the Company have been made.

(T)

M. Any payments required for service restoration may be made by the customer in any reasonable manner. Payment by personal check may be refused by the provider if the customer has tendered payment in this manner and the check has been dishonored during the last three years, excluding bank error.

(T)

N. Before restoring service, the Company at its option may require one or more of the following:

(T)

I. Payment of the total amount due on all of the customer's delinquent and suspended accounts for basic local exchange service and regulated toll service owed to the provider;

II. An arrangement or settlement agreement requiring the payment of all amounts owed to the provider for basic local exchange service and regulated toll service;

III. Payment of an amount provided by tariff for basic local exchange service restoration; and/or a deposit as required by this tariff for new Customers.

2. Regulations (cont'd)

2.5 Payment Arrangements (cont'd)

2.5.7 Cancellation of Application for Service

- A. When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including I. installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced.
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, maintenance, taxes, and any other costs associated with the special construction or arrangements.
- D. The special charges described in 2.5.6 A through 2.5.6 C will be calculated and applied on a case-by-case basis.

2.5.8 Changes in Service Requested - If the customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

2.6 Allowances for Interruptions In Service – Interruptions in service that are not caused by the Customer, or during which the Company does not provide a satisfactory replacement service, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins from the time the Customer's service is reported or is found to be out of service. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance for fixed recurring fees only is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

2. Regulations (cont'd)

2.6 Allowances for Interruptions In Service (cont'd)

2.6.1 Credit for Interruptions (cont'd)

C. Over 24 Hours. If a Customer's service is reported or is found to be out of service and remains out of service for more than 24 hours, then the following adjustments shall be made to the Customer's bill in the next billing period in which it is practicable to do so:

- I. One-thirtieth of the monthly rate for each of the first three 24-hour periods;
- II. Two-thirtieths of the monthly rate for each full 24-hour period beyond the first three 24-hour periods.

2.6.2 Limitations on Allowances - No credit allowance will be made for:

- A. interruptions due to the cause of, negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, or joint user;
- B. interruptions of service during any period in which the Company is not given full and free access by the Customer to its facilities and equipment for the purpose of investigating and correcting interruptions;
- C. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- D. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- E. interruption of service during a time period in which the Company provides a satisfactory replacement service.

2.6.3 Cancellation For Service Interruption - Cancellation or termination of service by Business Customers due to service interruption is permitted only if any circuit experiences a single continuous outage of eight hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

2.7 Restoration of Service

2.7.1 Business Service Restoration - When a Business Customer's Basic Local Exchange Service has been suspended in accordance with this Tariff, Service will be restored only upon the basis of the Business Customer completing a new application for Service and qualifying for Service as if it were a new Business Customer.

2.7.2 Residential Service Restoration - When a Residential Customer's Basic Local Exchange Service has been suspended in accordance with this Tariff, the Company will restore Service promptly, but not later than one (1) working day after the Residential Customer's request, after the cause for the suspension of service has been cured or credit arrangements satisfactory to the Company have been made. Before restoring service, the Company reserves the right to require one or more of the following:

2 Regulations (cont'd)

2.7 Credit for Interruptions (cont'd)

- A. Payment of the total amount due on all of the Customer's delinquent and suspended accounts for basic local exchange service and regulated toll service owed to the Company.
- B. An arrangement or settlement agreement requiring the payment of all amounts owed to the Company for basic local exchange service and regulated toll service;
- C. Payment of the restoration charge and any applicable installation charges pursuant to Section 3.2.2 of this tariff;
- D. Payment of an advance payment and/or security deposit pursuant to Section 2.5.4 and 2.5.5 of this tariff.

Any payments required for service restoration may be made by the Customer in any reasonable manner, except that payment by personal check may be refused by the Company if the Customer has tendered payment by a check that had been dishonored during the previous three years, excluding bank error.

2.8 Use of Customer's Service by Others

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

2.9 Cancellation of Service- If a Business Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Business Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.3.

2.9.1 Business Customer's Termination Liability The Business Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Business Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Business Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff incurred prior to disconnection, cancellation or termination; minus
- D. a reasonable allowance for costs avoided by the Company as a direct result of the Business Customer's cancellation.

2. Regulations, Continued

2.10. Transfers and Assignments

A Customer, Joint User, or Authorized User may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of the Company.

2.11. Notices and Communications

- A. The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- B. The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- C. All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U. S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D. The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

(C)
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(C)

2 Regulations (cont'd)

2.12. Formal and Informal Procedures - For Residential Customers, informal complaints will be handled by the Company's customer service department, which will use good faith efforts to informally resolve the dispute. If the Company and the Residential Customer are unable to informally resolve the dispute, the customer may file a formal complaint with the IURC.

2.12.1 Alternative Dispute Resolution - The following provisions apply if the formal complaint is for \$1,000 or less or if the customer elects to pursue an alternative means of dispute resolution.

- A. The customer shall file a formal written complaint with the IURC.
- B. If the Customer and the Company cannot agree on an alternative means of dispute resolution within 20 days, they shall participate in a mediation proceeding conducted by administrative law judge or other person designated by the Commission.
- C. If mediation is utilized, the mediator will provide a recommended settlement to the parties within 45 days after the written complaint was filed.
- D. Within 7 days after the date of the recommended settlement, each party shall file with the commission a written acceptance or rejection of the recommended settlement. A party's failure to file a timely acceptance or rejection shall be deemed to be a rejection of the recommended settlement.
- E. If the parties accept the recommended settlement, then the recommendation will be adopted by the Commission as a final order.
- F. If a party rejects the recommended settlement, then the complaint shall proceed to a contested case hearing before the Commission.
- G. If the complaint involves a monetary dispute, the party who rejects the recommended settlement shall pay the opposing party's actual costs of proceeding to a contested case hearing, including attorney fees, unless the final order of the commission is more favorable to the rejecting party than the recommended settlement under this section. A final order is considered more favorable if it differs by 10% or more from the recommended settlement in favor of the rejecting party. If both parties reject the recommended settlement, then each party shall be responsible for its own costs and attorney fees.

2. Regulations (cont'd)

2.12 Formal and Informal Procedures (cont'd)

2.12.2 Payment of Amount Not in Dispute

- A. If a customer files a formal complaint with the Commission, then the Company may require the Customer to pay an amount equal to the part of the bill that is not in dispute.
- B. The amount that is not in dispute shall be mutually determined by the Company and the Customer.
- C. If the Company and the Customer are unable to mutually determine the amount that is not in dispute, then the Company may require the Customer to pay up to 50% of the amount that is in dispute.
- D. If the Customer fails to pay to the Company either the amount that is not in dispute or 50% of the amount that is in dispute, then the Company may shut off service consistent with this tariff.
- E. If the dispute is ultimately resolved in favor of the Customer, in whole or in part, then any excess moneys paid by the Customer shall be refunded promptly, with simple interest paid at the rate established by the Commission.

2.12.3 Publication of Procedures

- A. The Company will have a pamphlet available for its customers that, in layman's terms, list and summarize the rights and responsibilities of its customers and the Company.
- B. The pamphlet will be displayed prominently and shall be available at all the Company's office locations that are open to the general public. The pamphlet shall be available upon customer request at no charge.
- C. The pamphlet shall include all of the following information:
 - I. Methods for customers to understand and verify the accuracy of billings.
 - II. Payment standards and procedures.
 - III. Procedures for suspension and reconnection of basic local exchange service.
 - IV. Inquiry, service, and complaint procedures.
 - V. Commission procedures related to customer complaints.
- D. The information contained in the pamphlet shall be made available by the Company in audio format to customers who have visual impairments at no cost to the customers. The information may be provided through recorded announcements or the physical provision of a recording.

2 Regulations (cont'd)

2.13 Public Access to Rules and Rates - The Company will keep on file, and provide public access to, a copy of the IURC's rules and a schedule of all rates and service charges at all of its offices that are open to the general public. Upon the request of a customer and at no cost to the customer, the Company will provide a customer with one copy of the rules and rate schedules applicable to the customer's usage.

2.14 Telephone Directories and Information - The Company will publish, or will arrange by agreement with the incumbent local exchange carrier or other directory provider to publish, on a page preceding the alphabetical listings in its telephone directories, in a prominent manner, and without charge, all of the following information:

- A. The telephone number and address of the Company where the customer may inquire about telephone service.
- B. The telephone number and address of the IURC where a customer may file a formal complaint regarding a service regulated by the IURC.

3 Service Charges

3.1 Service Establishment and Change Charges

3.1.1 Definitions of Terms used in this Section

- A. Changes in Service - Changes in telephone service provided by the Company subsequent to the establishment of service.
- B. Establishment of Service - The initial establishment of service for a Customer, and transfers of telephone service from one premises to another on non-continuous property subsequent to the establishment of such service for a Customer.
- C. Nonrecurring Charges - Nonrecurring Charges (NRC) are applicable for the following functions required to establish exchange service:
 - I. Service Ordering Charge - A nonrecurring charge, which covers receiving, recording and processing information necessary to execute a customer's request for service.
 - II. Central Office Connection Charge - A nonrecurring charge for establishing or changing central office connections.
 - III. Line Connection Charges - A nonrecurring charge for performing or causing to be performed any of the operations associated with the connection of the network access line and a network interface.
- D. Charges for Installation, Connection and Restoration of Service for Residential Customers
 - I. Proration of Charges - At the option of the Customer, the Company will prorate the charges for connection, installation, restoration, or reconnection of service in four equal portions over four monthly billing periods, with each equal portion of such charge appearing on each monthly bill. At the time of any connection, installation, restoration, or reconnection is requested, the Company will make known to the customer his or her right to have the charges for such services prorated.
 - II. Time of Payment - Installation, connection, restoration, or reconnection charges will appear on the first monthly bill for services after such charge is incurred.

3 Service Charges, Continued

3.2. Service Establishment and Ordering Charges

3.2.1. Service Establishment Charge

A. Local Exchange Service Establishment Charge*

Service Order Charge – per line \$150.00
(Includes Service Order and Line Connection)

B. Conversion Fee

The conversion charge is applied to the Customer's account upon the customer moving from a carrier other than PNG to PNG for local service.

Conversion charge – per line \$25.00

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3.2.2. Miscellaneous Service or Features

A. One-Time Change to Service

This charge applies anytime a Customer requests that his/her Service or class of Service be changed. This charge may be applied to a Service as many times as the Customer requests that his/her service be changed and is charged in addition to any other monthly or installation charge which is associated with the Service the Customer orders.

per order \$9.99

B. Service Restoration Charge

Restoral of Service is a nonrecurring charge which applies each time a Service is reconnected after suspension for nonpayment.

Restoral Charge, per order \$25.00

3.3. Moves and Additional Line Installation

Move Service to new location* \$75.00
Installation of additional line* \$75.00

3.4. Trouble Isolation Charge

Trouble isolation and other repair Services are provided to Customers by the underlying carrier, at the underlying carrier's rates, terms and conditions, pursuant to the underlying carrier's local tariff on file with the Commission. The Company bills Customers for trouble isolation and other repair costs at the underlying carrier's tariffed rates.

3.5. Missed Appointment

Customer must be available for scheduled appointments or be assessed a missed appointment charge.
Per Missed Appointment \$75.00

* Customer must be available at scheduled appointment time

4. Service Descriptions and Rates

4.1 Application of Rates

4.1.1. General

PNG provides switched, telephonic-quality voice and data transmission Services that enable Users to communicate on a real-time basis between points within Local Calling Areas in the State of Indiana, as well as ancillary Services that facilitate the use or expand the capabilities of switched communications Services. Services may be performed by resale of Services provided by other telephone companies.

A. Basic Local Exchange Service – provides a Customer with a telephonic connection to, and a unique telephone number on, PNG’s switching network which enables the Customer to:

1. receive calls from other Stations on the public switched telephone network;
2. access PNG’s Local Calling Services and other Services as set forth in this Tariff;
3. access Interexchange calling Services of PNG and of other Carriers;
4. access (at no additional charge) to PNG’s operators and business office for Service related assistance;
5. access toll-free telecommunications Services such as 800 NPA; and access toll-free emergency Services by dialing 0 or 9-1-1 (where available);
6. access relay Services for the hearing and/or speech impaired.

Basic Local Exchange Service can also be used to originate calls to other telephone companies’ caller-paid information Services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information Services will be blocked by PNG’s switch at no charge upon Customer request. Subscribers to PNG Customers are provided with Person-to-Person, Collect Call and Third Party Billed Blocking Service automatically upon subscription to PNG’s Services at no charge. Each Basic Local Exchange Service corresponds to one or more telephonic communications Channels that can be used to place or receive one call at a time.

(C)

4. Service Descriptions and Rates, Continued

4.1 Application of Rates, Continued

4.1.1. General, Continued

B. Exchange Access Line – Individual line Residence and Business Service is comprised of Exchange Access Lines defined as the Service Central Office line equipment and all PNG plant Facilities up to the demarcation point. These Facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll Service and for local calling appropriate to the Tariffed use offering selected by the Customer.

C. Timing of Calls

1. Calls are billed in one (1) minute increments unless otherwise noted.
2. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment.
3. Calls less than the minimum length will be rounded to the minimum length.
4. There is no billing for incomplete calls
5. For Station to Station calls, call timing begins when a connection is established between the calling telephone and the called telephone Station.
6. Call timing ends when the calling Station "hangs up," thereby releasing the network connection. If the Called Station "hangs up" but the calling Station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

(D)

4. Service Descriptions and Rates, Continued

4.1 Application of Rates, Continued

4.1.1. General, Continued

D. Call Charges

1. Based on Duration - Rates are based on the duration of the call as measured according to section 3.6.1(C) above.
2. Mileage and Time Periods - Rates do not vary between time periods or with mileage.
3. Per Call Charges - Where live or automated operator assistance is required for call completion or billing, a per call Service charge applies. The per call Service Charge is assessed in addition to any applicable rate based on call duration.

- (T) 4. Zones - Service rates are differentiated by Service zone, as set forth in Section 4.10 below.

(D)

E. Duration Rules

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

1. Calls are measured in durational increments identified for each Service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
2. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local Carrier and any intermediate Carrier(s).
3. Timing terminates on all calls when the calling party hangs up or PNG's network receives an off-hook signal from the terminating Carrier.
4. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
5. All times refer to local time.

(D)

4. Service Descriptions and Rates, Continued (T)

4.1 Application of Rates, Continued (T)

(T) 4.1.2 Application of Rates for Business and Residence Service (M)

- A. General - The following regulations apply specifically to telephone service other than public or Semi-public Service.

Business and residence classifications are determined on the basis of location and character of use of the service.

- B. Business Service - Business rates apply wherever the use of the service is substantially of a commercial, professional, institutional or otherwise occupational nature.

The use of the service is presumed to be of an occupational nature and business rates should be applied in each of the following, for example:

1. Where the listing required is such as to indicate business use.
2. When used for general sales solicitation for any purpose.
3. Whenever an occupational or professional designation is included in the directory listing, except as indicated in paragraph 5.
4. At typical business and institutional locations such as offices, stores, factories, warehouses, schools (public, private and parochial), colleges, libraries, amusement parks, government offices, offices of charitable and other similar type institutions, hospitals, fire engine houses (except living quarters), clubs, lodges, associations, labor and fraternal organizations, fraternity houses, hotels and motels, boarding and rooming houses except as modified under Residence Service, paragraph 1.
5. In the residence of a physician, surgeon, dentist, veterinarian, chiropractor, osteopath, or other medical practitioner, or other person actively engaged in a professional pursuit who has no business service at another location, unless the individual is affiliated with a subscriber to business service at another location, such as a hospital.
6. In residence locations where the place of residence is in the immediate proximity of a place of business and the telephone in the residence is or will be used for business purposes; and in residence locations where an extension is located at a place where business rates would apply.
7. A telephone located in a regularly used office of a church which has a full time paid or volunteer clerical staff.
8. Temporary service provided for the use of a contractor, regardless of whether in the name of the owner or the contractor, even though located in a residence under construction.
9. When a telephone number is habitually advertised in connection with a business, except when it is advertised as an alternate call number in association with the number of a business telephone or as the number of a church with residence service.
10. An extension of a main line from a residence to a business location or to any location under conditions which indicate that its use will be substantially of a commercial or occupational nature, classifies all of the service as business service.

Material located here was moved from page 38 of this Section.
Text originally located here moved to page 83 of Section 6

4. Service Descriptions and Rates, Continued (T)

4.1 Application of Rates, Continued (T)

(T) 4.1.2 Application of Rates for Business and Residence Service, Continued (M)

C. Residence Service

1. Residence rates apply whenever the service is of a social and domestic nature provided the service is not also used substantially for occupational or commercial purposes.

The use of the service is presumed to be of a social and domestic nature provided and residence rates should be applied in each of the following, for example:

- (a) When the service is located in a house, apartment, suite, or room constituting the home of a person in whose name the telephone is listed and the service is not available for use by other than members of the household except as qualified under Business Service.
- (b) At stables and garages when strictly a part of the customer's domestic establishment.
- (c) A telephone located at any point in a church where only occasionally used and where the business use, if any, is merely incidental and where there is no full time paid or volunteer clerical staff.
- (d) When located in the residential quarters of a religious order.
- (e) When furnished at any location as an access to a repeater control and/or autopatch facility of a bonafide amateur radio operator, organization or society duly licensed as a primary station by the Federal Communications Commission as an amateur radio station pursuant to FCC Part 97, Section 5 {47 CFR Section 97.5} or any successor regulation. The company may request a copy of the amateur radio station license prior to the installation of service.

2. Employee Concession

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public.

Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

(M)

(M)

*****Material located here was moved from page 39 of this Section.*****
*****Text originally located here moved to page 84 of Section 6*****

4. Service Descriptions and Rates, Continued

4.1 Application of Rates, Continued

4.1.3. Additional Charges Applied to Basic Exchange Access Services

In addition to the charges for Basic Exchange Access Services described in this tariff, the following charges apply to each individual Exchange Access Service line unless otherwise specified:

- A. The End User Common Line Charge or Subscriber Line Charge ("SLC") (as established by the Federal Communications Commission) applies in addition to the monthly Basic Exchange Access Services rate described above.

SLC, per line, per month \$6.50

- B. The 911 Telecommunications Service Surcharge, if applicable.

- C. Any applicable municipal, state or federal taxes, telecommunications municipal infrastructure maintenance fees or other charges.

- D. Casual traffic charges that are derived from third party calls (e.g. 10XXX, 900/976, third party calls initiated by Customer through the Company's system) and trafficked over the Company's system.

- E. All End Users will incur the following Primary Interexchange Carrier Charge:

Per incident \$9.99

- F. Local Number Portability (LNP) - Customers are assessed this fee for costs incurred when an End-User switches local Carriers while maintaining the same local telephone number

Local Number Portability (LNP), per month \$0.35 (I)

- G. Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371 and subsequent orders), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided Services. This surcharge, set forth in Section 4 of this Tariff, is in addition to standard Tariffed usage charges and any applicable Service charges and surcharges associated with Service and applies for the use of the instrument used to access Company provided Service. The surcharge is unrelated to the Service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and Interexchange Carriers. The Public Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g. using the "#" symbol). The Public Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for Service by inserting coins during the progress of the call.⁷

Surcharge, Per Call \$0.65

4. Service Descriptions and Rates. Continued

4.1 Application of Rates. Continued

4.1.3. Additional Charges Applied to Basic Exchange Access Services. Continued

H. Customers may access their bills by signing on to PNG's Customer Portal at <https://securc.pngcom.com/customerportal/loginform.php>. PNG's primary method of rendering and submitting bills is electronic. Those Customers who do not opt to pay their bills via the Customer Portal may receive a paper bill. A monthly fee of \$1.00 may be charged to Customers who desire a paper bill. Business customers who opt to receive a Summary Bill will be charged a monthly fee of \$1.95. The electronic form of bill on the Customer Portal contains all of the same information as is required to be listed on the paper bill by Commission rules and regulations.

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TELECOMMUNICATIONS DIVISION

4. Service Descriptions and Rates. Continued

4.2. Residential Services

Rates and charges for Service vary by Service zone as set forth in Section 4 (Rates and Descriptions) and 4.10 (Zones). Local Exchange Service Areas are described in Section 4.4. The Services and Packages in this section are offered to Residential Customers only.

4.2.1. Residential Bundled Services

- A. General - Network Exchange Bundled Service is a bundle or package of telecommunications Services including Local Exchange Service, intrastate and interstate long distance Service and custom calling features.
- B. Bundled Service Packages - Residential packages may include Basic Local Exchange Service, IntraLATA Toll Service, InterLATA Toll Service, Wireless Service, voice mail and/or Internet access may be available with some packages at an additional charge.
1. Call to Connect Simple Bundled Service - Provides Customers with Unlimited locals calls and thirty (30) minutes of unlimited long distance calling in the United States. Additional toll intraLATA and interLATA billed at a per minute rate.
 2. Call to Connect Bundled Service - Provides Customers with Unlimited locals calls and one hundred (120) minutes of unlimited long distance calling in the United States. Additional toll intraLATA and interLATA billed at a per minute rate.
 3. Call to Connect Plus Bundled Service - Provides Customers with Unlimited locals calls and one hundred (120) minutes of unlimited long distance calling in the United States, as well as the following custom calling features: Caller ID with name, Call Waiting and Caller ID Waiting. Additional toll intraLATA and interLATA billed at a per minute rate.
 4. Local Bundle Option A - Provides customer with unlimited local calls. Customer can either choose PNG or another carrier for IntraLATA and InterLATA services.
 5. Local Bundle Option B - Provides customer with unlimited local calls as well as unlimited long distance calls¹. Customer must choose PNG as IntraLATA and InterLATA carrier.
 6. Local Bundle Option C - Provides customer with unlimited local calls, unlimited long distance calls¹, as well as High Speed Dialup Internet Services. Customer must choose PNG as IntraLATA and InterLATA carrier.

¹If usage under this plan is not consistent with typical residential usage, as determined at PNG's sole discretion, the company may offer the customer an alternative plan or suspend, restrict, or cancel the customer's service for each month in which excessive usage occurred. Calls that are not consistent with typical residential use include, but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing

- 4.2.2. Per Use Custom Calling Features- Customers may utilize the following custom calling features on a per use basis: Repeat Dialing (*66), Number ID Blocking Activation (*67), Last Call Return (*69) and Call Trace.

Text originally located here was moved to page 80, Section 6

4. Service Descriptions and Rates. Continued

4.3. Business Services

BUSINESS NETWORK EXCHANGE SERVICES

A. Business Services

1. Local Stand Alone - Provides customer with unlimited local calls. Customer can either choose PNG or another carrier for IntraLATA and InterLATA services.

B. Business Bundled Services

1. Local/Unlimited Long Distance - Provides customer with unlimited local calls as well as unlimited long distance calls. Customer must choose PNG as IntraLATA and InterLATA carrier. Customer choose whether they would like to go with a no contract term, a one (1) year term or a two (2) year term.
2. Local/Unlimited Long Distance/High Speed Dialup - Provides customer with unlimited local calls, unlimited long distance calls, as well as High Speed Dialup Internet. Customer must choose PNG as IntraLATA and InterLATA carrier. Customer choose whether they would like to go with a no contract term, a one (1) year term or a two (2) year term.

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Text originally located here moved to page 38 of this Section

Issued: October 14, 2008

Effective: November 1, 2008

Issued by:

Dennis Packer, General Counsel
100 Commercial Drive
Fairfield, OH 45014

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition

4.4.1. SBC Ameritech Local Calling Areas

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The local area of each exchange or locality includes all the central offices and localities of the exchange. The local calling area consists of contiguous exchanges within the Local Access and Transport Area (LATA), and certain additional exchanges and localities.

| Exchange | Extended Service Area |
|-----------------|--|
| Acton | Bargersville (C.C.), Cumberland, Fairland, Fishers, Fortville (C.C.), Franklin (C.C.), Greenfield, Greenwood, Indianapolis, Maxwell (C.C.), McCordsville (C.C.), New Palestine, Oaklandon, West Newton, Whiteland (C.C.) |
| Albany | Dunkirk (C.C.), Eaton, Muncie |
| Alexandria | Anderson, Chesterfield, Elwood, Frankton (C.C.), Gaston, Summitville, Yorktown |
| Amboy | Bunker Hill, Converse, Greentown, Kokomo, Marion, Peru, Swayzee (C.C.), Sweetser (C.C.) |
| Anderson | Alexandria, Chesterfield, Elwood, Frankton (C.C.), Gaston, Lapel (C.C.), Markleville (C.C.), Mechanicsburg (C.C.), Middleton, Muncie, Pendleton (C.C.), Perkinsville (C.C.), Summitville, Yorktown |
| Andrews | Huntington, Lagro, Reservoir (C.C.) |
| Attica | Covington, Mellott, Oxford, Stewart, Veedersburg, West Lebanon, West Point (C.C.), Wingate (C.C.) |
| Auburn | Butler (C.C.), St. Joe (C.C.), Spencerville, Waterloo (C.C.) |
| Bedford | Heltonville, Mitchell (C.C.), Orleans (C.C.), Trinity-Willimas (C.C.) |
| Bloomfield | Linton, Lyons (C.C.), Owensburg (C.C.), Stanford (C.C.), Worthington (C.C.) |
| Bloomington | Ellettsville (C.C.), Lake Monroe (C.C.), Nashville, Smithville (C.C.), Stanford (C.C.) |
| Bluffton | Craigville (C.C.), Liberty Center (C.C.), Markle (C.C.), Petroleum (C.C.), Tocsin (C.C.) |
| Boonville | Chandler, Elberfeld (C.C.), Evansville*, Lynnville (C.C.), McCutchanville, Newburgh, Tennyson |
| Boswell | Fowler, Oxford, Stewart |
| Brownsburg | Carmel, Clayton (C.C.), Danville, Indianapolis, Lizton (C.C.), Mooresville, Pittsboro (C.C.), Plainfield, West Newton, Whitestown (C.C.), Zionsville |

* Evansville exchange includes Dade Park, Kentucky.
(C.C.) Connecting Company Exchange

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|-----------------|---|
| Bruceville | Vincennes, Westport, IL (C.C.) |
| Buck Creek | Battle Ground (C.C.), Brookston (C.C.), Delphi (C.C.), Lafayette (C.C.), Mulberry (C.C.), Rossville (C.C.) |
| Bunker Hill | Amboy, Kokomo, Peru |
| Burlington | Cutler (C.C.), Deer Creek (C.C.), Flora (C.C.), Geetingsville (C.C.), Kokomo, Michigantown, Russiaville |
| Carmel | Brownsburg, Cumberland, Fishers, Fortville (C.C.), Indianapolis, Maxwell (C.C.), McCordsville (C.C.), Noblesville, Oaklandon, Pittsboro (C.C.), Westfield (C.C.), Whitestown (C.C.), Zionsville |
| Cayuga | Covington, Dana ^{/1/} , Kingman, Montezuma |
| Cedar Lake | Crown Point, Dyer, East Chicago, Gary, Hammond, Highland, Lowel, Merrillville, St. John, Whiting |
| Chandler | Boonville, Elberfeld (C.C.), Evansville ^{/2/} , McCutchanville, Newburgh |
| Charlestown | Galena, Henryville (C.C.), LaGrange, KY (C.C.), Louisville, KY (C.C.), New Albany ^{/3/} , New Washington, Sellersburg, West Point, KY (C.C.), Zoneton, KY (C.C.) |
| Charlottesville | Greenfield, Knightstown (C.C.), Maxwell (C.C.) |
| Chesterfield | Alexandria, Anderson, Gaston, Middletown, Muncie, Yorktown |
| Chrisney | Dale, Lamar (C.C.), Rockport, Sandridge, Santa Claus (C.C.), Tennyson |
| Clinton | Dana ^{/1/} , Montezuma, Rockville, Rosedale, Terre Haute (C.C.) |
| Columbus | Edinburg, Elizabethtown, Flat Rock, Hope |

(C.C.) Connecting Company Exchange

^{/1/} Dana exchange includes West Dana, IL.

^{/2/} Evansville exchange includes Dade Park, KY.

^{/3/} New Albany exchange includes Jeffersonville.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|----------------|--|
| Converse | Amboy, Greentown, Marion, Swayzee (C.C.), Sweetser (C.C.) |
| Covington | Attica, Cayuga, Kingman, Veedersburg, West Lebanon |
| Crawfordsville | Darlington, Ladoga, Linden (C.C.), New Market, New Ross (C.C.), Roachdale (C.C.), Waveland, Waynetown, Wingate (C.C.) |
| Crown Point | Cedar Lake, Dyer, East Chicago, Gary, Hammond, Highland, Lakes of the Four Seasons (C.C.), Merrillville, St. John, Whiting |
| Culver | No Extended Service |
| Cumberland | Acton, Carmel, Fairland, Fishers, Fortville (C.C.), Greenfield, Greenwood, Indianapolis, Maxwell (C.C.), McCordsville (C.C.), New Palestine, Oaklandon, Whiteland (C.C.) |
| Dale | Chrisney, Holland (C.C.), Lamar (C.C.), Rockport, St. Meinrad (C.C.), Sandridge, Santa Claus (C.C.), Tennyson |
| Dana /1/ | Cayuga, Clinton, Montezuma |
| Danville | Brownsburg, Clayton (C.C.), Indianapolis, Jamestown (C.C.), Lizton (C.C.), Monrovia (C.C.), Mooresville, Pittsboro (C.C.), Plainfield, West Newton |
| Darlington | Clarks Hill (C.C.), Colfax (C.C.), Crawfordsville, Linden (C.C.), New Ross (C.C.), Thorntown (C.C.), Wingate (C.C.) |
| Dugger | Jasonville, Linton |
| Dyer | Cedar Lake, Crown Point, East Chicago, Gary, Hammond, Highland, Lowell, Merrillville, St. John, Whiting |
| East Chicago | Calumet City, IL (C.C.), Cedar Lake, Crown Point, Dyer, Gary, Hammond, Highland, Lansing, IL (C.C.), Lowell, Merrillville, St. John, Whiting |
| Eaton | Albany, Dunkirk (C.C.), Gaston, Hartford City, Muncie, Upland, Yorktown |

(C.C.) Connecting Company Exchange

/1/ Dana exchange includes West Dana, IL.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|---------------------------|---|
| Edinburg | Bargersville (C.C.), Columbus, Elizabethtown, Flat Rock, Franklin (C.C.), Hope, Marietta (C.C.), Ninevah (C.C.), Trafalgar (C.C.), Whiteland (C.C.) |
| Elizabethtown | Columbus, Edinburg, Flat Rock, Hope |
| Elwood | Alexandria, Anderson, Fairmount (C.C.), Frankton (C.C.), Summitville, Tipton (C.C.), Windfall (C.C.) |
| Evansville ^{/1/} | Boonville, Chandler, Elberfeld (C.C.), McCutchanville, Mt. Vernon, New Harmony, Newburgh, St. Joseph, St. Philip |
| Fairland | Acton, Bargersville (C.C.), Cumberland, Franklin (C.C.), Greenfield, Greenwood, Indianapolis, Marietta (C.C.), Maxwell (C.C.), New Palestine, Shelbyville, Whiteland (C.C.) |
| Fishers | Acton, Carmel, Cumberland, Fortville (C.C.), Greenfield, Indianapolis, Maxwell (C.C.), McCordsville (C.C.), New Palestine, Noblesville, Oaklandon, Westfield (C.C.), Whitestown (C.C.), Zionville |
| Flat Rock | Columbus, Edinburg, Elizabethtown, Hope, Marietta (C.C.), Shelbyville, Waldron (C.C.) |
| Fowler | Boswell, Otterbein, Oxford |
| Frankfort | Clarks Hill (C.C.), Colfax (C.C.), Geetingsville (C.C.), Kirklín, Mechanicsburg, Michigantown, Mulberry (C.C.), Thorntown (C.C.) |
| Galena | Charlestown, Georgetown (C.C.), LaGrange, KY (C.C.), Lanesville (C.C.), Louisville, KY (C.C.), New Albany ^{/1/} , Pekin (C.C.), Sellersburg, West Point, KY (C.C.), Zoneton, KY (C.C.) |
| Gary | Cedar Lake, Dyer, East Chicago, Crown Point, Hammond, Highland, Hobart (C.C.), Lake Station (C.C.), Lowell, Merrillville, Portage (C.C.), St. John, Whiting |
| Gaston | Alexandria, Anderson, Chesterfield, Eaton, Muncie, Summitville, Upland, Yorktown |

(C.C.) Connecting Company Exchange

^{/1/} New Albany exchange includes Jefferson.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|----------------|--|
| Greenfield | Acton, Charlottesville, Cumberland, Fairland, Fishers, Fortville (C.C.), Indianapolis, Maxwell (C.C.), McCordsville (C.C.), Morristown (C.C.), New Palestine, Oaklandon |
| Greentown | Amboy, Converse, Kokomo, Russiaville, Sharpsville (C.C.), Swayzee (C.C.), Windfall (C.C.) |
| Greenwood | Acton, Bargersville (C.C.), Cumberland, Fairland, Franklin (C.C.), Indianapolis, Mooresville, New Palestine, Plainfield, Trafalgar (C.C.), West Newton, Whiteland (C.C.) |
| Hammond | Calumet City, IL (C.C.), Cedar Lake, Crown Point, Dyer, East Chicago, Gary, Highland, Lansing, IL (C.C.), Lowell, Merrillville, St. John, Whiting |
| Hartford City | Eaton, Montpelier, Upland |
| Heltonville | Bedford |
| Highland | Calumet City, IL (C.C.), Cedar Lake, Crown Point, Dyer, East Chicago, Gary, Hammond, Lansing, IL (C.C.), Lowell, Merrillville, St. John, Whiting |
| Hope | Columbus, Edinburg, Elizabethtown, Flat Rock |
| Huntington | Andrews, Markle (C.C.), Reservoir (C.C.), Bippus (C.C.) |
| Indianapolis | Acton, Bargersville (C.C.), Brownsburg, Carmel, Clayton (C.C.), Cumberland, Danville, Fairland, Fishers, Fortville (C.C.), Franklin (C.C.), Greenfield, Greenwood, Lizton (C.C.), Maxwell (C.C.), McCordsville (C.C.), Monrovia (C.C.), Mooresville, New Palestine, Nineveh (C.C.), Noblesville, Oaklandon, Pittsboro (C.C.), Plainfield, Sheridan, Trafalgar (C.C.), Westfield (C.C.), West Newton, Whiteland (C.C.), Whitestown (C.C.), Zionsville |
| Jasonville | Dugger, Hymera (C.C.), Linton |
| Jeffersonville | See New Albany "28" |
| Kendallville | Avilla (C.C.) |

(C.C.) Connecting Company Exchange

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|----------------|---|
| Kingman | Bloomington (C.C.), Cayuga, Covington, Marshall, Veedersburg |
| Kirklin | Frankfort, Mechanicsburg, Michigantown, Sheridan |
| Kokomo | Amboy, Bunker Hill, Burlington, Galveston (C.C.), Greentown, Kempton (C.C.), Russiaville, Sharpsville (C.C.), Windfall (C.C.) |
| Ladoga | Crawfordsville, New Market, New Ross (C.C.), Roachdale (C.C.) |
| Lagro | Andrews, Wabash (C.C.) |
| Lake Village | Lowell, Morocco |
| Lebanon | Jamestown (C.C.), Lizton (C.C.), Mechanicsburg, Pittsboro (C.C.), Thorntown (C.C.), Whitestown (C.C.), Zionsville |
| Linton | Bloomfield, Dugger, Jasonville, Lyons (C.C.), Worthington (C.C.) |
| Lowell | Cedar Lake, Crown Point, Dyer, East Chicago, Gary, Hammond, Highland, Lake Village, Lowell, Merrillville, St. John, Whiting |
| Manilla | Morristown (C.C.), Shelbyville, Waldron (C.C.) |
| Marion | Amboy, Converse, Fairmount (C.C.), Swayzee (C.C.), Sweetser (C.C.), Upland, Van Buren (C.C.) |
| Marshall | Bloomington (C.C.), Kingman, Rockville, Waveland |
| Martinsville | Bargersville (C.C.), Eminence (C.C.), Monrovia (C.C.), Mooresville, Morgantown, Paragon, Trafalgar (C.C.) |
| McCutchanville | Boonville, Chandler, Elberfeld (C.C.), Evansville ^{/1/} , St. Joseph |
| Mechanicsburg | Frankfort, Kirklin, Lebanon, Sheridan, Thorntown (C.C.), Whitestown (C.C.) |
| Mellott | Attica, Hillsboro (C.C.), Veedersburg, Wingate (C.C.) |
| Merrillville | Cedar Lake, Crown Point, Dyer, East Chicago, Gary, Hammond, Highland, Hobart (C.C.), Lake Station (C.C.), Lowell, St. John, Whiting |
| Michigan City | Chesterton (C.C.) |
| Michigantown | Burlington, Frankfort, Geetingsville (C.C.), Kempton (C.C.), Kirklin, Russiaville |

(C.C.) Connecting Company Exchange

^{/1/} Evansville exchange includes Dade Park, KY.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|--------------------------------------|--|
| Middletown | Anderson, Chesterfield, Markleville (C.C.) ^{/1/} , Mechanicsburg (C.C.), Muncie, New Castle, Yorktown |
| Mishawaka | (See South Bend) |
| Montezuma | Bloomington (C.C.), Cayuga, Clinton, Dana ^{/2/} , Rockville |
| Montpelier | Hartford City |
| Mooresville | Bargersville (C.C.), Brownsburg, Clayton (C.C.), Danville, Greenwood, Indianapolis, Martinsville, Monrovia (C.C.), Plainfield, Trafalgar (C.C.), West Newton, Whiteland (C.C.) |
| Morgantown | Bargersville (C.C.), Franklin (C.C.), Martinsville, Nashville, Nineveh (C.C.), Trafalgar (C.C.), Whiteland (C.C.) |
| Morocco | Lake Village, Mount Ayr (C.C.) |
| Mt. Summit | Markleville (C.C.), Mooreland (C.C.), New Castle, Springport (C.C.) |
| Mt. Vernon | Evansville *, New Harmony, St. Philip, Solitude |
| Muncie | Albany, Anderson, Blountsville (C.C.), Chesterfield, Dunkirk (C.C.), Eaton, Farmland (C.C.), Gaston, Middletown, Springport (C.C.), Yorktown |
| Nashville | Bloomington, Morgantown, Nineveh (C.C.), Trafalgar (C.C.) |
| New Albany Central Office "94" | Charlestown, Galena, Georgetown (C.C.), Henryville (C.C.), LaGrange, KY (C.C.), Lanesville, Louisville, KY (C.C.), New Albany Central Office "28", Pekin (C.C.), Sellersburg, West Point, KY (C.C.), Zoneton, KY (C.C.) |
| Central Office "28" | Charlestown, Galena, Georgetown (C.C.), Henryville (C.C.), LaGrange, KY (C.C.), Lanesville (C.C.), Louisville, KY (C.C.), New Albany Central Office "94", New Washington, Pekin (C.C.), Sellersburg, West Point, KY (C.C.), Zoneton, KY (C.C.) |

(C.C.) Connecting Company Exchange
^{/1/} Sulpher Springs now served by Markleville.
^{/2/} Dana exchange includes West Dana, IL.
* Evansville exchange includes Dade Park, KY.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|----------------|---|
| New Castle | Markleville (C.C.), Middletown, Mooreland (C.C.), Mt. Summit, New Lisbon (C.C.), Spiceland (C.C.), Springport (C.C.) |
| New Harmony | Evansville, Griffin (C.C.), Mt. Vernon, Poseyville (C.C.), St. Philip, Solitude, Wadesville (C.C.) |
| New Market | Crawfordsville, Ladoga, New Ross (C.C.), Roachdale (C.C.), Waveland, Waynetown |
| New Palestine | Acton, Cumberland, Fairland, Fishers, Fortville (C.C.), Greenfield, Greenwood, Indianapolis, Maxwell (C.C.), McCordsville (C.C.), Morristown (C.C.), Oaklandon, Whiteland (C.C.) |
| New Washington | Charlestown, New Albany Central Office "28", Sellersburg |
| Newburgh | Boonville, Chandler, Evansville # |
| Noblesville | Carmel, Cicero (C.C.), Fishers, Fortville (C.C.), Indianapolis, Lapel (C.C.), Maxwell (C.C.), McCordsville (C.C.), Oaklandon, Sheridan, Westfield (C.C.), Whitestown (C.C.), Zionsville |
| Oaklandon | Acton, Carmel, Cumberland, Fishers, Fortville (C.C.), Greenfield, Indianapolis, Maxwell (C.C.), McCordsville (C.C.), New Palestine, Noblesville, Westfield (C.C.), Zionsville |
| Osceola | Bristol (C.C.), Dunlap (C.C.), Elkhart (C.C.), Goshen (C.C.), Middlebury (C.C.), South Bend*, Wakarusa (C.C.), Wyatt (C.C.) |
| Otterbein | Fowler, Lafayette (C.C.), Oxford |
| Oxford | Attica, Boswell, Fowler, Otterbein |
| Paragon | Eminence (C.C.), Martinsville |
| Peru | Amboy, Bunker Hill |
| Plainfield | Bargersville (C.C.), Brownsburg, Clayton (C.C.), Danville, Greenwood, Indianapolis, Lizton (C.C.), Monrovia (C.C.), Mooresville, Pittsboro (C.C.), West Newton |

(C.C.) Connecting Company Exchange

Evansville exchange includes Dade Park, KY.

* South Bend exchange includes Mishawaka.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

(T)

| Exchange | Extended Service Area |
|--------------|---|
| Rockport | Chrisney, Dale, Sandridge |
| Rockville | Bloomington (C.C.), Clinton, Marshall, Montezuma, Rosedale, Waveland |
| Rosedale | Clinton, Rockville, Terre Haute (C.C.) |
| Russiaville | Burlington, Greentown, Kempton (C.C.), Kokomo, Michigantown, Sharpville (C.C.) |
| St. John | Cedar Lake, Crown Point, Dyer, East Chicago, Gary, Hammond, Highland, Lowell, Merrillville, Whiting |
| St. Joseph | Evansville ^{/1/} , McCutchanville, St. Philip |
| St. Philip | Evansville ^{/1/} , Mt. Vernon, New Harmony, St. Joseph, Solitude, Wadesville (C.C.) |
| Sandridge | Chrisney, Dale, Rockport |
| Sellersburg | Charlestown, Galena, Henryville (C.C.), LaGrange, KY (C.C.), Louisville, KY (C.C.), New Albany ^{/2/} , New Washington, Pekin (C.C.), West Point, KY (C.C.), Zoneton, KY (C.C.) |
| Shelbyville | Fairland, Flat Rock, Manilla, Marietta (C.C.), Morristown (C.C.), Waldron (C.C.) |
| Sheridan | Indianapolis, Kirklint, Mechanicsburg, Noblesville, Westfield (C.C.), Whitestown (C.C.) |
| Solitude | Mt. Vernon, New Harmony, St. Philip, Wadesville (C.C.) |
| South Bend# | New Carlisle (C.C.), Niles, MI (C.C.), Osceola, Wyatt (C.C.), Lapaz/Lakeville (C.C.) |
| Spencer | Ellettsville (C.C.), Gosport (C.C.), Patricksburg (C.C.) |
| Spencerville | Auburn, Harlan (C.C.), Leo (C.C.), St. Joe (C.C.), Fort Wayne (C.C.) |
| Stewart | Attica, Boswell, West Lebanon |
| Summitville | Alexandria, Anderson, Elwood, Fairmount (C.C.), Gaston, Upland |
| Tell City | Bandon (C.C.), St. Marks (C.C.) |
| Tennyson | Boonville, Chrisney, Dale |
| Upland | Eaton, Fairmount (C.C.), Gaston, Hartford City, Marion, Summitville, Van Buren (C.C.) |

(C.C.) Connecting Company Exchange
^{/1/} Evansville exchange includes Dade Park, KY.
^{/2/} New Albany exchange includes Jeffersonville.
South Bend exchange includes Mishawaka.

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.1. SBC Ameritech Local Calling Areas, Continued

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| Exchange | Extended Service Area |
|--------------|--|
| Veedersburg | Attica, Covington, Hillsboro (C.C.), Kingman, Mellott |
| Vincennes | Bruceville, Decker (C.C.), Fritchton (C.C.), Monroe City (C.C.), Westport, IL (C.C.) |
| Washington | Alfordsville-Glendale (C.C.), Montgomery (C.C.), Plainville (C.C.) |
| Waveland | Crawfordsville, Marshall, New Market, Roachdale (C.C.), Rockville |
| Waynetown | Crawfordsville, Hillsboro (C.C.), Linden (C.C.), New Market, Wingate (C.C.) |
| West Lebanon | Attica, Covington, Stewart |
| West Newton | Acton, Bargersville (C.C.), Brownsburg, Clayton (C.C.), Danville, Franklin (C.C.), Greenwood, Indianapolis, Monrovia (C.C.), Mooresville, Pittsboro (C.C.), Plainfield, Trafalgar (C.C.), Whiteland (C.C.) |
| Whiting | Calumet City, IL (C.C.), Cedar Lake, Crown Point, Dyer, East Chicago, Gary, Hammond, Highland, Lansing, IL (C.C.), Lowell, Merrillville, St. John |
| Yorktown | Alexandria, Anderson, Chesterfield, Eaton, Gaston, Middletown, Muncie |
| Zionsville | Brownsburg, Carmel, Fishers, Indianapolis, Lebanon, Lizton (C.C.), Noblesville, Oaklandon, Pittsboro (C.C.), Westfield (C.C.), Whitestown (C.C.) |

(C.C.) Connecting Company Exchange

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas

| Exchange | Extended Service Area |
|---------------------------------|--|
| Austin | Lexington, Scottsburg |
| Batesville | - |
| Bicknell (Includes Edwardsport) | Freelandville |
| Birdseye (Schnellville) | Dubois, Ferdinand, Haysville, Huntingburg, Jasper, St. Anthony |
| Bourbon | Atwood, Millwood, Tippecanoe |
| Brazil | Center Point |
| Bristol | Dunlap, Elkhart, Goshen, Middlebury, Osceola, Wakarusa |
| Brookville | Laurel |
| Brownstown (Vallonia) | Clearspring, Medora, Seymour, Freetown, Reddington, Crothersville |
| Burket | Claypool, Mentone, Silver Lake |
| Butler | Auburn, St. Joe |
| Butlerville | North Vernon, Scipio, San Jacinto |
| Cambridge City | |
| Campbellsburg (Livonia) | Fredericksburg, Salem, Pekin, Corydon |
| Carthage | Arlington, Knightstown, Mays, Rushville |
| Center Point | Brazil |
| Centerville | Greens Fork, Richmond |
| Central | Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey |
| Chesterton | Michigan City, Portage, Valparaiso |
| Churubusco | Arcola, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville |
| Cicero | Atlanta, Noblesville, Tipton |
| Clay City | Cory, Lewis, Patricksburg |
| Claypool | Burket, Silver Lake, Sidney, Warsaw |
| Clearspring | Brownstown, Medora, Seymour, Freetown, Reddington, Crothersville |
| Connersville | Laurel |

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4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|-----------------|--|
| Cory | Clay City, Riley, Terre Haute |
| Corydon | Central, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey |
| Crandall | Central, Corydon, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey |
| Crane | Loogootee, Shoals, Odon |
| Crothersville | Brownstown, Clearspring, Freetown, Medora, Reddington, Seymour |
| Cutler | Burlington, Delphi, Flora, Geetingsville, Rossville |
| Cynthiana | Fort Branch, (Haubstadt), Owensville, Poseyville, Wadesville |
| Decker | Hazleton, Monroe City, Vincennes |
| Delphi | Battleground, Brookston, Buck Creek, Burrows, Camden, Cutler, Deer Creek, Idaville, Yeoman |
| Dubois | Birdseye, Ferdinand, Haysville, Huntingburg, Jasper, St. Anthony |
| Dunkirk | Albany, Eaton, Muncie |
| Dunlap | Bristol, Elkhart, Goshen, Middlebury, Osceola, Wakarusa |
| Elberfeld | Booneville, Chandler, Evansville, McCutchanville, Lynnville |
| Elizabeth | Central, Corydon, Crandall, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey |
| Elkhart | Bristol, Dunlap, Edwardsburg, MI, Goshen, Middlebury, Osceola, Union, MI, Wakarusa, Wyatt |
| English | -- |
| Fairbanks | Farmersburg, Shelburn, Prairie Creek |
| Farmersburg | Fairbanks, Shelburn, Lewis, Prairie Creek |
| Farmland | Muncie |

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4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|--------------------------|---|
| Ferdinand | Birdseye, Dubois, Haysville, Huntingburg, Jasper, St. Anthony, St. Meinrad |
| Fort Branch (Haubstadt) | Francisco, Mackey, Oakland City, Owensville, Patoka, Princeton |
| Fort Wayne | Arcola, Churubusco, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, St. Joe, Woodburn, Zanesville |
| Fountain City | Greens Fork, Richmond |
| Francisco | Fort Branch (Haubstadt), Mackey, Oakland City, Owensville, Patoka, Princeton |
| Frankton | Alexandria, Anderson, Elwood, Perkinsville |
| Fredericksburg | Campbellsburg, Salem |
| Freelandville | Bicknell, Oaktown (Carlisle), Sandborn |
| Freetown (Acme/Surprise) | Brownstown, Clearspring, Crothersville, Medora, Reddington, Seymour |
| Fremont | Angola, Hamilton, Orland, Pleasant Lake, Pokagon |
| Fritchton | Monroe City, Vincennesl, Wheatland |
| Fulton | Macy |
| Galveston | Kokomo, Logansport |
| Garrett | |
| Georgetown | Central, Corydon, Crandall, Elizabeth, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey, Galena |
| Glenwood | Mays, Milroy, Rushville |
| Goshen | Bristol, Dunlap, Elkhart, Middlebury, Millersburg, New Paris, Osceola, Wakarusa |
| Graysville | Sullivan |
| Greencastle | Fillmore, Morton, Roachdale |
| Greens Fork | Centerville, Fountain City, Hagerstown, Modoc |

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4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|--|--|
| Greensburg (Clarksburg) (New Point) | New Albany, Westport |
| Hagerstown | Greens Fork, Modoc |
| Hamilton | Angola, Fremont, Orland, Pleasant Lake, Pokagon |
| Hanna | LaPorte, Rolling Prairie, Union Mills, Westville |
| Hanover | Madison |
| Harlan | Arcola, Churubusco, Fort Wayne, Huntertown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, Woodburn, Zanesville |
| Haysville | Birdseye, Dubois, Ferdinand, Huntingburg, Jasper, St. Anthony |
| Hazleton | Decker, Patoka, Princeton |
| Henryville | New Albany, Sellersburg, Charlestown |
| Hobart | Gary, Lake Station, Merrillville, Portage, Wheeler |
| Huntertown | Arcola, Churubusco, Fort Wayne, Harlan, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville |
| Huntingburg | Birdseye, Dubois, Ferdinand, HaysvilleContel of Ind., Inc., Jasper, St. Anthony, Holland |
| Idaville | Buffalo, Camden, Delphi, Yeoman |
| Jasper (Ireland) | Birdseye, Dubois, Ferdinand, Haysville, Huntingburg, St. Anthony |
| Kimmell | Albion |
| Kouts | LaCrosse, Valparaiso, Wanatah |
| Laconia | Central, Corydon, Crandall, Elizabeth, Georgetown, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey |
| LaCrosse | Kouts, Valparaiso, Wanatah |
| Lafayette | Battle Ground, Brookston, Buckcreek, Clarks Hill, Mulberry, Otterbein, Romney, West Point |
| Lake Station | Gary, Hobart, Merrillville, Portage, Wheeler |

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|--------------------------|---|
| Lanesville | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Leavenworth, Marengo, Milltown, New Middletown, Palmyra, Ramsey, Galena, Jeffersonville, New Albany |
| LaPorte | Hanna, Rolling Prairie, Union Mills, Westville |
| Laurel | Brookville, Connersville |
| Leavenworth | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Marengo, Milltown, New Middletown, Palmyra, Ramsey |
| Leo | Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Spencerville, Woodburn, Zanesville |
| Lewis | Clay City, Farmersburg, Riley, Terre Haute |
| Lexington | Austin, Scottsburg |
| Liberty | West College, Corner |
| Logansport | Galveston, Royal Center, Lucerne, Walton, Twelve Mile |
| Loogootee | Crane, Shoals, Montgomery |
| Lucerne | Logansport |
| Lynn | |
| Lynnville | Booneville, Elberfeld |
| Mackey | Fort Branch, Haubstadt, Francisco, Oakland City, Owensville, Patoka, Princeton |
| Macy | Akron, Fulton |
| Madison North Madison | Canaan, Hanover, San Jacinto |

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4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|---------------------|--|
| Marengo | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Milltown, New Middletown, Palmyra, Ramsey |
| Markle | Bluffton, Huntington, Reservoir, Uniondale, Zanesville |
| Mays | Carthage, Glenwood, Knightstown, Rushville, Spiceland |
| Mechanicsburg | Anderson, Markelville, Middletown |
| Medora | Brownstown, Clearspring, Crothersville, Freetown, Reddington, Seymour |
| Mentone | Akron, Atwood, Burket, Tippecanoe |
| Merom (New Labanon) | -- |
| Middlebury | Bristol, Dunlap, Elkhart, Goshen, Millersburg, Osceola, Wakarusa |
| Milan | Versailles, Moores Hill |
| Milltown | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, New Middletown, Palmyra, Ramsey |
| Millwood | Atwood, Bourbon, Nappanee |
| Milroy | Glenwood, Rushville |
| Mitchell | Orleans, Bedford |
| Modoc | Greens Fork, Hagerstown |
| Monroe City | Decker, Fritchton, Vincennes, Wheatland |
| Monroeville | Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, New Haven, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville |
| Mooreland | Blountsville, Mount Summit, New Castle, New Lisbon |

(N)

(N)

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|--------------------|---|
| Morristown | Arlington, Greensfield, Manilla, New Palestine, Shelbyville |
| Morton | Greencastle |
| New Haven | Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, Ossian, Poe-Hoagland, Roanoke, Woodburn, Zanesville |
| New Middletown | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, Palmyra, Ramsey |
| North Manchester | Bippus, Sidney, Silver Lake |
| North Vernon | Butlerville, Scipio, San Jacinto |
| Oakland City | Fort Branch (Haubstadt), Francisco, Mackey, Owensville, Patoka, Princeton |
| Oaktown (Carlisle) | Freelandville |
| Orland | Angola, Fremont, Hamilton, Pleasant Lake, Pokagon |
| Orleans | Paoli, Mitchell, Bedford |
| Ossian | Churubusco, Craigville, Fort Wayne, Harlan, Huntertown, Leo-Grabill, Monroeville, New Haven, Poe-Hoagland, Roanoke, Tocsin, Uniondale, Zanesville |
| Owensville | Cynthiana, Fort Branch (Haubstadt), Francisco, Mackey, Oakland City, Patoka, Princeton |
| Palmyra | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Ramsey |
| Paoli | Orleans |

(N)

(N)

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|--|--|
| Patoka | Fort Branch (Haubstadt), Francisco, Hazleton, Mackey, Oakland City, Owensville, Princeton |
| Pendleton | Anderson |
| Perkinsville | Anderson, Frankton |
| Petersburg (Otwell/Union/Win slow) | Spurgeon |
| Pleasant Lake | Angola, Fremont, Hamilton, Orland, Pokagon |
| Poe-Hoagland | Arcola, Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Ossian, Preble, Roanoke, Tocsin, Woodburn, Zanesville |
| Pokagon | Angola, Fremont, Hamilton, Orland, Pleasant Lake |
| Portage | Chesterton, Gary, Hobart, Lake Station, Valparaiso, Wheeler |
| Prairie Creek | Fairbanks, Farmersburg, Riley, Terre Haute |
| Princeton | Fort Branch (Haubstadt), Francisco, Hazleton, Mackey, Oakland City, Owensville, Patoka |
| Ramsey | Central, Corydon, Crandall, Elizabeth, Georgetown, Laconia, Lanesville, Leavenworth, Marengo, Milltown, New Middletown, Palmyra |
| Reddington | Brownstown, Clearspring, Crothersville, Freetown, Medora, Seymour |
| Redkey | |
| Reservoir | Andrews, Huntingdon, Markle, Warren |
| Richmond | Centerville, Fountain City |
| Ridgeville | |
| Riley | Cory, Lewis, Prairie Creek, Terre Haute |

(N)

(N)

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|--------------------|---|
| Roanoke | Arcola, Churubusco, Fort Wayne, Harlan, Hometown, Leo, Monroeville, New Haven, Ossian, Poe-Hoagland, Woodburn, Zanesville |
| Rolling Prairie | Hanna, LaPorte, Union Mills, Westville |
| Royal Center | Logansport |
| Rushville | Arlington, Carthage, Glenwood, Mays, Milroy |
| Salem | Campbellsburg, Fredericksburg, Pekin |
| Scipio | Butlerville, North Vernon, San Jacinto |
| Scottsburg | Austin, Lexington |
| Seymour (Cortland) | Brownstown, Clearspring, Crothersville, Freetown, Medora, Reddington |
| Shelburn | Fairbanks, Farmersburg |
| Shirley | |
| Shoals | Loogootee, Crane, Trinity/Williams |
| Sidney | Claypool, North Manchester |
| Silver Lake | Akron, Burket, Claypool, North Manchester |
| Spiceland | Knightstown, Mays, New Castle, New Lisbon |
| Springport | Mount Summit, Muncie, New Castle, Markleville |
| Spurgeon | Petersburg |
| St. Anthony | Birdseye, Dubois, Ferdinand, Haysville, Huntingburg, Jasper |
| St. Joe | Auburn, Butler, Ft. Wayne, Spencerville |
| Sullivan | Graysville |
| Terre Haute | Clinton, Cory, Lewis, Prairie Creek, Riley, Rosedale |
| Tippecanoe | Argos, Bourbon, Mentone |
| Union Mills | Hanna, LaPorte, Rolling Prairie, Westville |
| Uniondale | Craigville, Markle, Ossian, Zanesville |
| Valparaiso | Chesterton, LaCrosse, Kouts, Portage, Wanatah, Wheeler |

(N)

(N)

4. Service Descriptions and Rates, Continued

4.4. Exchange Area Definition, Continued

4.4.2. Verizon Local Calling Areas, Continued

| Exchange | Extended Service Area |
|-----------------------------|---|
| Versailles (Holton, Osgood) | Milan, Moores Hill, Napoleon |
| Wabash | Lafontaine, Lagro, Roann |
| Wakarusa | Bristol, Dunlap, Elkhart, Goshen, Middlebury, Nappanee, New Paris, Osceola, Wyatt |
| Walton | Logansport |
| Wanatah | Kouts, LaCrosse, Valparaiso |
| Waterloo | Auburn |
| Wawaka | |
| West College Corner | Morning Sun, OH, Oxford, OH, Liberty |
| Westfield | Carmel, Fishers, Indianapolis, Noblesville, Oaklandon, Sheridan, Zionsville |
| Westport (Millhousen) | Greensburg |
| Westville | Hanna, LaPorte, Rolling Prairie, Union Mills |
| Wheatland | Fritchton, Monroe City |
| Wheeler | Gary, Hobart, Lake Station, Portage, Valparaiso |
| Winchester | |
| Windfall | Elwood, Greentown, Kokomo, Sharpsville, Tipton |
| Woodburn | Churubusco, Fort Wayne, Harlan, Huntertown, Leo, Monroeville, New Haven, Poe-Hoagland, Roanoke |
| Worthington | Linton, Bloomfield |
| Wyatt | Elkhart, Mishawaka, Osceola, South Bend, Wakarusa |
| Zanesville | Churubusco, Fort Wayne, Harlan, Huntertown, Leo-Grabill, Markle, Monroeville, New Haven, Ossian, Poe-Hoagland, Roanoke, Uniondale |

(N)

(N)

4. Service Descriptions and Rates, Continued

4.5. Custom Calling Features

4.5.1. Generally

Certain Custom Calling Features in this section are included in Network Exchange Bundled Service packages offered by PNG. Other Custom Calling Services described below also may be purchased in addition to the Services included in a particular package but these features are available only when purchased in combination with a PNG provided Network Exchange Bundled Service.

4.5.2. Feature Descriptions

- A. Call Waiting ID – Call Waiting ID provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller’s name and number previewed on a display screen allowing a Customer to prioritize and/or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call Waiting with Caller ID with Name Service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer’s responsibility to obtain such Customer provided equipment. Customer must subscribe to Caller ID with Name and Call Waiting to order this feature. (T)
- B. Caller ID with Name – allows a Customer to see a caller’s name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Caller ID records that name, number, date and time of each incoming call – including calls that are not answered by the Customer. Caller ID service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer’s responsibility to obtain such Customer provided equipment (N)
- C. Call Waiting – provides Customer a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call Waiting service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer’s responsibility to obtain such Customer provided equipment.
- D. Call Forwarding - Fixed, Busy Line No Answer – allows customer to redirect attempted terminating calls to another PNG-specified line. Call originating ability is not affected by Call Forwarding-Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding – Fixed, Busy Line No Answer is billed for the forwarded leg of the call.
- E. Speed Dialing – allows a Customer to dial selected numbers by means of an abbreviated code. This feature is available in with an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

4. Service Descriptions and Rates. Continued

4.5. Custom Calling Features. Continued

4.5.2. Feature Descriptions. Continued

- F. Anonymous Call Rejection (Privacy Manager) - allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID - Number Only and Caller ID features and is available to non-Caller ID -Number Only/Caller ID customers.
- G. Remote Call Forwarding - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. This feature can be activated from any location.
- H. Distinctive Ring - allows customers who have two telephone numbers on a single line distinguish which line is being called through a distinctive ringing pattern. The ring of the incoming call is determined by which telephone number has been dialed.
- I. Voicemail - an answering system that allows callers to leave messages on a computerized system instead of an answering machine. Customers can access, save, and forward messages at their convenience.

(N)

(N)

4. Service Descriptions and Rates, Continued

4.5. Custom Calling Features, Continued

4.5.2. Feature Descriptions, Continued

G. Per Use Custom Calling Features

1. Last Return Call (*69) – This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate Return Call (*69), the customer dials a code, then hears an announcement of the telephone number of the last party that called. If the customer wishes to return the call right away, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. This feature is available on a per-use basis or on a monthly basis. (T)
2. Caller ID Blocking (*67) – blocks the Customer’s name and number from being transmitted on all outgoing calls from a particular line. Per call blocking is achieved by pressing *67 prior to each call, while per line blocking blocks the name and number of every outgoing call. Dialing a special code prior to dialing the number of the person being called can unblock the number and name. Caller ID Blocking is provided at no charge. (T)
3. Repeat Dialing (*66) – automatically redials the last telephone number the Customer dialed. If the number is busy, this Service will keep dialing the busy number up to 30 minutes and alert the Customer with a special ring when the line is free. The call will automatically be made when the Customer picks up the receiver. Repeat Dialing does not tie up the Customer’s line, allowing the Customer to make and receive calls while it attempts to redial in the background. This feature is available on a per-use basis or on a monthly basis. (T)
4. Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. (T)
5. Three-Way Calling – Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used with both outgoing and incoming calls. This feature is available on a per-use basis or on a monthly basis. (N)

4. Service Descriptions and Rates, Continued (T)
- 4.5. Custom Calling Features, Continued (N)
- (T) 4.5.3. Special Conditions for Caller ID (M)
- A. An originating caller's data may not be displayed to the called party under the following conditions:
1. The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, the second incoming call will not be displayed. Instead, the called party will receive the usual Call Waiting tone.
 2. The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.
 3. Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.
 4. Caller ID Service cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.
 5. The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.
 6. The calling party has activated blocking.
 7. Caller ID Services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.

(M)

(M)

*****Material located here was moved from pages 57 and 58 of this Section.*****
*****Text originally located here moved to page 88 of Section 6*****

4. Service Descriptions and Rates, Continued

4.5. Custom Calling Features, Continued

4.5.3. Special Conditions for Caller ID, Continued

B. The following special conditions apply to Caller ID Services based on the FCC Caller ID Order:

1. If a Customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the Customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI.
2. ANI information may not be reused or resold for other purposes without a caller's consent even where the called party has paid for the call.
3. Caller ID Services are available on all long distance calls where technically feasible.
4. All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.
5. All calling data will be passed to or by E911, even for customers who do not subscribe to Caller ID.
6. Per call blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on per call blocking).

4.5.4. Rate Schedule

Customer Calling Features are only available as part of the Call to Connect Plus Bundle.

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(C)

*****Text originally located here moved to page 82 of Section 6*****

4. Service Descriptions and Rates, Continued

4.6. Operator Assistance Surcharges

4.6.1. Local Operator Services

A. Local Operator Handled Calling Services

Local Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Service. Per Call charges which reflect the level of operator assistance and billing arrangement requested by the Customer apply in addition to any other applicable local usage charges. Company provides collect call, third-party billed and person-to-person call blocking automatically upon subscription at no charge. Thus, Customers may dial, but may not receive or be billed for, these types of operator-assisted calls.

B. Busy Line Verification and Line Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local Service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the Call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the Call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that Facilities permit.

4.6.2. Rate Schedule

Operator Assistance Surcharges apply when a Customer utilizes either an automated or live operator for purposes of completing or billing a call. Operator Assistance Surcharges apply in addition to either local usage or long-distance usage services.

| | | |
|----------------------------------|--------|-----|
| Busy Line Interrupt Per Call | \$5.50 | (I) |
| Busy Line Verification, Per Call | \$5.00 | (I) |

4. Service Descriptions and Rates, Continued

4.7. Directory Services

4.7.1. Generally - Directory services allow Customers to customize the manner in which their Company assigned telephone numbers appear in published directory and/or used by dialable directories and Company operators. This section applies only to services provided by the Company.

4.7.2. Directory Services - Rate Schedule

Residence

A. Directory Assistance Call

Directory assistance services furnish the Customer with either automated or operator assisted access to the Company's directory services database on a dial-up basis. A maximum of two number requests will be accommodated per directory assistance service call.

Per Call \$0.75

B. Call Completion

Per Call Completed \$0.50

C. National Directory Assistance Call

Directory Assistance call to the National Directory Assistance Database. \$1.99

(I)

4. Service Descriptions and Rates, Continued

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4.7. Directory Services, Continued

(N)

4.7.3. Directory Listing Regulations

- A. Primary Listing - For each Customer of Company-provided Exchange Access Service(s), PNG shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Carrier in the area at no additional charge. For Customers with multiple Premises served by PNG, PNG will arrange for a listing of the main billing telephone number at each premise.
- B. Length of Directory White Pages Listing - The Company reserves the right to limit the length of any White Pages Directory Listing by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one (1) line is required to properly list the Customer, additional charges will not apply.
- C. Right of Refusal - The Company may refuse a White Pages Directory Listing which is known not to constitute a legally authorized or adopted name, where obscenities or offensive material appear in the listing, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any White Pages Directory Listing that is found to be in violation of its rules with respect thereto.
- D. Sections - Each White Pages Directory Listing must be designated as either "Government", "Business" or "Residence" so that it can be placed in the appropriate section of the White Pages Directory. In order to aid the User of the White Pages Directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any White Pages Directory Listing that is found to be in violation of its rules with respect thereto.
- E. Schedule - In order for listings to appear in an upcoming White Pages Directory, the Customer must furnish the listing to the Company in time to meet the directory-publishing schedule.
- F. Other Requirements - The Customer's White Pages Directory Listing may be subject to other requirements imposed by the ILEC publishing the telephone directory.

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Text originally located here moved to pages 54 and 55 of this Section

4. Service Descriptions and Rates, Continued

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4.7. Directory Services, Continued

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4.7.4. Directory Listing Descriptions

White Pages Directory Listings are provided in connection with each Customer's Service as specified herein.

- A. Primary Listing - A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. A primary White Pages Directory Listing is provided in connection with Local Exchange Service at no additional charge.
- B. Additional Listings - In connection with Business Service, additional listings are available to be printed in the White Pages Directory in the names of Authorized Users of the Customer's Service, as defined herein. Rates for additional listings are specified in this Tariff.
- C. Non-published Listings - Listings that are not printed in the White Pages Directory are referred to as Non-published Listings. These types of listings are not available from Directory Assistance and are omitted or deleted from Directory Assistance records. Non-published Listing Service will be furnished, at the Customer's request, subject to the provisions of and charges in this Tariff.
- D. Non-listed Service - Non-listed Service will be furnished at the Customer's request, providing for the omission of the customer's listing from the White Pages Directory. Such listings will be maintained in the Directory Assistance database and other records and will be provided upon request to callers of Directory Assistance. Charges for Non-listed Service are specified in this Tariff.

(N)

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*****Text originally located here moved to page 92 of Section 6*****

4. Service Descriptions and Rates, Continued

4.8. [Reserved for Future Use]

4.9. IntraLATA Toll Presubscription

4.9.1. Generally - IntraLATA Presubscription is a procedure whereby a end user designates to the Company the IntraLATA Toll Provider (ITP) which the customer wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent an end user, who has presubscribed to an ITP, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred ITP only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the end user without dialing an access code. Should the same end user desire access to the ITP's other services, he must dial the access code associated with such other services.

An ITP must use Feature Group D (FGD) Switched Access to qualify as an ITP unless prior arrangements have been made with or by the Company. ITPs must submit an Access Service Request (ASR) prior to the intraLATA toll presubscription conversation date or prior to the date on which the carrier proposes to begin participating intraLATA toll presubscription, unless prior arrangements have been made with the Company.

4.9.2. Terms and Conditions Applicable to IntraLATA Toll Presubscription - Selection of an intraLATA toll provider by an end user is subject to the terms and conditions following:

- A. At the option of the ITP, the nonrecurring charge for a change in intraLATA toll presubscription, as provided, here in, may be billed to the ITP, instead of the end user. This may involve charges resulting from end user initial free choice PIC changes, as specified herein.
- B. This option for the ITP to be billed for the PIC change charge instead of the end user is not available for orders placed directly via the Company's business offices.
- C. Generally - IntraLATA Presubscription is a procedure whereby a subscriber designates to the Company the IntraLATA Toll Provider (ITP), which the customer wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. IntraLATA presubscription does not prevent a subscriber, who has presubscribed to an ITP, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis. IntraLATA Presubscription will become effective upon the initial offering of certified local exchange service.

4. Service Descriptions and Rates, Continued

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(T) 4.9. IntraLATA Toll Presubscription, Continued

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(T) 4.9.3 Presubscription Charge Application

D. IntraLATA Presubscription Options - Subscribers may exercise their presubscription choice, either by contacting the Company or by contacting the ITP directly. The charge for the change will be billed to the new ITP at the discretion of the Company. Subscriber's choices which constitute exercising the choice are:

1. The subscriber may select the Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.
2. The subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA calls subject to presubscription.
3. The subscriber may select a carrier other than the Company or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.
4. The subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

E. Rules and Regulations

1. Subscribers will retain their current dialing arrangements until they request that their dialing arrangements be changed.
2. New subscribers may select from the options above for intraLATA Presubscription.
3. Subscribers may change their selected option and/or their presubscribed intraLATA toll carrier at any time subject to charges specified below.

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*****Text located here moved from page 68 of this section *****

*****Text originally located here moved to page 57 of this Section and page 93 of Section 6*****

4. Service Descriptions and Rates, Continued

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(T) 4.9. IntraLATA Presubscription, Continued

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(T) 4.9.4. IntraLATA Presubscription Procedures

- A. New subscribers will be asked to select an intraLATA toll carrier(s) at the time the subscriber places an order to establish local exchange service with the Company. The Company will process the subscriber's order for intraLATA service. The selected carrier(s) will confirm their respective subscribers' verbal selection by any of the methods set forth in the carrier selection rules of the Federal Communications Commission and the I Public Utilities Commission. All new subscriber's initial requests for intraLATA toll service presubscription shall be provided free of charge.
- B. If a new subscriber is unable to make a selection at the time the new subscriber places an order to establish local exchange service, the Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection. If selection is still not possible, the Company will inform the subscriber that he/she will be given 90 calendar days in which to inform the Company of an intraLATA toll carrier presubscription free of charge. Until the subscriber informs the Company of his/her choice for intraLATA toll carrier, the subscriber will not have a presubscribed intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier(s) of choice. Subscribers who inform the Company of a choice for intraLATA toll presubscription within the 90-day period will not be assessed a service charge for the initial subscriber request.
- C. Subscribers of record may initiate an intraLATA presubscription change at any time subject to the charges specified below. If a customer of record inquires of the Company of the carriers available for intraLATA toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection.

(T) 4.9.5. IntraLATA Presubscription Charges

- A. Application of Charges - After a subscriber's initial selection for a presubscribed intraLATA toll carrier and as detailed above, for any change thereafter, a nonrecurring IntraLATA Presubscription Change Charge as set forth below will apply:

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- I. Line, trunk, or port: \$9.99 (I) (T)
- (D)

(M)

*****Text located here moved from page 69 of this section *****
*****Text originally located here moved to page 94 of Section 6*****

4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones

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*****Text originally located here moved to page 83 of Section 6.*****

4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones, Continued

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*****Text originally located here moved to page 84 of Section 6.*****

4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones, Continued

(M)

(M)

*****Text originally located here moved to page 85 of Section 6.*****

4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones, Continued

(M)

(M)

*****Text originally located here moved to page 86 of Section 6.*****

4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones, Continued

(M)

(M)

*****Text originally located here moved to page 87 of Section 6.*****

4. Service Descriptions and Rates, Continued

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4.10. Network Exchange Service Zones, Continued

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*****Text originally located here moved to page 88 of Section 6.*****

4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones, Continued

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4. Service Descriptions and Rates, Continued

4.10. Network Exchange Service Zones, Continued

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*****Text originally located here moved to page 90 of Section 6.*****

4. Service Descriptions and Rates. Continued

4.11. Network Switched Services Rates. Continued

4.11.2. Business Services

A. Business Services

| | | |
|----|--|---------|
| 1. | Local Stand Alone Term – None Per Line/Per Month | \$39.99 |
|----|--|---------|

B. Business Bundled Services

| | | |
|----|--|---------|
| 1. | Local/Unlimited Long Distance Term – None Per Line/Per Month | \$64.99 |
|----|--|---------|

| | | |
|--|-------------------------------------|---------|
| | Term – 1 Year Per Line/Per Month | \$54.99 |
|--|-------------------------------------|---------|

| | | |
|--|--------------------------------------|---------|
| | Term – 2 Years Per Line/Per Month | \$49.99 |
|--|--------------------------------------|---------|

| | | |
|----|--|---------|
| 2. | Local/Unlimited Long Distance/High Speed Dialup Term – None Per Line/Per Month | \$69.99 |
|----|--|---------|

| | | |
|--|-------------------------------------|---------|
| | Term – 1 Year Per Line/Per Month | \$59.99 |
|--|-------------------------------------|---------|

| | | |
|--|--------------------------------------|---------|
| | Term – 2 Years Per Line/Per Month | \$54.99 |
|--|--------------------------------------|---------|

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Text originally located here moved to page 62 of this Section

4. Service Descriptions and Rates. Continued

4.12. Additional/Miscellaneous Charges

4.12.1. Per Use Custom Calling Features

Charge Per Use

| | |
|---|--------|
| Repeat Dialing (*66) | \$0.75 |
| Per Call Blocking (*67) | Free |
| Call Return (Automatic Call Back) (*69) | \$1.99 |
| Call Trace | \$8.00 |
| Three-Way Calling | \$1.99 |

4.12.2 Unlimited Custom Calling Features

The addition of an unlimited custom calling features will incur a non-recurring setup charge per feature, per line.

| | <u>Monthly Recurring Fee</u> | <u>Non-Recurring Charge</u> |
|--|------------------------------|-----------------------------|
| Repeat Dialing (*66) | \$5.00 | \$5.50 |
| Call Return (Automatic Call Back) (*69) | \$1.00 | \$5.50 |
| Three-Way Calling | \$1.00 | \$3.50 |
| Call Forwarding | \$1.00 | \$3.00 |
| Speed Dial 8 | \$1.00 | \$2.95 |
| Caller ID with name | \$1.00 | \$9.95 |
| Call Waiting | \$1.00 | \$3.38 |
| Anonymous Call Rejection (Privacy Manager) | \$1.00 | \$5.99 |
| Call Waiting ID (requires Caller ID and Call Waiting) | \$1.00 | \$1.99 |
| Remote Call Forwarding | \$11.50 | N/A |
| Distinctive Ring | \$5.75 | N/A |
| Voicemail | \$2.50 | N/A |

4. Service Descriptions and Rates. Continued

4.12. Additional/Miscellaneous Charges. Continued

4.12.3. Directory Listing

| | | |
|-----------------------|--------|--------|
| Non-Published Listing | \$5.00 | (M)(I) |
| Non-Listed Listing | \$3.00 | (M)(I) |
| Additional Listing | \$3.00 | (M)(I) |

Text originally located here moved to page 100 of Section 6.

4. Service Descriptions and Rates, Continued

4.13. 900, 976, Collect Call and Third Party Billed Blocking Service

Call Blocking Service is a Service that provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 Services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 Service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided or DUC-provided intercept announcement. Call Blocking is provided at no charge. Customers are automatically provided with Collect Call, Person-to-Person and Third Party Billed Blocking upon Subscription to the Company's Services, at no charge.

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4.14. Rates By Individual Contract Basis (ICB)

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such Services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis

4.15. Promotions

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

5. Other Services

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5.1. LifeLine Telephone Service

5.1.1. Description - An applicant for LifeLine Service must be a current participant in one of the following Indiana Department of Community Based Services (DCBS) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of LifeLine Service participants may be conducted biennially by the Company.

5.1.2. Regulations

- A. LifeLine Service is available to qualified residence customers and is provided via a residence individual access line. LifeLine Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for LifeLine Service.
- B. LifeLine eligibility standards will be: (1) state or federal income tax returns for the most recent calendar year provided by the applicant; or (2) participation in any of the following Department of Public Welfare (DCBS) programs verified by the Company.

- Temporary Assistance for Needy Families (TANF) (formerly Aid for Families with Dependent Children (AFDC))
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Federal School Lunch Program

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5. Other Services, Continued

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5.1. LifeLine Service, Continued

5.1.2. Regulations, Continued

- C. LifeLine Service will be provided to a Customer only so long as such Customer continues to meet the participation and certification guidelines in 8.1.1 above. At the time of initial establishment of LifeLine Service, the Customer agrees to have his or her eligibility recertified as determined by the Company. When the Company is notified by the Customer or determines through recertification that the LifeLine Service customer is no longer a participant in the DCBS programs in B. above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the LifeLine Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the Customer can contact the Company to negotiate new Exchange Access arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the Customer does not contact the Company by the end of the notification period, the LifeLine Service will be changed to applicable Exchange Access service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the Customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain LifeLine Service.
- D. The Customer's rate for basic service will not drop below zero.
- E. The service will be provided in compliance with FCC and Indiana Universal Service Orders.
- F. The Company will make the following optional services available to the extent they alleviate threats to health, safety and security.
- Call Trace, at tariffed rate;
 - Touch Tone, at tariffed rate;
 - Private or non-listed telephone numbers, at tariffed rate, only where the Company finds that a LifeLine subscriber who specifically requests such service requires this service;
 - Caller ID Line Blocking, at tariffed rate.
- G. Minimum Customer Notification
- I. The Company will provide an annual bill insert or bill message, semi-annually the first year of LifeLine Service;
- II. Additional LifeLine program information is included in the Customer Guide pages of the incumbent local exchange carrier.

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5. Other Services, Continued

5.1. LifeLine Service, Continued

5.1.2. Regulations, Continued

G. Minimum Customer Notification, Continued

III. Newspaper Notification - The Company will work with the major newspapers in its service territory to have articles on the LifeLine Service published in advance of the time it expects to provide local residential service in Indiana. If any major newspaper does not publish an article within 30 days of the implementation of LifeLine, then the Company will place an advertisement about LifeLine in said newspapers not longer than 30 days after the date LifeLine service is available to local residential customers of the Company.

IV. The Company will include information on Lifeline on its Internet Homepage, as applicable.

H. Outreach: The Company will work with community organizations to provide information and possibly pamphlets.

I. Residence LifeLine Service cannot be resold by the LifeLine Customer or the LifeLine customer's agent(s).

J. Resale of LifeLine Services is subject to wholesale rate obligations under Section 251(c)(4) of the Telecommunications Act of 1996.

K. The Company will provide toll-blocking and toll-restriction services at no charge to LifeLine subscribers.

L. LifeLine customers will have access to Caller ID Per-Call and Per-Line Blocking.

M. A LifeLine Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premise. LifeLine Service will not be provided via foreign exchange or foreign central office service arrangements.

N. Only the services listed above will be provided to LifeLine customers. All other premium services offered by the Company will not be available.

O. Customer requested temporary suspension of LifeLine Service is not permitted.

P. LifeLine Service does not apply to applicants who are full-time students who are living in university or college Controlled housing.

Q. The applicant must not be dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.

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5. Other Services, Continued

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5.1. LifeLine Service, Continued

5.1.3. Applicable Rates

- A. Applicable Residence Exchange Access monthly rate minus \$1.75
- B. LifeLine Service Customers will pay the monthly rate associated with their selected Local Usage Package Option minus \$3.50.
- C. LifeLine Service is subject to all applicable State, Local, and Federal Taxes and Surcharges, and unless otherwise noted herein, all applicable tariff provisions.

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5. Other Services, Continued

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5.2. Link Up Indiana

5.2.1. Description - Link Up Indiana is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers. NOTE: Customers who qualify for Link Up Indiana may also qualify for LifeLine Service.

5.2.2. Regulations

A. Link Up Indiana is available to residence customers who meet the following eligibility criteria:

I. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years or older.

II. Applicant must participate in any of the following programs

(T) (a) Categorically Needy Medical Assistance (Blue Card)

(T) (b) Food Stamps

(T) (c) General Assistance (GA)

(T) (d) Low Income Home Energy Assistance Program (LIHEAP)

(T) (e) Medically Needy Only - Medical Assistance (Green Card)

(T) (f) State Blind Pension

(T) (g) Supplemental Security Income (SSI)

(T) (h) Temporary Assistance for Needy Families (TANF)

The applicant must self-certify the requirements set out above. The requirements set out above must be certified by the Indiana Department of Community Based Services (DCBS). Such certification by DCBS: (1) will be provided only when a DCBS client requests Link Up Indiana benefits based on the client's status as a recipient of any of the benefits listed above; (2) will be limited to confirmation of the client's status (*i.e.* participation or non-participation) in the benefit program listed above, specified by the client; (3) will not be a determination by DCBS as to eligibility of the client for Link Up Indiana benefits. Participation by DCBS is subject to execution of an agreement with DCBS.

Applicants who do not participate in any of the above programs may be eligible under the Indiana Telephone Association's low income guidelines which are based on Indiana state taxable income.

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5. Other Services, Continued

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5.2. Link Up Indiana, Continued

5.2.2. Regulations, Continued

- B. The Link Up Indiana discount is applicable to one access line (dial tone line) when it applies to the installation or relocation of main service at a customer's principal residence.
- C. Link Up Indiana applicants are not exempt from Company deposit requirements.
- D. The Link Up Indiana discount does not apply to the installation of inside wire.
- E. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application for service, credit will be applied to provide the Link Up Indiana discount.
- F. The Link Up Indiana discount does not apply to applicants who are full time students living in university or college Controlled housing.

5.2.3. Rates - The Link Up Indiana Program provides for a 50% discount on the service connection charge associated with the connection of a new residence exchange access line as specified in the Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up Indiana customer in monthly installments as specified in the Company's tariffs.

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5. Other Services, Continued

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5.3 Indiana Telephone Relay Service

5.3.1. Generally - The Indiana Telephone Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the State. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech.

5.3.2. Surcharge - In addition to the charges provided in this tariff and the Company's other intrastate tariffs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Indiana Telephone Relay Service.

This surcharge serves as the funding vehicle for the operation of the Indiana Telephone Relay Service, and shall be calculated by the Indiana Telecommunications Relay Access Corporation ("InTRAC"). InTRAC computes the Indiana Telephone Relay Service Surcharge periodically and as needed obtains approval for any increases or decreases from the IURC. The IURC notifies the local exchange carriers of any changes to the surcharge.

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Tariff revisions will be filed whenever the InTRAC calculates a new surcharge amount and the IURC notifies the Company.

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5.3.3. Rates - Local calls will be charged at the applicable local flat rate. All intraLATA toll calls placed through the Indiana Telephone Relay Service will be rated according to the Company's Tariff

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TRS Surcharge, per access line, per month \$0.06 (N)

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5. Other Services, Continued

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5.4. Digital Local Business Services

5.4.1. Exchange Access Availability

Business rates apply whenever the use of the service is primarily or substantially of a business, professional institution or otherwise occupational nature, or where the listing is such as to indicate business use.

Business rates apply, but are not limited to:

1. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private or parochial schools, hospitals, nursing homes, libraries, public or private institutions, churches, synagogues, mosques and all other establishments of a strictly business nature.
2. Any location where business designation is provided or when a title indicating a trade, occupation or profession is listed.
3. Service terminating solely on the answering services facilities of a telephone answering firm.
4. At residential locations where the Customer has no regular business telephone service and the use of the service by the Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

5.4.2. Service Description

A. The Company offers Business Customers Digital Local Business Services. These DS-1 capacity Services provide high-speed dedicated voice and data transmission. Company's Digital Business Services employ a 1.544 Megabits per second (Mbps) facility typically divided into twenty-three B Channels and one D Channel. The B Channels are used for Circuit-switched voice and data communications connecting to the public switched telephone network (PSTN) while the D Channel provides out-of-band signaling. The Company provides a port at the end-user's site which connects to the Company's underlying carrier's network for call completion. The Digital Business services employ a variety of included features.

B. Regulations

- This service provides the Customer with a single, voice-grade, DTMF communications Channel.
- These services and associated features are only provided where facilities, equipment and technical capabilities exist and do not create an obligation for the Company to construct such facilities and equipment especially for the provision of this Service.
- Customer is responsible for providing Customer Premises Equipment that is compatible with this DS-1 Service.
- The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of this Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

(N)

5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.2.. Term and Volume Plans

A. Business Plan 1 – Digital Local Voice Business Service: This DS-1 capacity Service provides the Customer with one single, voice-grade, DTMF communications Channel and unlimited local calling within the local calling area, including mandatory flat rate unlimited calling, of the incumbent local exchange company where the customer is located. This service uses in-band signaling to support 23 simultaneous calls inbound or outbound. Customers have the option to purchase blocks of 20 or 100 Direct Inward Dial numbers within a circuit.

B. Business Plan 2 - Integrated Voice and Data Digital Business Service: This Service combines digital voice and data over a single, dedicated circuit and bandwidth is dynamically allocated between voice and data, as needed. This service offers the Customer unlimited local calling within the local calling area, including mandatory flat rate unlimited calling, of the incumbent local exchange company where the customer is located.

5.4.3. Service Features

Business Plan 1 and 2: Each local exchange Channel may include a telephone number assignment and the following features:

- Caller ID Name and Number
- Local Usage (Unlimited Business minutes)
- Local Directory Assistance (411)
- Local T-1/PRI
- Switched Long Distance
- Dedicated Long Distance
- Toll-free
- Directory Services
- Operator Services
- 900/976 Blocking
- Integrated Access
- Dedicated Internet Access (DIA)

(N)

(N)

5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.4. Optional Features

Backup D Channel – In arrangements of two or more Primary Rate Interfaces or Ports, it provides enhanced continuity of Service by allowing a D Channel on one Primary Rate Interface or Port to automatically take over for a failed D Channel on another Primary Rate Interface or Port. A single Backup D Channel may support a maximum of five interfaces or ports.

Calling Number and Name Delivery – Provides the Customer who is receiving a call with the telephone number and the name of the calling party.

Serial Hunt – Calls will start with the number of the trunk dialed and hunt sequentially to the end of the trunk or hunt group.

Circular Hunt – A switch feature that dynamically points each new call attempt to the next idle B Channel following the last Channel either to have accepted a call or the last Channel to have attempted to place a call.

DLH (Distributed Line Hunting) – Calls are distributed evenly among a trunk group or hunt group by number of calls.

MIDL/LIDL (Most Idle/Least Idle) – Incoming calls will be sent to the trunk that has been idle the longest (MIDL) or the shortest (LIDL) amount of time.

Direct Inward Dialing (DID) Numbers – Provides telephone numbers for direct inward dialing. Numbers are available in blocks of ten or one hundred, or as a single number. The assignment and sequence of the numbers may be requested by the Customer in cases where the Company has the number or series of numbers available for use.

Dynamic Channel Allocation – Allows a Customer to designate the quantity of B Channels for call types to be allocated within previously provisioned criteria for either DID or Direct Outward Dialing (DOD) capability. [Not currently available; under development.]

Enhanced Alternate Route – Allows incoming voice calls to overflow on an emergency and busy basis to a line or Trunk side connection designated by the Customer. A route may be limited in the number of simultaneous calls that can be routed.

Enhanced 911 – The number of the caller is transmitted to the PSAP where it is cross-referenced with an address database to determine the caller's location.

Inform 911 – Allows the calling party number of the station to be sent to the E911 database rather than the billed telephone number. It is the Customer's responsibility to provide station number updates to the 911 database.

Local Number Portability – Allows businesses to switch local service providers and retain their local telephone numbers.

Inbound Only – Provides for an inbound calling option on the Primary Rate Interface or Primary Rate Port. No outgoing capability exists when this feature is selected. A minimum of one D Channel is required.

Inbound Interface – Provides a PRI termination and a Digital multichannel transmission path between the Central Office and the Customer's Premises and is configured with one D Channel or a Backup D Channel and 23 B Channels or 24 B Channels.

5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.4. Optional Features, Continued

Universal Calling – Allows the end-user to make and receive local, intraLATA (local toll) and long distance calls. PNG Local Service provides Universal Calling with the following call coverage:

- Local Call Coverage: enable callers to place phone calls to any telephone in a pre-defined local calling area.
- Extended Area Service (EAS): enables callers to place calls to a pre-defined area outside of what is normally considered the local calling area at no extra charge.
- IntraLATA (Local Toll): carried by the long distance network.
- InterLATA: also carried by the long distance network.

Service Access Codes (SAC) – SACs are non-geographic area codes (often referred to as NPAs) assigned for special network uses. These codes include 500,700, and 8XX.

(N)

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5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.5. Application of Rates and Charges

- A. **Term Pricing Plans:** Term Pricing Plans (TPP) are available to the Customer. The Customer must select a 12 Month, 24 Month or 36 Month term.
- B. **Modifying Term Pricing Plans:** A TPP may be modified when additional Circuits are purchased. A TPP may be also be converted to a longer TPP, without incurring a Termination Charge, if there is at least one month remaining on an existing TPP. Service will automatically renew at month-to-month terms.
- C. **Expiration of Term Pricing Plan:** Within one month prior to the expiration of a TPP, the Customer must select one of the following options:
1. Renew the Service for an additional term at the TPPs available; or
 2. Disconnect Service at the end of the billing period.
- D. **Waiving of Nonrecurring Charges per circuit:** For 12 month terms, a \$198 non-recurring charge applies. Company will waive the non-recurring charge on terms of 24 and 36 months.
- E. **Moves and Changes:** There are two types of modifications available for Circuits:
1. A move of the point of termination of an existing PRI Circuit(s) to a new location within the Customer's same Premises.
 2. Any subsequent change or rearrangement of Services requested by the Customer on an existing Circuit(s). Fee may apply.
- F. **Termination Liability:** If the service is terminated by a Customer before the expiration of the initial or any subsequent term, the Customer will pay to PNG an amount equal to the sum of:
1. all billed and unbilled charges which the Customer has not paid at the time of termination;
 2. the monthly recurring charge at the time of termination multiplied by the number of months remaining in the term;
 3. and all charges incurred by PNG to its suppliers and other third parties for the provision or disconnection of service to the Customer.
- G. **Cancellation Charge:** Charge applies if Customer requests a cancellation of an order already submitted to Company. If the Company misses a Service installation date by more than thirty (30) days due to a Force Majeure condition, the Customer may cancel an order without incurring a Cancellation Charge.
- H. **Expedite Order Charge:** Expedite charge applies when Customer requests an order to be executed in less time than otherwise established by Company's published interval.
- I. **Local Usage:** Customers are provided unlimited local service for the local servicing area as part of the business offering.

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5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.5. Application of Rates and Charges, Continued

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

K. Individual Case Basis (ICB) Arrangements: Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

L. Stated pricing requires business customer to subscribe long distance service from Company.

M. Company offers a Plan A and a Plan L to satisfy regional consumer demand for lower end user common line ("EUCL") charges or lower monthly recurring charges ("MRC").

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5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.6. Rates and Charges

A. Business Plan 1 (Local Digital Voice Business Service): - A Pricing:

| | <u>MRC</u> | <u>Block of 20* DIDs</u> | | <u>Block of 100 * DIDs</u> | |
|------------|------------|--------------------------|------------|----------------------------|------------|
| | | <u>MRC</u> | <u>NRC</u> | <u>MRC</u> | <u>NRC</u> |
| 24 Months: | \$409.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |
| 36 Months: | \$400.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |

* where available

B. Business Plan 1 (Local Digital Voice Business Service): - L Pricing:

| | <u>MRC</u> | <u>Block of 20* DIDs</u> | | <u>Block of 100 * DIDs</u> | |
|------------|------------|--------------------------|------------|----------------------------|------------|
| | | <u>MRC</u> | <u>NRC</u> | <u>MRC</u> | <u>NRC</u> |
| 24 Months: | \$517.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |
| 36 Months: | \$508.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |

* where available

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5. Other Services, Continued

5.4. Digital Local Business Services, Continued

5.4.6. Rates and Charges, Continued

C. Business Plan 2 - Integrated Voice and Data Digital Business Service:

| | <u># of Channels</u> | <u>MRC</u> | <u>Installation fee</u> |
|------------------|----------------------|------------|-------------------------|
| <u>12 Months</u> | 1 (64k) | \$107.00 | \$198.00 |
| | 2(128k) | \$156.00 | \$198.00 |
| | 4(256k) | \$219.00 | \$198.00 |
| | 6(384k) | \$276.00 | \$198.00 |
| | 8(512k) | \$332.00 | \$198.00 |
| | 12(768k) | \$360.00 | \$198.00 |
| | 16(1024k) | \$377.00 | \$198.00 |
| <u>24 Months</u> | 1 (64k) | \$100.00 | waived |
| | 2 (128k) | \$147.00 | waived |
| | 4 (256k) | \$208.00 | waived |
| | 6 (384k) | \$263.00 | waived |
| | 8 (512k) | \$317.00 | waived |
| | 12 (768k) | \$343.00 | waived |
| | 16 (1024k) | \$358.00 | waived |
| <u>36 Months</u> | 1 (64k) | \$95.00 | waived |
| | 2 (128k) | \$139.00 | waived |
| | 4 (256k) | \$197.00 | waived |
| | 6 (384k) | \$250.00 | waived |
| | 8 (512k) | \$300.00 | waived |
| | 12 (768k) | \$326.00 | waived |
| | 16 (1024k) | \$339.00 | waived |

D. Other Charges

| | <u>Per Use fee</u> | |
|--|--------------------|------------|
| Local Directory Assistance | \$0.89 | |
| | <u>MRC</u> | <u>NRC</u> |
| Local Number Portability (LNP)/Channel | \$0.35 | |
| PICC/Channel | \$1.19 | |
| Loop Fees | ICB | |
| Cancellation Charge per order | | \$230 |
| Expedite Order Charge per order | | \$690 |

(N)

(N)

6. Grandfathered Services

6.1 Residential Services

6.1.1 Residential Bundled Services Packages

- A. Unlimited Package – Provides Customers with a combination of unlimited local calling and unlimited long distance calling in the United States and Canada, as well as the following custom calling features package for one single monthly rate: Caller I.D. with Name, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8.
- B. Basic Plus Package – Provides Customers with Unlimited local calls, and includes the following features at no extra cost: Caller I.D. with Name, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8. Presubscribed InterLATA and IntraLATA long distance calls are billed at a per minute rate.

6.1.2 Basic Local Services

- A. Dial Tone Only Service – Provides Customers with local calling Service at a per minute rate. The Customer may also subscribe to PNG’s IntraLATA and InterLATA long distance services at a per minute rate. Customers may add the Feature Package or individual customer calling features for an additional monthly charge.
- B. Basic Package – Provides Customers with unlimited local calls for a flat monthly rate. Customers may subscribe to PNG’s IntraLATA and InterLATA long distance service at a per minute rate. Customers may add the Feature Package or individual custom calling features for an additional monthly charge.

6.1.3 Feature Package – Provides Customers with the following features at one monthly rate: Caller I.D. with name, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8.

6.1.4 Non Package Custom Calling Features – Customers also may choose to subscribe to certain individually available custom calling features for a monthly fee per feature, as set forth below. Custom calling features available on an individual basis are as follows: All Call Blocking, Automatic Call Rejection, Caller ID With Name, Call Forwarding- Variable, Call Forwarding – No Answer/Busy Line, Call Waiting, Call Waiting with ID, Speed Dial 8, Speed Dial 30 and Three-Way Calling.

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6. Grandfathered Services, Continued

6.1. Residential Services, Continued

6.1.5 Custom Calling Features

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A. Generally

Certain Custom Calling Features in this section are included in Network Exchange Bundled Service packages offered by PNG. Other Custom Calling Services described below also may be purchased in addition to the Services included in a particular package but these features are available only when purchased in combination with a PNG provided Network Exchange Bundled Service.

B. Feature Descriptions

1. Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID - Number Only and Caller ID features and is available to non-Caller ID -Number Only/Caller ID Customers.
2. Call Blocking – allows Customers to block calls from different telephone numbers. A screening list is created by the Customer either by adding the last number with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such number hear an announcement that the calling party is not accepting calls.
3. Call Forwarding - Fixed, Busy Line No Answer – This feature, when activated, redirects attempted terminating calls to another PNG-specified line. Call originating ability is not affected by Call Forwarding-Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding – Fixed, Busy Line No Answer is billed for the forwarded leg of the call.
4. Call Forwarding -Variable – a Customer activated feature that automatically transfers all incoming calls from the Customer’s telephone number to another dialable telephone number until the Customer deactivates the feature. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding – Variable is billed for the forwarded leg of the call.

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6. Grandfathered Services, Continued

6.1.5 Customer Calling Features, Continued

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B. Feature Descriptions, Continued

5. Caller ID Per Line Blocking – allows a Customer to prevent the transmission and display of their directory number and/or directory name information on outgoing calls. Line Blocking is in operation on a continuous basis and is applicable on all outgoing calls from Customer's blocked line. Line Blocking does not prevent transmission of the calling party information to emergency Services that utilize automatic number identification for delivery of the calling information.
6. Speed Calling – allows a Customer to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.
7. Three-Way Calling – Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may Disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used with both outgoing and incoming calls.

C. Rate Schedule

Monthly rate: \$3.50

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6. Grandfathered Services, Continued

6.2. Network Exchange Service Zones

Service rates are differentiated by Service zone, as set forth below. Zones are comprised of NPA-NXX's. All Customers with a particular NPA-NXX will obtain Service at the rates for that particular zone.

(M) (D)

6.2.1. SBC Zone 1

| NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 217 - 666 | 317 - 398 | 765 - 453 | 765 - 597 | 765 - 836 | 812 - 333 | 812 - 526 |
| 219 - 285 | 317 - 421 | 765 - 454 | 765 - 599 | 765 - 854 | 812 - 334 | 812 - 546 |
| 219 - 861 | 574 - 842 | 765 - 455 | 765 - 628 | 765 - 864 | 812 - 335 | 812 - 547 |
| 219 - 871 | 765 - 234 | 765 - 456 | 765 - 651 | 765 - 865 | 812 - 336 | 812 - 548 |
| 219 - 872 | 765 - 236 | 765 - 457 | 765 - 652 | 765 - 866 | 812 - 337 | 812 - 567 |
| 219 - 873 | 765 - 245 | 765 - 459 | 765 - 654 | 765 - 868 | 812 - 339 | 812 - 579 |
| 219 - 874 | 765 - 249 | 765 - 472 | 765 - 656 | 765 - 869 | 812 - 341 | 812 - 587 |
| 219 - 877 | 765 - 279 | 765 - 473 | 765 - 659 | 765 - 883 | 812 - 341 | 812 - 597 |
| 219 - 878 | 765 - 294 | 765 - 475 | 765 - 662 | 765 - 884 | 812 - 341 | 812 - 648 |
| 219 - 879 | 765 - 295 | 765 - 482 | 765 - 664 | 765 - 893 | 812 - 342 | 812 - 649 |
| 219 - 992 | 765 - 325 | 765 - 483 | 765 - 665 | 765 - 942 | 812 - 342 | 812 - 665 |
| 260 - 343 | 765 - 331 | 765 - 485 | 765 - 668 | 765 - 986 | 812 - 342 | 812 - 783 |
| 260 - 347 | 765 - 331 | 765 - 492 | 765 - 669 | 765 - 998 | 812 - 348 | 812 - 828 |
| 260 - 349 | 765 - 342 | 765 - 515 | 765 - 671 | 812 - 227 | 812 - 349 | 812 - 828 |
| 260 - 356 | 765 - 344 | 765 - 519 | 765 - 673 | 812 - 254 | 812 - 353 | 812 - 829 |
| 260 - 358 | 765 - 348 | 765 - 521 | 765 - 674 | 812 - 257 | 812 - 355 | 812 - 829 |
| 260 - 359 | 765 - 348 | 765 - 527 | 765 - 677 | 812 - 275 | 812 - 359 | 812 - 834 |
| 260 - 599 | 765 - 349 | 765 - 529 | 765 - 688 | 812 - 276 | 812 - 362 | 812 - 847 |
| 260 - 782 | 765 - 352 | 765 - 536 | 765 - 689 | 812 - 277 | 812 - 372 | 812 - 855 |
| 260 - 782 | 765 - 359 | 765 - 537 | 765 - 724 | 812 - 278 | 812 - 373 | 812 - 856 |
| 260 - 786 | 765 - 361 | 765 - 544 | 765 - 728 | 812 - 279 | 812 - 374 | 812 - 857 |
| 260 - 824 | 765 - 362 | 765 - 548 | 765 - 728 | 812 - 289 | 812 - 375 | 812 - 882 |
| 260 - 824 | 765 - 364 | 765 - 552 | 765 - 762 | 812 - 293 | 812 - 376 | 812 - 885 |
| 260 - 827 | 765 - 385 | 765 - 557 | 765 - 764 | 812 - 314 | 812 - 377 | 812 - 886 |
| 260 - 827 | 765 - 396 | 765 - 566 | 765 - 789 | 812 - 323 | 812 - 378 | 812 - 888 |
| 260 - 920 | 765 - 397 | 765 - 569 | 765 - 793 | 812 - 324 | 812 - 379 | 812 - 895 |
| 260 - 925 | 765 - 435 | 765 - 583 | 765 - 794 | 812 - 330 | 812 - 384 | 812 - 937 |
| 260 - 927 | 765 - 451 | 765 - 589 | 765 - 828 | 812 - 331 | 812 - 526 | 812 - 988 |
| 317 - 392 | 765 - 452 | 765 - 593 | 765 - 832 | 812 - 332 | 812 - 526 | |

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6. Grandfathered Services, Continued

6.2. Network Exchange Service Zones, Continued

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6.2.2. SBC Zone 2

| NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 260 - 238 | 574 - 273 | 765 - 254 | 765 - 646 | 812 - 428 | 812 - 464 | 812 - 831 |
| 574 - 231 | 574 - 277 | 765 - 281 | 765 - 648 | 812 - 429 | 812 - 464 | 812 - 833 |
| 574 - 232 | 574 - 280 | 765 - 282 | 765 - 649 | 812 - 429 | 812 - 465 | 812 - 833 |
| 574 - 233 | 574 - 282 | 765 - 284 | 765 - 683 | 812 - 433 | 812 - 465 | 812 - 838 |
| 574 - 234 | 574 - 283 | 765 - 285 | 765 - 741 | 812 - 433 | 812 - 467 | 812 - 838 |
| 574 - 235 | 574 - 284 | 765 - 286 | 765 - 747 | 812 - 434 | 812 - 467 | 812 - 842 |
| 574 - 236 | 574 - 287 | 765 - 287 | 765 - 751 | 812 - 434 | 812 - 468 | 812 - 853 |
| 574 - 237 | 574 - 288 | 765 - 288 | 765 - 759 | 812 - 435 | 812 - 468 | 812 - 858 |
| 574 - 239 | 574 - 289 | 765 - 289 | 765 - 759 | 812 - 435 | 812 - 469 | 812 - 867 |
| 574 - 243 | 574 - 291 | 765 - 354 | 812 - 228 | 812 - 436 | 812 - 471 | 812 - 867 |
| 574 - 245 | 574 - 299 | 765 - 358 | 812 - 421 | 812 - 436 | 812 - 473 | 812 - 868 |
| 574 - 246 | 574 - 472 | 765 - 378 | 812 - 421 | 812 - 450 | 812 - 474 | 812 - 868 |
| 574 - 247 | 574 - 520 | 765 - 378 | 812 - 422 | 812 - 450 | 812 - 475 | 812 - 897 |
| 574 - 251 | 574 - 556 | 765 - 395 | 812 - 422 | 812 - 451 | 812 - 476 | 812 - 925 |
| 574 - 252 | 574 - 631 | 765 - 608 | 812 - 423 | 812 - 451 | 812 - 477 | 812 - 963 |
| 574 - 254 | 574 - 634 | 765 - 609 | 812 - 423 | 812 - 452 | 812 - 479 | 812 - 985 |
| 574 - 255 | 574 - 647 | 765 - 619 | 812 - 424 | 812 - 452 | 812 - 484 | |
| 574 - 256 | 574 - 651 | 765 - 622 | 812 - 424 | 812 - 456 | 812 - 484 | |
| 574 - 257 | 574 - 674 | 765 - 640 | 812 - 425 | 812 - 456 | 812 - 485 | |
| 574 - 258 | 574 - 675 | 765 - 641 | 812 - 425 | 812 - 461 | 812 - 488 | |
| 574 - 259 | 574 - 679 | 765 - 642 | 812 - 426 | 812 - 461 | 812 - 556 | |
| 574 - 271 | 765 - 213 | 765 - 643 | 812 - 426 | 812 - 463 | 812 - 556 | |
| 574 - 272 | 765 - 214 | 765 - 644 | 812 - 428 | 812 - 463 | 812 - 682 | |

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6. Grandfathered Services, Continued

6.2 Network Exchange Service Zones, Continued

(M) (D)

6.2.3. SBC Zone 3, Continued

(M) (D)

| NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 317 - 308 | 317 - 356 | 317 - 433 | 317 - 488 | 317 - 568 | 317 - 592 | 317 - 637 |
| 317 - 308 | 317 - 357 | 317 - 444 | 317 - 492 | 317 - 569 | 317 - 594 | 317 - 638 |
| 317 - 321 | 317 - 357 | 317 - 444 | 317 - 492 | 317 - 569 | 317 - 594 | 317 - 638 |
| 317 - 321 | 317 - 357 | 317 - 444 | 317 - 492 | 317 - 570 | 317 - 595 | 317 - 638 |
| 317 - 321 | 317 - 358 | 317 - 453 | 317 - 521 | 317 - 570 | 317 - 595 | 317 - 639 |
| 317 - 322 | 317 - 358 | 317 - 453 | 317 - 521 | 317 - 571 | 317 - 596 | 317 - 639 |
| 317 - 322 | 317 - 358 | 317 - 453 | 317 - 541 | 317 - 571 | 317 - 596 | 317 - 639 |
| 317 - 322 | 317 - 359 | 317 - 462 | 317 - 541 | 317 - 573 | 317 - 598 | 317 - 651 |
| 317 - 327 | 317 - 359 | 317 - 464 | 317 - 541 | 317 - 573 | 317 - 598 | 317 - 651 |
| 317 - 327 | 317 - 359 | 317 - 464 | 317 - 542 | 317 - 574 | 317 - 615 | 317 - 651 |
| 317 - 327 | 317 - 375 | 317 - 464 | 317 - 542 | 317 - 574 | 317 - 615 | 317 - 655 |
| 317 - 328 | 317 - 375 | 317 - 465 | 317 - 542 | 317 - 575 | 317 - 615 | 317 - 655 |
| 317 - 328 | 317 - 375 | 317 - 465 | 317 - 543 | 317 - 575 | 317 - 621 | 317 - 655 |
| 317 - 328 | 317 - 377 | 317 - 466 | 317 - 543 | 317 - 576 | 317 - 621 | 317 - 656 |
| 317 - 329 | 317 - 377 | 317 - 466 | 317 - 543 | 317 - 576 | 317 - 624 | 317 - 656 |
| 317 - 329 | 317 - 377 | 317 - 467 | 317 - 544 | 317 - 577 | 317 - 624 | 317 - 656 |
| 317 - 329 | 317 - 381 | 317 - 468 | 317 - 544 | 317 - 577 | 317 - 624 | 317 - 673 |
| 317 - 334 | 317 - 381 | 317 - 469 | 317 - 544 | 317 - 578 | 317 - 630 | 317 - 673 |
| 317 - 334 | 317 - 381 | 317 - 470 | 317 - 545 | 317 - 578 | 317 - 630 | 317 - 673 |
| 317 - 337 | 317 - 383 | 317 - 470 | 317 - 545 | 317 - 579 | 317 - 630 | 317 - 681 |
| 317 - 337 | 317 - 383 | 317 - 471 | 317 - 545 | 317 - 579 | 317 - 631 | 317 - 681 |
| 317 - 338 | 317 - 383 | 317 - 471 | 317 - 546 | 317 - 580 | 317 - 631 | 317 - 681 |
| 317 - 338 | 317 - 387 | 317 - 475 | 317 - 546 | 317 - 580 | 317 - 631 | 317 - 682 |
| 317 - 347 | 317 - 387 | 317 - 475 | 317 - 546 | 317 - 581 | 317 - 632 | 317 - 682 |
| 317 - 347 | 317 - 387 | 317 - 479 | 317 - 547 | 317 - 581 | 317 - 632 | 317 - 682 |
| 317 - 347 | 317 - 388 | 317 - 479 | 317 - 547 | 317 - 582 | 317 - 632 | 317 - 684 |
| 317 - 351 | 317 - 388 | 317 - 481 | 317 - 547 | 317 - 582 | 317 - 633 | 317 - 684 |
| 317 - 351 | 317 - 388 | 317 - 481 | 317 - 549 | 317 - 583 | 317 - 633 | 317 - 684 |
| 317 - 351 | 317 - 390 | 317 - 481 | 317 - 549 | 317 - 583 | 317 - 633 | 317 - 685 |
| 317 - 352 | 317 - 390 | 317 - 484 | 317 - 549 | 317 - 585 | 317 - 634 | 317 - 685 |
| 317 - 352 | 317 - 390 | 317 - 484 | 317 - 556 | 317 - 585 | 317 - 634 | 317 - 685 |
| 317 - 352 | 317 - 415 | 317 - 484 | 317 - 556 | 317 - 587 | 317 - 634 | 317 - 686 |
| 317 - 353 | 317 - 415 | 317 - 486 | 317 - 556 | 317 - 587 | 317 - 635 | 317 - 686 |
| 317 - 353 | 317 - 423 | 317 - 486 | 317 - 562 | 317 - 588 | 317 - 635 | 317 - 686 |
| 317 - 353 | 317 - 423 | 317 - 486 | 317 - 562 | 317 - 588 | 317 - 635 | 317 - 687 |
| 317 - 354 | 317 - 423 | 317 - 487 | 317 - 562 | 317 - 591 | 317 - 636 | 317 - 687 |
| 317 - 354 | 317 - 428 | 317 - 487 | 317 - 566 | 317 - 591 | 317 - 636 | |
| 317 - 354 | 317 - 428 | 317 - 487 | 317 - 566 | 317 - 591 | 317 - 636 | |
| 317 - 356 | 317 - 433 | 317 - 488 | 317 - 568 | 317 - 592 | 317 - 637 | |
| 317 - 356 | 317 - 433 | 317 - 488 | 317 - 568 | 317 - 592 | 317 - 637 | |

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6. Grandfathered Services, Continued

6.2. Network Exchange Service Zones, Continued

(M) (D)

6.2.3. SBC Zone 3, Continued

| NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 317 - 687 | 317 - 774 | 317 - 818 | 317 - 870 | 317 - 899 | 317 - 929 | 317 - 968 |
| 317 - 692 | 317 - 776 | 317 - 821 | 317 - 870 | 317 - 899 | 317 - 929 | 317 - 971 |
| 317 - 692 | 317 - 780 | 317 - 822 | 317 - 871 | 317 - 899 | 317 - 929 | 317 - 971 |
| 317 - 692 | 317 - 780 | 317 - 822 | 317 - 871 | 317 - 913 | 317 - 931 | 317 - 971 |
| 317 - 693 | 317 - 780 | 317 - 822 | 317 - 872 | 317 - 913 | 317 - 931 | 317 - 972 |
| 317 - 693 | 317 - 781 | 317 - 823 | 317 - 872 | 317 - 915 | 317 - 931 | 317 - 972 |
| 317 - 693 | 317 - 781 | 317 - 824 | 317 - 873 | 317 - 915 | 317 - 931 | 317 - 972 |
| 317 - 704 | 317 - 781 | 317 - 824 | 317 - 874 | 317 - 916 | 317 - 936 | 317 - 974 |
| 317 - 704 | 317 - 782 | 317 - 826 | 317 - 874 | 317 - 916 | 317 - 937 | 317 - 974 |
| 317 - 705 | 317 - 782 | 317 - 831 | 317 - 875 | 317 - 916 | 317 - 937 | 317 - 974 |
| 317 - 705 | 317 - 782 | 317 - 834 | 317 - 875 | 317 - 917 | 317 - 937 | 317 - 977 |
| 317 - 706 | 317 - 783 | 317 - 835 | 317 - 876 | 317 - 917 | 317 - 937 | 317 - 977 |
| 317 - 706 | 317 - 783 | 317 - 837 | 317 - 876 | 317 - 917 | 317 - 940 | 317 - 977 |
| 317 - 718 | 317 - 783 | 317 - 838 | 317 - 879 | 317 - 920 | 317 - 940 | 317 - 988 |
| 317 - 722 | 317 - 784 | 317 - 839 | 317 - 879 | 317 - 920 | 317 - 940 | 317 - 988 |
| 317 - 722 | 317 - 784 | 317 - 841 | 317 - 881 | 317 - 920 | 317 - 941 | 765 - 556 |
| 317 - 724 | 317 - 784 | 317 - 841 | 317 - 882 | 317 - 920 | 317 - 941 | 765 - 556 |
| 317 - 724 | 317 - 786 | 317 - 842 | 317 - 883 | 317 - 921 | 317 - 941 | 765 - 556 |
| 317 - 724 | 317 - 786 | 317 - 842 | 317 - 884 | 317 - 921 | 317 - 941 | 812 - 218 |
| 317 - 726 | 317 - 786 | 317 - 843 | 317 - 885 | 317 - 921 | 317 - 945 | 812 - 246 |
| 317 - 726 | 317 - 787 | 317 - 843 | 317 - 887 | 317 - 921 | 317 - 945 | 812 - 248 |
| 317 - 731 | 317 - 787 | 317 - 844 | 317 - 888 | 317 - 923 | 317 - 945 | 812 - 256 |
| 317 - 731 | 317 - 787 | 317 - 844 | 317 - 889 | 317 - 923 | 317 - 951 | 812 - 258 |
| 317 - 733 | 317 - 788 | 317 - 845 | 317 - 890 | 317 - 923 | 317 - 951 | 812 - 280 |
| 317 - 735 | 317 - 788 | 317 - 845 | 317 - 890 | 317 - 923 | 317 - 951 | 812 - 282 |
| 317 - 745 | 317 - 788 | 317 - 846 | 317 - 890 | 317 - 924 | 317 - 955 | 812 - 283 |
| 317 - 756 | 317 - 789 | 317 - 846 | 317 - 891 | 317 - 924 | 317 - 955 | 812 - 284 |
| 317 - 756 | 317 - 789 | 317 - 848 | 317 - 891 | 317 - 924 | 317 - 955 | 812 - 285 |
| 317 - 756 | 317 - 789 | 317 - 848 | 317 - 891 | 317 - 924 | 317 - 956 | 812 - 288 |
| 317 - 757 | 317 - 791 | 317 - 849 | 317 - 894 | 317 - 925 | 317 - 956 | 812 - 542 |
| 317 - 757 | 317 - 791 | 317 - 849 | 317 - 894 | 317 - 925 | 317 - 962 | 812 - 923 |
| 317 - 757 | 317 - 791 | 317 - 852 | 317 - 894 | 317 - 925 | 317 - 962 | 812 - 941 |
| 317 - 758 | 317 - 802 | 317 - 856 | 317 - 895 | 317 - 925 | 317 - 962 | 812 - 944 |
| 317 - 761 | 317 - 802 | 317 - 858 | 317 - 895 | 317 - 926 | 317 - 963 | 812 - 945 |
| 317 - 761 | 317 - 815 | 317 - 859 | 317 - 895 | 317 - 926 | 317 - 963 | 812 - 948 |
| 317 - 761 | 317 - 815 | 317 - 861 | 317 - 897 | 317 - 926 | 317 - 963 | 812 - 949 |
| 317 - 767 | 317 - 816 | 317 - 862 | 317 - 897 | 317 - 926 | 317 - 964 | 812 - 981 |
| 317 - 767 | 317 - 816 | 317 - 865 | 317 - 897 | 317 - 927 | 317 - 964 | |
| 317 - 767 | 317 - 817 | 317 - 869 | 317 - 898 | 317 - 927 | 317 - 964 | |
| 317 - 770 | 317 - 817 | 317 - 869 | 317 - 898 | 317 - 927 | 317 - 968 | |
| 317 - 773 | 317 - 818 | 317 - 869 | 317 - 898 | 317 - 927 | 317 - 968 | |

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6. Grandfathered Services, Continued

6.2. Network Exchange Service Zones, Continued

6.2.5. Verizon Medium Zone

(M) (D)

| NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX | NPA NXX |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 219 - 324 | 219 - 940 | 260 - 490 | 574 - 206 | 574 - 825 | 765 - 653 | 812 - 386 |
| 219 - 325 | 219 - 942 | 260 - 492 | 574 - 262 | 574 - 848 | 765 - 655 | 812 - 387 |
| 219 - 326 | 219 - 945 | 260 - 493 | 574 - 264 | 574 - 862 | 765 - 657 | 812 - 442 |
| 219 - 362 | 219 - 947 | 260 - 497 | 574 - 266 | 574 - 875 | 765 - 658 | 812 - 443 |
| 219 - 364 | 219 - 962 | 260 - 560 | 574 - 293 | 574 - 891 | 765 - 743 | 812 - 446 |
| 219 - 395 | 219 - 963 | 260 - 563 | 574 - 294 | 765 - 221 | 765 - 746 | 812 - 448 |
| 219 - 462 | 219 - 983 | 260 - 568 | 574 - 295 | 765 - 446 | 765 - 771 | 812 - 460 |
| 219 - 464 | 260 - 338 | 260 - 569 | 574 - 296 | 765 - 447 | 765 - 772 | 812 - 462 |
| 219 - 465 | 260 - 357 | 260 - 622 | 574 - 389 | 765 - 448 | 765 - 775 | 812 - 466 |
| 219 - 476 | 260 - 416 | 260 - 624 | 574 - 522 | 765 - 449 | 765 - 778 | 812 - 481 |
| 219 - 477 | 260 - 432 | 260 - 627 | 574 - 523 | 765 - 449 | 765 - 825 | 812 - 482 |
| 219 - 531 | 260 - 434 | 260 - 637 | 574 - 524 | 765 - 463 | 765 - 827 | 812 - 522 |
| 219 - 548 | 260 - 435 | 260 - 665 | 574 - 533 | 765 - 464 | 765 - 935 | 812 - 523 |
| 219 - 734 | 260 - 436 | 260 - 667 | 574 - 534 | 765 - 471 | 765 - 939 | 812 - 524 |
| 219 - 759 | 260 - 441 | 260 - 668 | 574 - 535 | 765 - 474 | 765 - 962 | 812 - 535 |
| 219 - 762 | 260 - 447 | 260 - 672 | 574 - 537 | 765 - 477 | 765 - 965 | 812 - 553 |
| 219 - 763 | 260 - 451 | 260 - 673 | 574 - 538 | 765 - 493 | 765 - 966 | 812 - 634 |
| 219 - 764 | 260 - 459 | 260 - 747 | 574 - 722 | 765 - 494 | 765 - 973 | 812 - 683 |
| 219 - 785 | 260 - 468 | 260 - 748 | 574 - 725 | 765 - 495 | 765 - 983 | 812 - 794 |
| 219 - 787 | 260 - 478 | 260 - 749 | 574 - 732 | 765 - 496 | 812 - 268 | 812 - 872 |
| 219 - 841 | 260 - 479 | 260 - 833 | 574 - 735 | 765 - 497 | 812 - 298 | 812 - 877 |
| 219 - 921 | 260 - 485 | 317 - 867 | 574 - 737 | 765 - 501 | 812 - 299 | 812 - 951 |
| 219 - 926 | 260 - 486 | 317 - 877 | 574 - 739 | 765 - 502 | 812 - 346 | 937 - 966 |
| 219 - 928 | 260 - 487 | 317 - 896 | 574 - 753 | 765 - 503 | 812 - 352 | |
| 219 - 929 | 260 - 489 | 317 - 984 | 574 - 821 | 765 - 630 | 812 - 385 | |

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6. Grandfathered Services. Continued

6.4. Additional/Miscellaneous Charges

6.4.1 Individual Calling Features

| | |
|---------------------------------------|--------|
| All Call Blocking | \$3.50 |
| Automatic Call Rejection | \$3.50 |
| Call Forwarding - No Answer/Busy Line | \$3.50 |
| Call Forwarding- Variable | \$3.50 |
| Call Waiting | \$3.50 |
| Call Waiting with ID | \$3.50 |
| Caller ID With Name | \$3.50 |
| Speed Dial 8 | \$3.50 |
| Speed Dial 30 | \$3.50 |
| Three-Way Calling | \$3.50 |

6.4.2. Directory Listing

| | |
|-----------------------|--------|
| Non-Published Listing | \$2.40 |
| Non-Listed Listing | \$2.40 |
| Additional Listing | \$2.40 |

| | | |
|-----------------------|--------|-----|
| Non-Published Listing | \$3.50 | (M) |
| Non-Listed Listing | \$2.25 | (M) |
| Additional Listing | \$2.49 | (M) |

6.4.3. Per Use Custom Calling Features

Charge Per Use

| | |
|---------------------------------|--------|
| Reveal Last incoming call (*69) | \$0.75 |
|---------------------------------|--------|

Text located here moved from page 71 & 71 of Section 4

Issued: October 14, 2008
Issued by:

Effective: November 1, 2008

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6. Grandfathered Services, Continued

(D)

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6. Grandfathered Services, Continued

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