

RULES, REGULATIONS, AND
SCHEDULE OF RATES AND CHARGES APPLICABLE TO END USER

LOCAL & LONG DISTANCE
TELECOMMUNICATIONS SERVICES

FURNISHED BY

FRONTIER COMMUNICATIONS OF AMERICA, INC.

WITHIN THE STATE OF MISSISSIPPI

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Effective: July 1, 2015

EXPLANATION OF SYMBOLS

The following symbols shall be used in this product guide for the purpose indicated below:

- (C) To signify changed regulation.
- (D) To signify discontinued rate or regulation.
- (I) To signify increased rate.
- (M) To signify a move in the location of text.
- (N) To signify new rate or regulation.
- (R) To signify reduced rate.
- (S) To signify reissued matter.
- (T) To signify a change in text but no change in rate or regulation.

Effective: July 1, 2015

APPLICATION OF PRODUCT GUIDE

This product guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange, exchange access, and intrastate toll communications services within the state of Mississippi.

Effective: July 1, 2015

SECTION 1.0 - DEFINITIONS

For the purpose of this product guide, the following definitions will apply:

Advance Payment: Part or all of a payment required before the start of service.

Automatic Number Identification ("ANI"): Allows the automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party subscriber. The primary purpose of ANI is to allow for billing of toll calls.

Bit: The smallest unit of information in the binary system of notation.

Collocation: An arrangement whereby the Company's switching equipment is located in a local exchange Company's central office.

Customer or Subscriber: The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

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

DID Trunk: A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the Company operator.

Direct Inward Dial (or "DID"): A service attribute that routes incoming calls directly to stations, by-passing a central answering point.

Direct Outward Dial (or "DOD"): A service attribute that allows individual station users to access and dial outside numbers directly.

End Office: With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this product guide shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Bellcore.

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

Hearing Impaired: Those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

Hunting: Routes a call to an idle station line in a prearranged group when the called station line is busy.

Effective: July 1, 2015

SECTION 1.0 - DEFINITIONS, (Cont'd.)

IXC or Interexchange Carrier: A long distance telecommunications services provider.

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

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

Nonrecurring Charge ("NRC"): The initial charge, usually assessed on a one-time basis, to initiate and establish service.

NPA: Numbering plan area or area code.

PBX: Private Branch Exchange

Point of Presence ("POP"): Point of Presence

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

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this product guide, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order: The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this product guide, but the duration of the service is calculated from the Service Commencement Date.

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers.

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

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

User or End User: A Customer, Joint User, or any other person authorized by a Customer to use service provided under this product guide.

SECTION 2.0 - RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this product guide in connection with one-way and/or two-way information transmission originating from points within the State of Mississippi, and terminating within a local calling area as defined herein.

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

2.1.2 Shortage of Equipment or Facilities

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

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.3 Terms and Conditions

- A. Service is provided on the basis of a minimum period of at least thirty days, 24-hours per day. For the purpose of computing charges in this product guide, a month is considered to have thirty (30) days.
- B. Customers may be required to enter into written or verbal 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 product guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C. Except as otherwise stated in the product guide, 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 thirty (30) days notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this product guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- D. This product guide shall be interpreted and governed by the laws of the State of Mississippi without regard for its choice of laws provision.
- E. Other carriers may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.3 Terms and Conditions, (Cont'd.)

- F. To the extent that either the Company or any other carrier 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 carrier shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- G. The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts.

2.1.4 Limitations on Liability

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7 and direct damages of up to the equivalent of one month's service.
- B. Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability, (Cont'd.)

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

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability, (Cont'd.)

D. (Cont'd.)

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

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Limitations on Liability, (Cont'd.)

- E. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F. The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G. Failure by the Company to assert its rights pursuant to one provision of this product guide does not preclude the Company from asserting its rights under other provisions.

2.1.5 Notification of 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. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

Effective: July 1, 2015

SECTION 2.0 - RULES AND 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 maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- B. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- C. 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 the equipment is provided.
- D. Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with this service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- E. 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 product guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this product guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - 1. the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
 - 2. the reception of signals by Customer-provided equipment; or
 - 3. network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.7 Nonroutine 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.

2.1.8 Special Construction

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

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.1 Undertaking of the Company, (Cont'd.)

2.1.9 Ownership of Facilities

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

2.2 Prohibited Uses

2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Mississippi Public Service Commission's regulations, policies, orders, and decisions.

2.2.3 The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.

2.2.4 A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and nonrecurring installation charges as stated in this product guide will apply.

SECTION 2.0 - RULES AND 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 product guide;
- B. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. providing at no charge, as specified from time to time by the Company, any needed 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 conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.3 Obligations of the Customer, (Cont'd.)

2.3.1 General, (Cont'd.)

- 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 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 or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.3 Obligations of the Customer, (Cont'd.)

2.3.2 Liability of the Customer

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

2.4.1 General

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

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.4 Customer Equipment and Channels

2.4.2 Station Equipment

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

2.4.3 Inspections

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(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 Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
- C. If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer/s service immediately, with no prior notice required.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.5 Customer Deposits and Advance Payments

2.5.1 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to one (1) month's estimated billing, upon which the advance can be collected and subsequently rebilled. In addition, the advance payment may also include an amount equal to the estimated nonrecurring charges and recurring charges for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's next bill. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

2.5.2 Deposits

- A. To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges in accordance with Mississippi Public Service Commission Rules. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two regular billing periods. A deposit may be required in addition to an advance payment.
- B. Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.
- C. Deposits will accrue interest annually in accordance with Mississippi Public Service Commission Rules. The interest accrued is 7% annually. Upon request of the Customer, accrued interest shall be annually credited to the Customer by deducting such interest from the amount of the next bill for service following the accrual date.
- D. The Company shall annually and automatically refund the deposits of Customers who have paid bills for 24 consecutive months without having had service discontinued for nonpayment or had more than one occasion on which a bill was not paid within the period prescribed and are not then delinquent in payment.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.6 Payment Arrangements

2.6.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. The Company will not separately charge for the Mississippi gross receipts tax on the Company's invoice for local services. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

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

2.6.2 Billing and Collection of Charges

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

- A. Nonrecurring charges are due and payable upon receipt of the Company's invoice by the Customer.
- B. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable upon receipt. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- C. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

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SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.6 Payment Arrangements, (Cont'd.)

2.6.2 Billing and Collection of Charges, (Cont'd.)

- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day 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 product guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by the Company within 30 days of receipt of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of \$9.00 or 1.5% per month, whichever is greater, shall be due to the Company from residence customers and \$9.00 and 1.5% shall be due to the Company from business customers. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.
- F. The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Mississippi Public Service Commission in accordance with the Commission's rules of procedure. The address of the Commission is as follows:
- Mississippi Public Service Commission
501 North West Street
Suite 201-A
Jackson, MS 39201
- G. If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates in Section 4.3 of this product guide.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.6 Payment Arrangements, (Cont'd.)

2.6.3 Discontinuance of Service for Cause

The Company may discontinue service for the following reasons provided in this Section 2.6.3. Customers will be provided five (5) days written notice prior to discontinuance unless otherwise indicated.

Upon the Company's discontinuance of service to the Customer under Section 2.6.3(A) or 2.6.3(B), 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 product guide, may declare all future monthly and other charges which 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.

- A. Upon nonpayment of any amounts owing to the Company, the Company may discontinue or suspend service without incurring any liability. No basic residential service shall be disconnected for nonpayment until at least 20 days from the date of the bill and only following proper written notification.
- B. Upon violation of any of the other material terms or conditions for furnishing service the Company may, discontinue or suspend service without incurring any liability if such violation continues during that period.
- C. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- D. Upon the 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.
- E. Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.6 Payment Arrangements, (Cont'd.)

2.6.3 Discontinuance of Service for Cause, (Cont'd.)

- F. Without notice in the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- G. Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- H. Without notice in the event of tampering with the equipment or services furnished by the Company.
- I. The Customer is responsible for providing adequate access lines to enable the Company to terminate all toll-free (i.e., 800/888) service calls to the Customer's telephone equipment. Should the Customer have insufficient access lines on which to terminate 800 Service calls, the Company reserves the right to request the Customer to add additional lines for call terminations. If, after ninety (90) days, the Customer has not made the requested change, the Company, without incurring any liability, reserves the right to terminate the Customer's 800 Service, with thirty (30) days written notice.

2.6.4 Notice to Company for Cancellation of Service

Customers desiring to terminate service shall provide the Company notice of desire to terminate service.

2.6.5 Cancellation of Application for Service

- A. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.6 Payment Arrangements, (Cont'd.)

2.6.5 Cancellation of Application for Service, (Cont'd.)

- 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 the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- 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, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

2.6.6 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.

2.6.7 Bad Check Charge

A service charge equal to \$10.00 will be assessed in accordance with Mississippi law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.7 Allowances for Interruptions in Service

2.7.1 General

- A. A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this product guide.
- B. An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D. 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.

2.7.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- A. Due to the negligence of or noncompliance with the provisions of this product guide by any person or entity other than the Company, including but not limited to the Customer;
- B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C. Due to circumstances or causes beyond the reasonable control of the Company;
- D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.7 Allowances for Interruptions in Service, (Cont'd.)

2.7.2 Limitations of Allowances, (Cont'd.)

- E. A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- F. 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;
- G. That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. That was not reported to the Company within thirty (30) days of the date that service was affected.

2.7.3 Use of Another Means of Communications

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

2.7.4 Application of Credits for Interruptions in Service

- A. Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance 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.
- B. For calculating credit allowances, every month is considered to have thirty (30) days.
- C. A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.7 Allowances for Interruption in Service, (Cont'd.)

2.7.4 Application of Credits for Interruptions in Service, (Cont'd.)

D. Interruptions of 24 Hours or Less

Length of Interruption	Amount of Service To Be Credited
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

E. Interruptions Over 24 Hours and Less Than 72 Hours

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

F. Interruptions Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.7 Allowances for Interruption in Service, (Cont'd.)

2.7.5 Limitations on Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of or noncompliance with the provisions of this product guide by the Customer, authorized user or joint user;
- B. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- C. interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- D. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- E. 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;
- F. interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- G. that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.8 Cancellation of Service/Termination Liability

If a Customer cancels a service order or terminates services before the completion of the term or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are 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 2.6.2.

2.8.1 Termination Liability

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

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

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.9 Customer Liability for Unauthorized Use of the Network

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

2.9.1 Customer Liability for Fraud and Unauthorized Use of the Network

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

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

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

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.10 Use of Customer's Service by Others

2.10.1 Resale and Sharing

SECTION 2.10.1 IS AVAILABLE ONLY TO CARRIERS WHICH ARE CERTIFIED BY
THE MISSISSIPPI PUBLIC SERVICE TO PROVIDE INTRASTATE LOCAL EXCHANGE
SERVICES

There are no prohibitions or limitations on the resale of services. Prices for services appear in the price sheet attached to this product guide. Any service provided under this product guide may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws of the Mississippi Public Service Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this product guide, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

2.10.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this product guide. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the 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.

2.11 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any subsidiary, parent company or affiliate of the Company; b) pursuant to any sale or transfer of substantially all the assets of the Company; or c) pursuant to any financing, merger or reorganization of the Company.

Effective: July 1, 2015

SECTION 2.0 - RULES AND REGULATIONS, (Cont'd.)

2.12 Notices and Communications

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

Effective: July 1, 2015

SECTION 3.0 - SERVICE AREAS

3.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) BellSouth Telecommunications, Inc.

3.2 Rate Groups

Charges for local services provided by the Company in certain areas may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

In the event that an Incumbent LEC or the Mississippi Public Service Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to the Company Customers who purchase services under this product guide. Local calling areas and Rate Group assignments are equivalent to those areas and groups specified in BellSouth Telecommunications, Inc. Mississippi General Subscriber Service Tariff ("GSST").

BellSouth Rate Group Equivalents

Rate Group	Exchange Access Lines and PBX Trunks In Local Calling Area - Upper Limit
1	up to 5,600
2	5,601 to 7,400
3	7,401 to 9,800
4	9,801 to 13,000
5	13,001 to 17,300
6	17,301 to 22,900
7	22,901 to 30,200
8	30,201 to 39,900
9	39,901 to 52,800
10	52,801 to 69,800
11	69,801 to 92,300
12	92,301 to 122,000
13	122,001 +

Effective: July 1, 2015

SECTION 4.0 - SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

4.1.1 In BellSouth Service Areas

	<u>Residence</u>	<u>Business</u>
Line Connection Charge		
First Line	\$46.00	\$67.00
Each Additional Line	\$13.00	\$15.00
Line Change Charge		
First Line	\$15.50	\$24.50
Each Additional Line	\$11.00	\$13.00
Secondary Service Order Charge	\$ 8.00	\$18.00

4.2 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.

4.2.1 In BellSouth Service Areas

<u>Duration of time, per technician</u>	<u>Residence</u>	<u>Business</u>
Initial 15 minute increment	\$23.00	\$24.00
Each Additional 15 minute increment	\$ 9.00	\$ 9.00

Effective: July 1, 2015

SECTION 4.0 - SERVICE CHARGES AND SURCHARGES, (Cont'd.)

4.3 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

4.3.1 In BellSouth Service Areas

	<u>Residence</u>	<u>Business</u>
Per occasion	\$8.00	\$18.00

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS

5.1 General

5.1.1 Services Offered

The following Network Services are available to residence/business Customers and for resale by other carriers certificated by the Mississippi Public Service Commission:

- Standard Residence Line Service
- Standard Business Line Service
- PBX Trunk Service
- Digital Voice Grade DS-1 Trunk Service
- Direct Inward Dial (DID) Service
- Optional Calling Features
- IntraLATA Toll Services

The following services are available to residence/business Customers and are not offered on a resale basis as of the effective date of this page.

- Listing Services (including Nonpublished and Nonlisted Services)
- Directory Assistance
- Operator Services

5.1.2 Application of Rates and Charges

All services offered in this product guide are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Nonrecurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for the associated local line services.

5.1.3 Emergency Services Calling Plan

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.1 General, (Cont'd.)

5.1.3 Emergency Services Calling Plan, (Cont'd.)

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

- A. Governmental fire fighting, Mississippi State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- B. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

5.2 Call Timing for Usage Sensitive Services

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

- 5.2.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- 5.2.2 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).
- 5.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- 5.2.4 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.
- 5.2.5 All times refer to local time.

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.3 Distance Calculations

Where charges for a service are specified based upon distance, the following rules apply:

5.3.1 Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

5.3.2 The airline distance between any two rate centers is determined as follows:

Step 1: Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.

Step 2: Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.

Step 3: Square each difference obtained in step (b) above.

Step 4: Add the square of the "V" difference and the square of the "H" difference obtained in step C) above.

Step 5: Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

Step 6: Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

5.3.3 The formula for distance calculations is:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.4 Rate Periods for Time of Day Sensitive Services

5.4.1 For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this product guide:

A. In BellSouth Service Areas

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* Up to but not including.

Peak - 8:00 AM to, but not including 8:00 PM Monday through Friday (excluding holidays)
Off-Peak - All other times.

5.4.2 Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

5.4.3 For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

New Year's Day	January 1
Memorial Day	As Federally Observed
Independence Day	July 4
Thanksgiving Day	As Federally Observed
Christmas Day	December 25

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.5 Standard Residence Line

A Standard Residence Line provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Residence Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

5.6 Standard Business Line

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

5.7 PBX Trunk Service

Basic PBX Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Basic PBX Trunk is provided with touch tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

Basic Trunks provided via On-Network services may be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges. DID service in an Off-Network arrangement requires special DID capable trunks plus additional DID number blocks.

5.8 Direct Inward Dialing (DID) Service

Direct Inward Dialing ("DID") permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.9 Optional Calling Features

The features listed in Section 5.9.1 are offered by the Company to Residential and Business Customers. Service availability may vary between On-Net and Off-Net Customers. Refer to Price Lists in Sections 6 and 7 of this product guide for specific features offered with each type of local exchange service.

5.9.1 Feature Descriptions

- A. Enhanced Call Forwarding: Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other Capabilities included with this feature include:

Speed Forwarding;
Priority Screening;
Ring Control; and
Timed Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

- B. Enhanced Call Forwarding with Audio Calling Name: Provides all of the functionality of Enhanced Call Forwarding. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- C. Enhanced Call Forwarding Plus: Provides all of the functionality of Enhanced Call Forwarding. Also includes an additional telephone number with directory listing and distinctive ringing for calls placed to the additional number. Enhanced Call Forwarding Plus allows parties to reach the end-user's location when FCF is active and all calls to the end-users main telephone number would normally forward. Calls to the additional number do not forward even when Enhanced Call Forwarding is active.

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (Cont'd.)

- D. Enhanced Call Forwarding Plus with Audio Calling Name - Provides all of the functionality of Enhanced Call Forwarding Plus including the additional telephone number with listing and distinctive ringing. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- E. Call Forwarding Variable - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- F. Call Forwarding Variable, Remote Access - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to 1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.
- G. Call Forwarding Don't Answer, Basic: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- H. Call Forwarding Don't Answer w/ Ring Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The forward-to number is fixed by the service order. However, the end-user has the ability to change the time interval before forwarding occurs at his/her discretion.

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (Cont'd.)

- I. Call Forwarding Don't Answer w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- J. Call Forwarding Busy Line, Basic: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- K. Call Forwarding Busy Line w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- L. Call Waiting - Basic: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- M. Call Waiting - Deluxe: Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:
 - Answer the waiting call and placing the first party on hold;
 - Answer the waiting call and disconnecting from the first party;
 - Direct the waiting caller to hold via a recording
 - Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (Cont'd.)

- N. Caller ID - Basic: Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
- O. Caller ID - Deluxe: Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- P. Anonymous Call Rejection: Permits the end -user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.
- Q. Call Block: Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
- R. Call Return: allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (Cont'd.)

- S. Call Selector: Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
- T. Call Tracing: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.
- U. Calling Number Delivery Blocking: Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call.
- V. Message Waiting Indication: Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.
- W. Multiple Directory Number Distinctive Ringing: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (Cont'd.)

- X. Preferred Call Forwarding: Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.

- Y. Repeat Dialing: Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:
 - Calls to 800 Service numbers
 - Calls to 900 Service numbers
 - Calls preceded by an interexchange carrier access code
 - International Direct Distance Dialed calls
 - Calls to Directory Assistance
 - Calls to 911

- Z. Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

- AA. Three Way Calling: Permits the end-user 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 end-user 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 on both outgoing and incoming.

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.10 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

5.10.1 Nonpublished Service

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

5.10.2 Nonlisted Service

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

5.11 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

5.12 Operator Services

Provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to originating telephone number, collect or to a third party.

Effective: July 1, 2015

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (Cont'd.)

5.13 Long Distance Services

Long Distance Services are available from the Company pursuant to terms, conditions, regulations and rates as provided for in this product guide. Service is available for use by Customers twenty-four (24) hours a day. The Company Long Distance Service enables a User of an exchange access line to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area. The Company Long Distance Service is offered for both interLATA and interLATA calling. Customers must arrange for intraLATA and interLATA service from the interexchange carriers of their choice. Customers may choose the Company as their carrier for intraLATA calls and interLATA calls.

5.14 Miscellaneous Services

5.14.1 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

5.14.2 Presubscription Services

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST

6.1 Standard Residence Local Exchange Service

Standard Residence Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Residence Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Residence Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.1 Monthly Recurring Charges

The following charges apply to Standard Residence Local Exchange Service lines per month. Rates and charges include touchtone service for each line. The rates and charges below apply to service provided on a month-to-month basis.

A. In BellSouth Service Areas

RATE GROUP	SERVICE TYPE		Area Calling Plan*
	Flat Rate	Measured Standard Usage	
Group 1	\$14.79	\$9.91	\$10.00
Group 2	\$15.15	\$10.15	\$10.00
Group 3	\$15.50	\$10.39	\$10.00
Group 4	\$15.85	\$10.62	\$10.00
Group 5	\$16.20	\$10.85	\$10.00
Group 6	\$16.55	\$11.09	\$10.00
Group 7	\$16.90	\$11.32	\$10.00
Group 8	\$17.25	\$11.56	\$10.00
Group 9	\$17.60	\$11.79	\$10.00
Group 10	\$17.95	\$12.03	\$10.00
Group 11	\$18.30	\$12.26	\$10.00
Group 12	\$18.66	\$12.50	\$10.00
Group 13	\$19.01	\$12.74	\$10.00

* Area Calling Plan is offered subject to availability as determined by the Company.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.2 Other Monthly Recurring Charges

A. End-User Common Line (EUCL) Recovery Charge

The following charge applies to recovery of End User Common Line charges billed to the Company by the Incumbent LEC.

1. In BellSouth Service Areas

Single Line Customer, Per Line	\$3.50
Nonprimary Line, Per Line	\$5.00

B. Hunting (aka. Rotary or Grouping)

2. In BellSouth Service Areas

The following charges apply to Standard Residence Local Exchange lines equipped with Hunting. The rates for Rotary Hunting will be 50% of the rates provided in Section 6.2.1 of this product guide.

6.2.3 Usage Sensitive Charges and Allowances

A. In BellSouth Service Areas

1. Flat Rate Service

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.3 Usage Sensitive Charges and Allowances, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

2. Measured Service - Standard Usage

The following usage rates are applicable for all local calls where the Area Calling Plan is available as referenced in Section 6.2.1 of this product guide and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association, Inc., F.C.C. Tariff No. 4. Usage in excess of the allowance will be billed in arrears.

Usage Rates - Local Measured Service (except Customer-Provided Public Telephones). Partial minutes count as full minutes for each individual call completed.

Mileage	Initial Minute Charge	Additional Minute Charge
A. (0 - 10 miles)	\$.04	\$.02
B. (Greater than 10 miles)	\$.06	\$.04

The following usage rates are applicable for all local calls where the Area Calling Plan is not available. All calls originating and terminating within the same or contiguous wire center of an exchange are in Band A. All other calls within the local calling area are in Band B.

Mileage	Initial Minute Charge	Additional Minute Charge
A.	\$.04	\$.02
B.	\$.06	\$.04

Evening and Holidays Discount - 35%
 Night and Weekend Discount - 60%

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.3 Usage Sensitive Charges and Allowances, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

3. Measured Service - Usage Sensitive Charges and Allowances

The rates preceding include the following monthly usage allowances for dialed sent paid local calls.

Standard Usage Allowance	\$6.50
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These allowances are applied to local calls placed from the Customer's line. Local usage in excess of the allowance will be billed in arrears. Usage is billed in one (1) minute increments with partial minutes counting as one (1) full minute.

4. Area Calling Plan - Usage Sensitive Charges

The following rates apply for all Area Calling Plan usage and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association F.C.C. Tariff No. 4.

Mileage	<u>Initial Minute Charge</u>	<u>Additional Minute Charge</u>
A. (0 miles)	\$.02	\$.01
B. (1 - 10 miles)	\$.04	\$.02
C. (11 - 16 miles, or if the existing local calling area defined in the Mississippi General Subscriber Tariff, Section 3.6 is greater than 16 miles and calls to the county seat are greater than 16 miles.)	\$.06	\$.04
D. (17 - 30 miles)	\$.09	\$.07
E. (31 - 55 miles Biloxi LATA)	\$.09	\$.07
F. (31 - 55 miles Jackson LATA)	\$.12	\$.10
G. (56 - 85 miles Biloxi LATA)	\$.18	\$.14

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.3 Usage Sensitive Charges and Allowances, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

4. Area Calling Plan - Usage Sensitive Charges, (Cont'd.)

The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a 50 percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

Area Calling Plan subscribers will receive local calling for station-to-station sent paid calls completed to their county seat and to wire centers within 55 miles of their originating wire center. If any wire center in an exchange is located within 55 miles of any wire center in the originating exchange, local calling will be provided from the entire originating exchange to the entire terminating exchange at the Band F usage rates. Non-sent paid calls are charged at the established long distance and operator surcharge rates.

Area Calling Plan subscribers in Hernando will be provided extended local calling to Collierville and Memphis, Tennessee. Calls terminating in the Collierville and Memphis wire centers beyond 16 miles will be billed usage charges for Band C.

Effective December 1, 1989, Area Calling Plan subscribers in the Biloxi LATA will be provided local calling for station-to station sent paid calls completed to any wire center within the LATA on a trial basis.

Call completed with operator assistance will have the appropriate usage charges and Operator Assisted Local Call Surcharges applied when applicable.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.4 Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in Section 4 of this product guide. All such charges will appear on the next bill following installation of the service.

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

Nonrecurring charges for installation of Residential lines are:

A. In BellSouth Service Areas

First Line	\$46.00
Each Additional Line	\$13.00*
Line Change Charge, First Line	\$15.50
Line Change Charge, Additional Lines	\$11.00
Secondary Service Charge, each customer request	\$ 8.00
Premises Work Charge, first 15 minutes	\$23.00
Premises Work Charge, subsequent 15 minute increments	\$ 9.00

* Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.3 Standard Business Local Exchange Service

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.3 Standard Business Local Exchange Service, (Cont'd.)

6.3.1 Monthly Recurring Charges

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Touchtone Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

A. In BellSouth Service Areas

RATE GROUP	SERVICE TYPE		
	Flat Rate	Measured	Area Calling Plan * & **
Group 1	\$34.61	\$23.19	\$29.90
Group 2	\$35.78	\$23.97	\$29.90
Group 3	\$36.95	\$24.76	\$29.90
Group 4	\$38.12	\$25.54	\$29.90
Group 5	\$39.29	\$26.32	\$29.90
Group 6	\$40.46	\$27.11	\$29.90
Group 7	\$41.63	\$27.89	\$29.90
Group 8	\$42.80	\$28.68	\$29.90
Group 9	\$43.97	\$29.46	\$29.90
Group 10	\$45.14	\$30.24	\$29.90
Group 11	\$46.31	\$31.03	\$29.90
Group 12	\$47.48	\$31.81	\$29.90
Group 13	\$48.65	\$32.60	\$29.90

* Area Calling Plan is subject to availability as determined by the Company.

**This business rate applies to main station lines and Combination trunks.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.3 Standard Business Local Exchange Service, (Cont'd.)

6.3.2 Other Monthly Recurring Charges

A. End-User Common Line (EUCL) Recovery Charge

The following charge applies to recovery of End User Common Line charges billed to the Company by the Incumbent LEC.

1. In BellSouth Service Areas

Single Line Customer, Per Line	\$3.50
Multiline Customer, Per Line	\$5.00

B. Hunting (aka. Rotary or Grouping)

1. In BellSouth Service Areas

The following charges apply to Standard Business Local Exchange lines equipped with Hunting. The rates for Rotary Hunting will be 50% of the rates provided in Section 6.3.1 of this product guide.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.3 Standard Business Local Exchange Service, (Cont'd.)

6.3.3 Usage Sensitive Charges and Allowances

A. In BellSouth Service Areas

1. Flat Rate Service

No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers receive unlimited calling within their local calling area.

2. Measured Service - Standard Usage

The following usage rates are applicable for all local calls where the Area Calling Plan is available as referenced in Section 6.3.1 of this product guide and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association, Inc., F.C.C. Tariff No. 4. Usage in excess of the allowance will be billed in arrears.

Usage Rates - Local Measured Service (except Customer-Provided Public Telephones). Partial minutes count as full minutes for each individual call completed.

Mileage	Initial Minute Charge	Additional Minute Charge
A. (0 - 10 miles)	\$.04	\$.02
B. (Greater than 10 miles)	\$.06	\$.04

Evening and Holiday Discount - 35%

Night and Weekend Discount - 60%

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.3 Standard Business Local Exchange Service, (Cont'd.)

6.3.3 Usage Sensitive Charges and Allowances, (Cont'd.)

(A) In BellSouth Service Areas, (Cont'd.)

(2) Measured Service - Standard Usage, (Cont'd.)

The following usage rates are applicable for all local calls where the Area Calling Plan is not available. All calls originating and terminating within the same or contiguous wire center of an exchange are in Band A. All other calls within the local calling area are in Band B.

Mileage	Initial Minute Charge	Additional Minute Charge
A.	\$.04	\$.02
B.	\$.06	\$.04

Evening and Holiday Discount - 35%

Night and Weekend Discount - 60%

3. Measured Service - Usage Sensitive Charges and Allowances

The rates preceding include the following monthly usage allowances for dialed sent paid local calls.

Standard Usage Allowance \$7.50

These allowances are applied to local calls placed from the Customer's line. Local usage in excess of the allowance will be billed in arrears. Usage is billed in one (1) minute increments with partial minutes counting as one (1) full minute.

4. Area Calling Plan - Usage Sensitive Charges

The following rates apply for all Area Calling Plan usage and are based on airline mileage between wire centers. Wire center coordinates are specified in the National Exchange Carrier Association F.C.C. Tariff No. 4.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.3 Standard Business Local Exchange Service, (Cont'd.)

6.3.3 Usage Sensitive Charges and Allowances, (Cont'd.)

(A) In BellSouth Service Areas, (Cont'd.)

(4) Area Calling Plan - Usage Sensitive Charges, (Cont'd.)

Mileage	Initial Minute <u>Charge</u>	Additional <u>Minute Charge</u>
A. (0 miles)	\$.02	\$.01
B. (1 - 10 miles)	\$.04	\$.02
C. (11 - 16 miles, or if the existing local calling area defined in the Mississippi General Subscriber Tariff, Section 3.6 is greater than 16 miles and calls to the county seat are greater that 16 miles.)	\$.06	\$.04
D. (17 - 30 miles)	\$.09	\$.07
E. (31 - 55 miles Biloxi LATA)	\$.09	\$.07
F. (31 - 55 miles Jackson LATA)	\$.12	\$.10
G. (56 - 85 miles Biloxi LATA))	\$.18	\$.14

The preceding usage rates are peak period rates and apply from 8:00 AM to 8:00 PM, Monday through Friday (excluding holidays). Off-peak period rates apply to all other times and are rated at a 50 percent discount. When messages span more than one rate period, total charges for the minutes in each rate period are summarized and the results for each period are totaled to obtain the total message charge.

Area Calling Plan subscribers will receive local calling for station-to-station sent paid calls completed to their county seat and to wire centers within 55 miles of their originating wire center. If any wire center in an exchange is located within 55 miles of any wire center in the originating exchange, local calling will be provided from the entire originating exchange to the entire terminating exchange at the Band F usage rates. Non-sent paid calls are charged at the established long distance and operator surcharge rates.

Area Calling Plan subscribers in Hernando will be provided extended local calling to Collierville and Memphis, Tennessee. Calls terminating in the Collierville and Memphis wire centers beyond 16 miles will be billed usage charges for Band C.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.2 Standard Residence Local Exchange Service, (Cont'd.)

6.2.3 Usage Sensitive Charges and Allowances, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

4. Area Calling Plan - Usage Sensitive Charges, (Cont'd.)

Effective December 1, 1989, Area Calling Plan subscribers in the Biloxi LATA will be provided local calling for station-to station sent paid calls completed to any wire center within the LATA on a trial basis.

Call completed with operator assistance will have the appropriate usage charges and Operator Assisted Local Call Surcharges applied when applicable.

6.2.4 Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. Non-recurring charges are in addition to applicable service order charges contained in Section 4 of this product guide. All such charges will appear on the next bill following installation of the service.

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

Nonrecurring charges for installation of Business lines are:

A. In BellSouth Service Areas

First Line	\$67.00
Each Additional Line	\$15.00*
Line Change Charge, First Line	\$24.50
Line Change Charge, Additional Lines	\$13.00
Secondary Service Charge, each customer request	\$18.00
Premises Work Charge, first 15 minutes	\$24.00
Premises Work Charge, subsequent 15 minute increments	\$ 9.00

*Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.5 Residence and Business PBX Trunk Service

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business and Residence Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit. Service is provided at Residence and Business Local Exchange Service rates and charges as specified in Sections 6.2 and 6.3 of this product guide.

Each PBX Trunk is provided with touch tone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group (see Sections 6.2 and 6.3).

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 6.6).

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.6 Direct Inward Dialing (DID) Service

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring and nonrecurring charges for PBX Trunks as shown in Section 6.5 of this product guide. The Customer will be charged for the number of DID Number Blocks (20 numbers per block) regardless of the number of DID numbers utilized out of the available 20 numbers.

6.6.1 In BellSouth Service Areas

	<u>Installation Charge</u>	<u>Monthly Recurring</u>
Establish Trunk Group and Provide 1st Block of 20 DID Numbers	\$480.00	\$ 3.40
Each Additional Block of 20 DID Numbers	\$480.00	\$ 3.40
DID Trunk Termination: Per Inward Only Trunk	\$ 50.00	\$26.00
Dual Tone Multifrequency Pulsing Option, Per Trunk	\$ n/a	\$ 7.50
Automatic Intercept Service*	\$16.00	\$ n/a

* Provides standard automatic number referral for non-listed disconnected DID telephone numbers for twelve months or until the delivery of the new directory, whichever comes first. AIS is only provided where facilities permit.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.7 Access Lines for Customer Provided Pay Telephones

6.7.1 General

The Company provides access lines ("CPPT Lines") for connection of Aggregator-provided Pay Telephone equipment to the public switched network. CPPT Lines provide the Aggregator with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. CPPT Lines are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for CPPT lines are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the CPPT Line subscribed to by the Aggregator. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

6.7.2 Regulations

- A. CPPT Lines will be provided only to Aggregators certificated by the Mississippi Public Service Commission. Proof of certification is required prior to installation of service. Service will be disconnected should the Company determine that the Aggregator is no longer certified or has had certification revoked for any reason.
- B. The Aggregator is responsible for all local and long distance usage charges billed to the CPPT Line. These charges included, but are not limited to, any operator charges for calls billed to the line on a collect or third party basis in the event that the Aggregator does not subscribe to blocking and screening features offered in Section 5.10.4 of this product guide.
- C. Unless otherwise permitted by Commission rule or order, only one Pay Telephone instrument may be connected to each CPPT line.
- D. Unless otherwise permitted by Commission rule or order, 0- local operator assisted calls must be routed to the Company's operators.
- E. Aggregators subscribing to the Company's CPPT Lines are responsible for compliance with the Commission's "Regulations for Operator and Pay Telephone Services" any other rules or regulations the Commission may require.

6.7.3 Rates and Charges

(A) In BellSouth Service Areas

Service is provided at the Flat Rate of \$46.00* per month per line. Each Access Line is provided with touch-tone signaling at no additional charge. Calls placed to Directory Assistance from CPPT Lines will be billed to the Customer at rates and charges found in Section 7.4 of the product guide.

* Note: Operator Assistance Charges also apply where appropriate.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.7 Access Lines for Customer Provided Pay Telephones, (Cont'd.)

6.7.4 Optional Features

The following optional features are provided with Access Line service:

A. In BellSouth Areas

Unrestricted Service: No blocking or screening provided.

Unrestricted, Per Outward Line	\$ N/C
Unrestricted, Per Two-Way Line	\$ N/C

Screening Option A: With this option, an Access Line is equipped with operator screening. In addition, calls to 011+ international direct distance dialed numbers outside the North American Numbering Plan are blocked.

Screening Option A, Per Outward Line	\$ N/C
Screening Option A, Per Two-Way Line	\$ N/C

Screening Option B: With this option, an Access Line is equipped with operator screening, blocking of calls to 011+ international direct distance dialed numbers outside the North American Numbering Plan are blocked, and blocking of calls to 1+900, seven digit local, 1+ Expanded Local Calling Area, 1+ DDD and 976 calls.

Screening Option B, Per Outward Line	\$ N/C
Screening Option B, Per Two-Way Line	\$ N/C

Screening Option C: With this option, an Access Line is equipped with operator screening, blocking of calls to 011+ international direct distance dialed numbers outside the North American Numbering Plan are blocked, and blocking of calls to 1+900, 1+ Expanded Local Calling Area, and 976 calls.

Screening Option C, Per Outward Line	\$ N/C
Screening Option C, Per Two-Way Line	\$ N/C

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.8 Optional Calling Features

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

6.8.1 Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business and Residence line Customers where facilities and services permit. Customers may utilize these features by dialing the appropriate access code or by flashing the switchhook, based upon the switch technology serving them. The Customer will be billed the Per Feature Activation Charge shown in the following table each time this is used by the Customer. Customers may subscribe to this feature on a monthly basis at their option, to obtain unlimited use of this feature for a fixed monthly charge.

Optional Calling Features	Residence	Business
Three-Way Calling	\$0.75	\$0.75
Call Return	\$0.75	\$0.75
Repeat Dialing	\$0.75	\$0.75
Call Tracing (Per successful trace, nonsubscription)	\$4.50	\$4.50
Busy Connect (Per call, per use)	\$0.75	\$0.75
Calling Number Delivery Blocking, Per Call	No Charge	No Charge

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.8 Optional Calling Features, (Cont'd.)

6.8.2 Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

A. In BellSouth Service Areas

Optional Calling Features	Residence	Business
Call Waiting	\$3.75	\$4.25
Call Forwarding Variable	\$3.75	\$4.25
Three Way Calling	\$3.75	\$4.25
Speed Calling (8-code)	\$3.75	\$4.25
Speed Calling (30-code)	\$4.20	\$5.50
Call Forwarding Busy Line	\$1.00	\$3.50
Call Forwarding Don't Answer	\$1.00	\$3.50
Call Forwarding Don't Answer-Ring Control	\$1.00	\$3.50
Customer Control of Call Forwarding Busy Line	\$3.00	\$6.25
Customer Control of Call Forwarding Don't Answer	\$3.00	\$6.25
Call Forwarding Busy Line Multipath or Customer Control of Call Forwarding Busy Line Multipath *	\$2.00	\$3.00
Call Forwarding Don't Answer Multipath or Customer Control of Call Forwarding Don't Answer Multipath *	\$2.00	\$3.00
Call Forwarding Variable Multipath or Remote Access-Call Forwarding Variable Multipath *	\$3.00	\$3.00
Remote Access-Call Forwarding Variable	\$5.75	n/a
Remote Access-Call Forwarding Variable Multipath*	n/a	\$8.95
Call Waiting Deluxe With Call Forwarding Don't Answer	\$6.00	n/a
Call Waiting Deluxe With Conferencing	\$6.00	n/a

* Monthly rate per call forwarding path in excess of ten paths.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.8 Optional Calling Features, (Cont'd.)

6.8.2 Features Offered on Monthly Basis, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

Optional Calling Features (Cont'd.)	Residence	Business	
		First Feature	Second Feature
Caller ID - Basic	\$7.00	\$7.50	\$7.50
Caller ID - Deluxe (with ACR)	\$7.50	\$9.95	\$9.95
Caller ID - Deluxe Per line for multi-Line Hunt Group Arrangements	\$7.50	\$9.95	\$9.95
Enhanced Caller ID (with ACR)	n/a	\$15.95	\$15.95
Enhanced Caller ID with Call Management (with ACR)	n/a	\$16.95	\$16.95
Enhanced Caller ID with Call Management (with Call Forwarding Don't Answer)	n/a	\$16.95	\$16.95
Call Block	\$4.20	\$4.50	\$3.50
Call Return	\$4.00	\$4.95	\$3.95
Call Selector	\$4.20	\$4.50	\$3.50
Call Tracing	\$4.00	\$4.95	\$4.95
Repeat Dialing	\$4.20	\$4.50	\$3.50
Preferred Call Forwarding	\$4.20	\$4.20	\$3.95
Message Waiting Indication - Audible	\$0.50	\$0.60	
Message Waiting Indication - Audible and Visual	\$0.50	\$0.60	
Multiple Directory Number Distinctive Ringing - First DN	\$3.95	\$7.95	
Multiple Directory Number Distinctive Ringing - Two DN's	\$5.95	\$9.95	
Three-Way Calling with Transfer*	\$4.95	\$6.00	

* Appropriate local or toll usage charges apply for calls originated by the subscriber, including connections which continue after the subscriber exits the call.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.8 Optional Calling Features, (Cont'd.)

6.8.2 Features Offered on Monthly Basis, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

Optional Calling Features (Cont'd.)	Residence	Business
Ringmaster Service I (One Line)	\$3.95	7.95
Ringmaster Service II-First additional number with distinctive ringing, per line	\$5.95	\$9.95
Ringmaster Service II-Second additional number with distinctive ringing, per line	- *	- *
Three Way Calling with Transfer **	\$4.95	\$6.00
Remote Call Forwarding	\$16.00	\$16.00
Flexible Call Forwarding	\$5.00	\$8.95
Flexible Call Forwarding with Audio Calling Name	\$7.00	\$10.95
Flexible Call Forwarding-Plus	\$7.00	n/a
Flexible Call Forwarding with Audio Calling Name-Plus	\$9.00	n/a

* Must be ordered with the first additional telephone number.

** Appropriate local or toll usage charges apply for call originated by the subscriber, including connections which continue after the subscriber exits the call.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.8 Optional Calling Features, (Cont'd.)

6.8.2 Features Offered on Monthly Basis, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

Multiple Feature Discounts

Residence customers may receive a per line discount in the form of a credit on their bill, based upon the total number of select features subscribed to for each line at the end of a given billing period. A minimum purchase requirement of two (2) features must be met.

These select features include: Call Waiting, Call Waiting Deluxe, Call Forwarding Variable, Three-Way Calling, Speed Calling 8 Code, Speed Calling 30 code, Customer Control of Call Forwarding Busy Line, Customer Control of Call Forwarding Don't Answer, Call Forwarding Variable, Multiple Directory Number Distinctive Ringing - One DN, Multiple Directory Number Distinctive Ringing - Two DN's, Call Return, Repeat Dialing, Call Tracing, Call Block, Preferred Call Forwarding, Call Selector, Caller ID - Basic, and Caller ID - Deluxe.

The prices for these multiple feature discounts are shown in the table on the next page.

Effective: July 1, 2015

SECTION 6.0 - LOCAL SERVICES PRICE LIST, (Cont'd.)

6.8 Optional Calling Features, (Cont'd.)

6.8.2 Features Offered on Monthly Basis, (Cont'd.)

A. In BellSouth Service Areas, (Cont'd.)

Multiple Feature Discounts, (Cont'd.)

Number of Features	Residence Discount
2	\$0.50
3	\$1.50
4	\$3.00
5	\$4.50
6	\$6.00
7	\$7.50
8	\$9.00
9	\$10.50
10	\$12.00
11	\$13.50
12	\$15.00
13	\$16.50
14	\$18.00
15	\$19.50
16	\$21.00
17	\$22.50
18	\$24.00
19	\$25.50
20	\$27.00

Effective: July 1, 2015

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES

7.1 Directory Listings

7.1.1 General

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. The Company may reject a residence listing which is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

A name may be repeated in the white pages only when only when a different address or telephone number is used.

Effective: July 1, 2015

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (Cont'd.)

7.1 Directory Listings, (Cont'd.)

7.1.2 Types of Listings

A. Standard Listing

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records.

7.1.3 Free Listings

One listing for each individual line service, auxiliary line or PBX system are provided at no additional charge to the Customer.

7.1.4 Rates for Additional Listings

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for in Section 7.1.3

A. In BellSouth Service Areas

Type of Listing	Residential Charge	Business Charge
- Each Additional Listing	\$1.55	\$1.55
- First Line	\$1.55	\$1.55
- Night, Sundays & Holidays	\$1.55	\$1.55
- Listings Indented under calling instructions	\$1.55	\$1.55
- Alternate Listings*	\$1.75	\$1.75

These rates pertain to subscribers who establish new service or to existing subscribers who add or change their Nights, Sundays, or Holidays' listings and/or listings indented under calling instructions.

Effective: July 1, 2015

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (Cont'd.)

7.2 Nonpublished Service

7.2.1 General

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

7.2.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonpublished number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished service or the disclosing of said number to any person.

7.2.3 Rates and Charges

There is a monthly charge for each nonpublished service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

(A) In BellSouth Service Areas

Nonpublished service charge, per month: \$3.60

Effective: July 1, 2015

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (Cont'd.)

7.3 Nonlisted Service

7.3.1 General

Nonlisted service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

7.3.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

7.3.3 Rates and Charges

There is a monthly charge for each nonlisted service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

(A) In BellSouth Service Areas

Nonlisted service charge, per month:	\$1.56
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Effective: April 1, 2023

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (Cont'd.)

7.4 Directory Assistance Services

7.4.1 Directory Assistance

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number. No charge applies for the first call per month per residence line.

A. In BellSouth Service Areas

Each Local Directory Assistance Call	*	(C)
Each Long Distance Directory Assistance Call	*	(C)
Each Directory Assistance Call to Payphone Service Provider	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://wimactel.com/tariffs/> (N)

Effective: July 1, 2015

SECTION 8.0 - LOCAL OPERATOR SERVICES

8.1 General

Customers may subscribe to intraLATA and interLATA operator services offered by the Company. Customers have the option of selecting another carrier as their primary intraLATA and/or interLATA long distance carrier if requested.

8.2 Local Operator Assisted Services

The Company's Local Operator Assisted Calling is available for use by presubscribed Customers as well as transient end users served from Aggregator locations. Calls are billed in one minute increments, with additional per call charges reflecting the level of operator assistance and billing arrangement requested by the Customer.

8.2.1 Operator Service Call Types

- A. Customer Dialed Calling/Credit Card Call - This charge applies in addition to local usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number and card number where the capability exists for the Customer to do so.
- B. Operator Dialed Calling/Credit Card Call - This charge applies in addition to local usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.
- C. Operator Station - These charges apply in addition to local usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed to the originating line, Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.
- D. Person-to-Person - This charge applies in addition to local usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to the originating line, a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Effective: July 1, 2015

SECTION 8.0 - LOCAL OPERATOR SERVICES, (Cont'd.)

8.2 Local Operator Assisted Services, (Cont'd.)

8.2.2 Available Billing Arrangements

- A. Bill to Line - A billing arrangement whereby the originating caller may bill the charges for a call to the Company-provided local exchange line from which the call is placed. The terms and conditions of the Company apply to payment arrangements.
- B.
- C. Collect Billing - A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements.
- D. Commercial Credit Card - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card company apply to payment arrangements.
- E. Third Party Billing - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements.

8.2.3 Operator Dialed Surcharge

This charge applies to Operator Station and Person-to-Person calls for which the caller has the ability to dial the called number, but chooses instead to have the Company operator perform the dialing. This charge is in addition to local usage charges and applicable operator service charges.

8.2.4 Partially Automated Surcharge

This charge applies to Operator assisted Station to Station calls where the customer dials the terminating number, and elects to have the Operator handle billing, each.

Effective: April 1, 2023

SECTION 8.0 - LOCAL OPERATOR SERVICES, (Cont'd.)

8.2 Local Operator Assisted Services, (Cont'd.)

8.2.5 Local Usage Charges

For Customer's subscribing to Flat Rate service offerings, no usage charges apply. Usage charges for measured, message or optional calling plan Customers will be the same as those for local usage as provided for in Section 6 of this product guide.

A. In BellSouth Areas

	<u>Per Call</u>	
Customer Dialed Calling/Credit Card	*	(C)
Operator Dialed Calling/Credit Card	*	
Operator Station		
Billed Collect	*	
Billed to Third Party	*	
Billed to Line	*	
Person-to-Person	*	
Operator Dialed Surcharge	*	
Partially Automated Surcharge	*	(C)

8.3 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.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

8.3.1 Rates and Charges

A. In BellSouth Areas

Per Busy Line Verification, Per Call	\$1.14
Per Line Interruption, Per Call	\$1.68

* Services are provided by WiMacTel. Applicable rates can be found at <https://wimactel.com/tariffs/> (N)
 ** Busy Line Verification and Line Interrupt Service is grandfathered and limited to all existing subscribers at their existing locations. (N)
 (N)

Effective: July 1, 2015

SECTION 9.0 - LONG DISTANCE SERVICES

9.1 General

Customers may subscribe to intraLATA and interLATA long distance services offered by the Company. Customers have the option of selecting another carrier as their primary intraLATA and/or interLATA long distance carrier if requested.

9.1.1 Carrier Recognized Holidays

New Year's Day	Observed on January 1
Fourth of July	Observed on July 4
Labor Day	Observed on first Monday of September
Thanksgiving Days	Observed on last Thursday of November
Christmas Day	Observed on December 25

9.2 Basic Long Distance Service

9.2.1 Frontier America Service

Frontier America Service is available for outbound calling via switched access facilities from originating locations in Mississippi. When a Frontier America Service call is established in one time-of-day rate period and ends in another, the rate in effect during each rate period is applied to the portion of the total call occurring during that rate period.

9.2.2 Per Minute Usage Charges

Per Minute Usage Charges are based on airline mileage as calculated using the formula in Section 5.3 of this product guide. All calls are rounded to the next higher full minute with a minimum billing of one minute per call.

	Initial Minute	Each Add'l Minute
Per Minute Rate:	\$0.1200	\$0.1200

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.3 Frontier Homesaver

Frontier HomeSaver is a two-way switched access service offered only in conjunction with Frontier's interstate HomeSaver service. Frontier HomeSaver provides customers with both inbound (800) and outbound (1+) services. Frontier HomeSaver customers may be billed directly or via their credit card for intrastate and interstate calls that terminate to the customer's HomeSaver station and are billed to the party rather than the call originators. HomeSaver customers may originate outbound intrastate calls by dialing 1 plus an area code and the desired telephone number or by dialing 101XXXX and then the area code and the desired telephone number. Inbound calls are originated to the Frontier HomeSaver customer's designated location by users dialing 1+ the HomeSaver customer's 800 telephone number.

A. Rate Structure

Frontier HomeSaver calls are based on length of call and time of day.

B. Usage Charges

The customer's total monthly use of Frontier HomeSaver service is charged at the applicable rates per minute set forth in 9.2.4(D), according to the service hours of the product guide. HomeSaver outbound calls are billed in six second increments with a thirty second minimum for each call. HomeSaver inbound calls are billed in one minute increments with a one minute per call minimum. Any fraction of an increment is rounded up to the next whole increment.

C. Ancillary Charges

Calls made to directory assistance telephone numbers are charged on a per call basis.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.3 Frontier Homesaver (Cont'd.)

D. Usage Rates for Frontier HomeSaver

1. The following time periods apply in rating Frontier HomeSaver calls:

DAY HOURS:	Monday through Friday	8:00 AM to 4:59 PM Excluding Carrier recognized holidays
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EVENING/NIGHT/ WEEKEND HOURS:	Monday through Friday Saturday and Sunday	5:00 PM to 7:59 AM All Day Including Carrier recognized holidays
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*Up to, but not including.

2. The following per minute usage rates apply to all Frontier HomeSaver (1+) service:

<u>DAY HOURS</u>	<u>EVENING/NIGHT/WEEKEND HOURS</u>
\$0.2500	\$0.1000

3. The following per minute usage rates apply to all Frontier Homesaver (800) service:

<u>DAY HOURS</u>	<u>EVENING/NIGHT/WEEKEND HOURS</u>
\$0.2400	\$0.1900

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.4 Simple Connect 8xx Service

Simple Connect 8xx is a shared, inward switched service which permits inbound calls, originated by dialing an 8xx number to terminate at a Multipoint 8xx customer's common line (i.e. business or residential line), provided a valid Personal Identification Routing Number (PIRN) is entered by the caller. The Simple Connect 8xx customer is billed for the call rather than the call originator. Simple Connect 8xx service completes calls to a Carrier assigned 8xx telephone number. The PIRNs entered by the caller determine the customer designated telephone number to which the 8xx call will terminate. Upon request, from one to a maximum of ten PIRNs may be assigned by the Carrier to the customer excluding the PIRNs reserved for special use by the Carrier. Requests for four or more PIRNs are subject to credit approval by the Carrier. Simple Connect 8xx service employs shared 8xx telephone numbers and, by conversion to Simple Connect Service, the Simple Connect 8xx customer releases any ownership of exclusive rights of its 8xx telephone number to the Carrier.

Charges for Simple Connect 8xx service are assessed based on the length of call and time of day. The applicable per minute usage rates are set forth in 9.2.5A(2). Simple Connect 8xx calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment will be rounded up to the next whole increment.

A. Usage Rates for Simple Connect 8xx Service

1. The following time periods apply in rating all Simple Connect 8xx calls:

Business Hours	Monday through Friday	8:00am - 4:59pm Excluding Carrier-recognized holidays
Off Hours	Monday through Friday Saturday and Sunday	5:00pm-7:59am All Day Including Carrier-recognized holidays

2. The following per minute rates are applicable to all Simple Connect 8xx calls:

<u>Business Hours</u>	<u>Off Hours</u>
\$0.2400	\$0.1900

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.5 Frontier One Service

Frontier One is a non-distance sensitive, flat rated, outbound switched service option. Frontier One customers may originate interstate calls by dialing 1 plus an area code (where necessary) and the desired telephone number.

Frontier One service is a non-distance sensitive, flat rated service, twenty four hours a day, seven days a week. The customer's total monthly use of Frontier One service is charged at the per minute rate set forth in 9.2.6(A)(1) following. Frontier One calls are billed in one minute increments, with a one minute minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

A. Usage Rates for Frontier One Service

1. The following per minute rate is applicable to all Frontier One calls:

DAY/EVENING/NIGHT/WEEKEND
Including Carrier recognized holidays

\$0.1800

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.6 Frontier Independence

Frontier Independence is a long distance service which provides customers with a single per minute rate for both their inbound (8XX) and outbound (1+) usage. Independence customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Independence customer's designated location by users dialing 1 plus the Independence customer's 8XX telephone number.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.6 Frontier Independence (Cont'd.)

Independence service is a flat rated, non-distance sensitive switched service, twenty four (24) hours a day, seven (7) days a week, including Carrier recognized holidays. The applicable per minute rates are set forth in 9.2.7(A)(1) following, and are based on the Independence product plan selected. Independence switched 1 plus and 8XX calls are billed in six second increments, with an eighteen second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. Frontier Independence Dedicated Access 1 plus and 8XX calls are billed in six second increments, with a six second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. Independence customers who make long distance calls through the Optional Card service, are billed in six second increments, with a thirty second minimum for each call, at the per minute rates set forth in 9.2.7(B)(1) following. Switched Access Independence service option customers may subscribe to the service on a month-to-month basis or, subscribe to one of five service plans. In each of the five plans the customer must commit to either a one year (12 month), two year (24 month), or three year (36 month) term agreement. Customers electing to subscribe to one of the five plans will receive one of the applicable per minute discount rates off the one year base rate. The applicable discounts are set forth in 9.2.7(A)(1) following. Subscribers to Independence Dedicated Access service must commit to either a one year (12 month), two year(24 month) or three year (36 month) term agreement. Applicable per minute rates for Independence Dedicated Access service are set forth in 9.2.7(A)(3) following.

Independence switched term plan options will automatically renew for successive periods of one year unless the Independence Term Plan customer notifies the Carrier in writing before the end of their current term that the customer intends to terminate the agreement at the completion of the term. Independence switched term plan option customers choosing not to renew their term plan option will be assessed the Independence month-to-month rate currently in effect. Dedicated term plan customers will automatically renew to their current term plan unless the customer notifies the Carrier in writing before the end of the current term plan that the customer intends to terminate the agreement at the completion of the term. Independence dedicated term plan customers choosing not to renew their term plan agreement will automatically revert to the current one year \$1,000 minimum monthly usage level plan. There is a minimum monthly usage level (MMUL) for each term plan option as set forth in 9.2.7(A)(1) following. The customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. A monthly termination fee, equal to the MMUL of the term plan that the Independence customer is subscribing to, will be assessed per month for each of the remaining months in the current month term after an Independence customer terminates service prior to the completion of the then current term of service.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.6 Frontier Independence (Cont'd.)

A. Usage Rates for Frontier Independence

1. Switched Access Option

The following per minute rates are applicable to all Independence 1+ and 8xx calls, for each month-to-month and term plan option, as indicated below:

Month-to-Month	\$0.1250/minute	
IntraLATA	\$0.1250/minute	
	<u>InterLATA*</u>	<u>IntraLATA</u>
1 Year Term (MMUL) \$25	\$0.1150/minute	\$0.1250/minute
1 Year Term (MMUL) \$200	\$0.1150/minute	\$0.1250/minute
1 Year Term (MMUL)\$1,000	\$0.1100/minute	\$0.1250/minute
1 Year Term (MMUL)\$3,000	\$0.1100/minute	\$0.1250/minute
1 Year Term (MMUL)\$5,000	\$0.1100/minute	\$0.1250/minute

* Additional per minute discount for two year commitment versus one year commitment: \$0.0025/minute.
 Additional per minute discount for three year commitment versus one year commitment: \$0.0050/minute.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.6 Frontier Independence (Cont'd.)

A. Usage Rates for Frontier Independence (Cont'd.)

2. Independence Multipoint 8xx Calls:

The Following per minute rates are applicable to all Independence Multipoint 8XX calls:

	<u>Business Hours*</u>	<u>Off Hours*</u>
Validated	\$0.1650	\$0.1650
Non-validated	\$0.1550	\$0.1550

3. Dedicated Access Option

The following per minute rates are applicable to all Independence 1+ and 8XX calls for each term plan indicated below:

	<u>InterLATA</u>	<u>IntraLATA</u>
1 Year Term (MMUL)\$1,000, \$5,000, \$15,000 or \$30,000	\$0.0750	\$0.0750
2 Year Term (MMUL)\$1,000, \$5,000, \$15,000 or \$30,000	\$0.0750	\$0.0750
3 Year Term (MMUL)\$1,000, \$5,000, \$15,000 or \$30,000	\$0.0750	\$0.0750

* May be available in conjunction with existing Carrier products.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.6 Frontier Independence (Cont'd.)

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.7 EZ Plan

EZ Plan is a long distance switched service which provides Customers with single per minute rates for both their inbound (8XX) and outbound (1+) usage.

A. Rate Structure

EZ Plan inbound and outbound calls are non-distance sensitive, usage based, and flat rated.

B. Usage Charges

The Customer's total intrastate monthly usage of EZ Plan service is charged at the applicable per minute rates set forth in 9.2.8(C)(1) of this product guide, and vary based on the EZ Plan service plan selected. EZ Plan inbound and outbound calls are billed in six second increments with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

Customers may subscribe to EZ Plan service on a month-to-month basis, or subscribe to either a fifteen (15) or thirty (30) month term agreement. A Minimum Monthly Usage Level (MMUL) is required for each service plan offered. Beginning with the Customer's second invoice, and for the remaining months of any service plan, the Customer will be charged the difference between the gross account usage and the MMUL if the gross usage is less than the MMUL. The MMUL and applicable per minute rates are set forth in 9.2.8(C)(1) of this product guide.

EZ Plan fifteen (15) and thirty (30) month term plans will automatically renew for successive fifteen (15) month periods unless the Customer notifies the Carrier in writing of their intention to terminate the agreement at the completion of their current term plan. The Carrier will notify the Customer at least 60 days prior to the end of their current agreement that the end of the term is approaching. Customers electing to continue to receive EZ Plan service without renewing their current term will automatically revert to the current month-to-month rate. A monthly termination fee, equal to the MMUL of the term plan the EZ Plan Customer is subscribing to, will be assessed per month for each of the remaining months in the current term when an EZ Plan Customer terminates service prior to the completion of the full term commitment.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.7 EZ Plan (Cont'd.)

C. Usage Rates for EZ Plan

1. The following per minute rates are applicable to all EZ Plan inbound and outbound calls:

	<u>Rate MMUL</u>	<u>Per minute</u>
Month-to-Month	\$10	\$0.1067
15 Month Term	\$100	\$0.1057
	\$500	\$0.1044
	\$1,000	\$0.1021
	\$1,500	\$0.1011
30 Month Term	\$100	\$0.1057
	\$500	\$0.1044
	\$1,000	\$0.1021
	\$1,500	\$0.1011

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.8 Frontier Exact Rate

Frontier Exact Rate is a switched, non-distance sensitive, flat-rated long distance service which provides Customers with a single rate for all outbound (1+) calls.

A. Rate Structure

1. Outbound (1+)

Frontier Exact Rate calls are billed in one minute increments with a minimum billing of one minute per call. Any fraction of a minute is rounded up to the next full minute. The applicable per minute rate is set forth in 9.2.9(B)(1), following.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.8 Frontier Exact Rate (Cont'd.)

B. Usage Rates for Frontier Exact Rate

1.	Switched Rate per Minute	<u>InterLATA</u> \$0.08	<u>IntraLATA</u> \$0.08
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9.2.9 Frontier Hometown Saver

Frontier Hometown Saver is a non-distance sensitive, flat rated, outbound switched access service with lower rates on Sunday and certain Holidays. Frontier Hometown Saver Customers may originate intraLATA calls by dialing 1 plus the area code and the desired telephone number.

A. Rate Structure

Frontier Hometown Saver calls are non-distance sensitive and flat rated.

B. Usage Charges for Frontier Hometown Saver

The Customer's total monthly use of Frontier Hometown Saver service is charged at the per minute rate and times set forth in 9.2.10(C) following. Frontier Hometown Saver calls are billed in one minute increments, with one minute minimum for each call. Any fraction of an increment will be rounded up to the next whole increment.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.9 Frontier Hometown Saver (Cont'd.)

C. Usage Rates for Frontier Hometown Saver (Cont'd.)

The Following per minute rates are applicable to Frontier Hometown Saver calls:

	<u>Per Minute Rate</u>
Monday through Saturday	\$0.10
Sunday and Holidays*	\$0.06

* New Years Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

9.2.10 Frontier Advantage

Frontier Advantage is a long distance switched service which provides customers with single per minute rates for both their inbound (8XX) and outbound (1+) usage. Frontier Advantage calls are distance sensitive, twenty-four (24) hours a day, seven days a week (including Carrier recognized holidays).

The per minute rates applicable to all Frontier Advantage 1+ and 8XX calls apply only to Subscribers who are also Customers of a Local Service Provider with whom the Carrier has an appropriate billing and collection agreement.

The applicable per minute rates are set forth in 9.2.11(A) and (B) following, and are based on the Frontier Advantage service plan selected. Frontier Advantage inbound and outbound calls are billed in six second increments, with an eighteen-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

Customers may subscribe to Frontier Advantage service on a Month-to-Month basis. The per minute rates applicable to the Month-to-Month commitment plan is set forth in 9.2.11(A) and (B) following. A Monthly Usage Guarantee will be associated with each service plan offered. The Monthly Recurring charge per account is set forth in 9.2.11(C)(1) of this product guide.

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Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.10 Frontier Advantage (Cont'd.)

A. Monthly Usage Guarantee for Frontier Advantage 1+

The following Monthly Usage Guarantee (MUG) levels and per minute rates are applicable to all Frontier Advantage 1+ calls on a Month-to-Month basis as specified below:

<u>Mileage</u>	<u>\$0 MUG</u>	<u>\$25 MUG</u>	<u>\$100 MUG</u>
0 – 75	\$0.0590	\$0.0590	\$0.0590
75+	\$0.0790	\$0.0750	\$0.0725

B. Monthly Usage Guarantee for Frontier Advantage 8XX

The following Monthly Usage Guarantee (MUG) levels and per minute rates are applicable to all Frontier Advantage 8XX calls on a Month-to-Month basis as specified below:

<u>\$0 MUG</u>	<u>\$25 MUG</u>	<u>\$100 MUG</u>
\$0.0790	\$0.0750	\$0.0725

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.11 Local Exchange Carrier-Billed Consumer OMNI Card

The Local Exchange Carrier-Billed Consumer OMNI Card service is a one-way dial-in, dial-up multipoint service allowing the customer to originate calls via a Carrier-provided 800 number.

A. Rate Structure

All calls are billed in one-minute increments with a minimum billing of one minute per call. Any fraction of a minute is rounded up to the next full minute. The applicable per minute rate is set forth in 9.2.12(C)(1) of this product guide.

B. Usage Charges

For all Local Exchange Carrier-Billed Consumer OMNI Card calls billed via a local exchange carrier with which Global Crossing has an appropriate billing and collection agreement, the per minute usage charge and per call surcharge apply as specified in 9.2.12(C)(1) and (2) of this product guide.

C. Usage Rates for IEC – Billed OMNI Card

1. The following per minute rates are applicable to all Local Exchange Carrier-Billed Consumer OMNI Card calls:

<u>Mileage</u>	<u>Day</u>		<u>Evening</u>		<u>Night/Weekend</u>	
	<u>First Min</u>	<u>Add'l Min</u>	<u>First Min</u>	<u>Add'l Min</u>	<u>First Min</u>	<u>Add'l Min</u>
0 – 18	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500
19 – 44	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500
45 – 65	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500
66 – 104	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500
105 – 164	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500
165+	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500

2. Per Call Surcharge

Per Call Surcharge \$0.3500

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.12 Frontier Voice Virtual Private Network

Frontier Voice Virtual Private Network (VVPN) provides the Customer the functionality and capabilities of a private network through the use of shared and/or dedicated transmission facilities, which permits the Customer to establish a communications path between two Customer locations by using a Customer- defined Private Numbering Plan (VVPN). The following call types are available to Frontier VVPN Customers:

1. Dedicated to Dedicated: provides PNP type calls between locations linked by dedicated access. All calls are billed in six second increments with a six second minimum for each call. Any fraction of an increment will round up to the next whole increment.
2. Dedicated to Switched: calls originating from a VVPN Customer's dedicated location and terminate on switched facilities either within or outside the Customer's PNP. All calls are billed in six second increments with a six second minimum for each call. Any fraction of an increment will round up to the next whole increment.
3. Switched to Dedicated: calls originating from a switched location within a Customer's PNP and terminate on a dedicated location within the PNP. All calls are billed in six second increments with a six second minimum for each call. Any fraction of an increment will round up to the next whole increment.
4. Switched to Switched: calls originate from a switched location within the Customer's PNP and terminate on a switched location either within or outside the PNP. All calls are billed in six second increments with a eighteen second minimum for each call. Any fraction of an increment will round up to the next whole increment.

8XX Remote access to Switched/Dedicated: calls originate from a switched location via a VVPN 8XX remote access number and terminate to a switched/dedicated location within the Customer's PNP. A VVPN personal code is used to verify that the caller is authorized to make VVPN calls. The PNP code must be a uniform length not to exceed 10 digits. All 8XX remote access calls are billed in six second increments with a thirty second minimum for each call. Any fraction of an increment will round up to the next whole increment.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.12 Frontier Voice Virtual Private Network (Cont'd.)

Frontier VVPN service charges consist of both recurring and non-recurring charges. Recurring charges consist of flat monthly charges and usage-based charges. Flat monthly charges apply whether or not the service is used. Usage charges apply to all completed calls. The usage charges apply to all call types, 24 hours a day 7 days a week. All recurring, non-recurring, volume and term discounts applicable to Frontier VVPN service are set forth in 9.2.13(A) following.

The Frontier VVPN Customer must have T-1 access from at least one of their locations into one of the Company's switches equipped to provide VVPN service. Additional connections to the VVPN network can be either via dedicated, switched or remote access.

The Customer can originate calls via dedicated access and switched access. With switched access, Customer originated calls are connected to the Company network via a dial access basis. Switched access calls include those originating from the Customer's VVPN lines pre-subscribed to the Company and using 1+ or 1+700 dialing plans.

For a one time setup charge a Switched Overflow option is available to the Frontier VVPN Customer. Switched Overflow will route any call placed from any PNP location terminating to a dedicated PNP location, to a switched plain old telephone service (POTS) number at the dedicated terminating location if the dedicated facility is busy or the network is at capacity. The setup charge applicable to this option is set forth in 9.2.13(A)(4) following.

Customers may subscribe to Frontier VVPN on one, two or three year term plan and may select from 4 monthly minimum usage levels (MMUL). Beginning with the Customers' fourth invoice, and for the remaining months of any term plan commitment, the Customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. Term Plan Customers are eligible to receive volume discounts set forth in 9.2.13(A)(2), each month based on its VVPN MMUL commitment.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.12 Frontier Voice Virtual Private Network (Cont'd.)

VVPN Term Plan Customers whose monthly gross account usage exceeds the next higher MMUL above the level to which the subscriber has committed will receive the discount applicable to the next higher MMUL. Discounts on all monthly gross account usage will be capped at the discount level applicable to the next higher MMUL. Volume discounts are calculated off the Frontier VVPN Month-to-Month rates in effect when calls are made. The discounts apply to VVPN usage (outbound and remote access) only and do not apply to non-recurring or monthly recurring charges nor to operator/directory assistance, international and value added service usage. Volume discounts are not available to Customers subscribing to Frontier VVPN Month-to-Month service. In addition, Frontier VVPN customers who commit to a service term may receive additional discount credits as set forth in 9.2.13(A)(3) following. Term plan options will automatically renew for successive periods of one year unless the Customer notifies the Company in writing before the end of their current term that the Customer intends to terminate the agreement at the completion of the term. The Company will notify the term plan customer at least 60 days prior to the end of the current term that the end of their current term is approaching. Customers choosing not to renew their term plan option will be assessed the Frontier VVPN Month-to-Month rate currently in effect. A termination fee, equal to the MMUL of the term plan that the Frontier VVPN customer is subscribing, times the number of months remaining in the current term will be assessed to customers terminating service prior to the completion of their current term of service.

The Customer is responsible for any Company and local service provider monthly recurring charges for dedicated circuits/loops necessary for the service, and costs incurred by the Company, including installation and local service provider contract termination charges, if such circuits/loops are canceled prior to activation of service, or the completion of the term commitment made by the Customer.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.12 Frontier Voice Virtual Private Network (Cont'd.)

A. Usage Rates for Frontier Voice Virtual Private Network

1. The following per minute rates apply to all Frontier VVPN switched and dedicated calls as specified below:

	<u>Rate Per Minute</u>
Dedicated to Dedicated	\$0.0300
Dedicated to Switched	\$0.0655
Switched to Dedicated	\$0.0655
Switched to Switched	\$0.1165
Remote Access to Switched*	\$0.1165
Remote Access to Dedicated*	\$0.0655
8xx to Dedicated	\$0.0590
8xx to Switched	\$0.1050

2. Volume Discount - One, Two & Three Year Term Plans (excluding 8xx):

MMUL Percent Discount

\$0 - \$24,999	0.0%
\$25,000 - \$49,999	4.0%
\$50,000 - \$74,999	5.0%
\$75,000 - \$99,999	7.0%
\$100,000 +	9.0%

3. Term Plan Discounts:

<u>Term Plan</u>	<u>Percent Discount</u>
One Year	0.0%
Two Year	9.0%
Three Year	12.0%

The above discounts and service are only available for Customer or Customer controlled affiliate locations for which the Customer has assumed full payment responsibility.

- * There is a \$0.25 per call surcharge applicable to all Remote Access calls.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.12 Frontier Voice Virtual Private Network (Cont'd.)

A. Usage Rates for Frontier Voice Virtual Private Network

4. The following Recurring/Non-recurring charges are applicable to Frontier VVPN:

a. Setup Charge:

Non-recurring Charge

- | | | |
|-----|----------------------|-------------|
| 1.) | 1 Year Term Plan | \$10,000.00 |
| 2.) | 2 & 3 Year Term Plan | No Charge |

b. A switched Access Line Group charge applies to each Frontier VVPN location with switched access.

Per Location

Non-recurring Charge

\$100.00

		<u>Monthly Recurring Charge</u>	<u>Non-recurring Charge</u>
c.	Personal Codes Per Account	\$40.00	\$ 0.00
d.	Remote Access Per 8xx	\$2.00	\$ 0.00
e.	Switched Overflow	\$0.00	\$50.00

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.13 Frontier Flex 800*

Frontier Flex 800 (FF800) is a two-way switched access service completing calls to a carrier-assigned toll-free telephone number. Inbound calls are originated by dialing a toll-free number which terminates at a FF800 customer line, provided a valid Personal Identification Routing Number (PIRN) is entered by the call originator. Outbound calls may be originated by dialing a toll-free number and entering a Customer-specific PIRN to receive dial tone, permitting the call originator to place a 1+ outbound call. The FF800 customer may request any combination of four digit PIRNS for their inbound FF800 service. Only one dial tone PIRN is allowed per FF800 customer. The dial tone PIRN cannot have more than two repeating digits and cannot have more than two sequential digits. The dial tone PIRN cannot match the last four digits of the customer's toll-free number.

A. Rate Structure

Frontier Flex 800 Service is a flat rated, non-distance sensitive, usage-based switched service, available twenty-four hours per day, seven days a week.

B. Usage Charges

Calls are billed in six second increments with a thirty second minimum. Any fraction of an increment is rounded up to the next whole increment.

C. Usage Rates

1. The following per minute rates are applicable to calls made using Frontier Flex 800:

Rate Per Minute
\$0.17

2. A \$1.20 per call surcharge will be applied to all calls requiring manual intervention.

*This service is grandfathered. Only customers of record as of 3/31/08 may have the service.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.14 Frontier Simple 7

Frontier Simple 7 (FS7) is a two-way, non-distance sensitive, flat rated long distance product designed for business customers.

A. Rate Structure

FS7 provides a single rate for outbound (1+) calls and a single rate for inbound (8xx) calls regardless of time of day. There is a monthly minimum usage guarantee on this product.

B. Usage Charges

FS7 calls are billed in six second increments with a minimum billing increment of thirty seconds. Any fraction of an increment is rounded up to the next whole increment.

C. Usage Rates

1. Per Minute Charges

	<u>Per Minute</u>
Outbound (1+)	\$0.0700
Inbound (8xx)	\$0.0750

2. A \$1.20 per call surcharge will be applied to all calls requiring manual intervention.

D. Ancillary Charges

Calls made to directory assistance are charged on a per call basis.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.15 InterState 4.9

InterState 4.9 is a non-distance sensitive flat-rated, outbound service. The per minute usage charges as specified below apply to all intrastate calls which originate and terminate in the state of Mississippi. The monthly recurring charge is applied at the account level when the monthly account usage charges are less than \$30.00.*

This plan is available to customers of local exchange companies with whom the Carrier has a billing and collections contract. Customer must subscribe to this product on the main billing number on the account. Customer must choose the InterState 4.9 product both for interLATA and intraLATA purposes for those lines which they choose to presubscribe to this product.

A. Usage Charges

All inbound/outbound calls are subject to a minimum billing of 30 seconds with an additional billing increment of six seconds. Charges will be rounded to the nearest cent on a per call basis. This product is only available on an interLATA basis in conjunction with subscription to this product on an intraLATA basis.

1. Outbound (1+)

Day	\$0.099
Evening	\$0.099
Night/Weekend	\$0.099

2. Inbound (8xx)

Day	\$0.099
Evening	\$0.099
Night/Weekend	\$0.099

B. Monthly Recurring Charges

Per Account	\$5.99
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* Intrastate, interstate and international usage excluding taxes and surcharges apply towards \$30.00 minimum usage. Monthly recurring charges do not count towards the minimum usage guarantee.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.16 Reserved for Future Use

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP

Frontier VIP Standard and VIP Plus are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched and dedicated usage. VIP Standard and VIP Plus are offered dependant upon the availability of Carrier capability.

A. Rate Structure

Frontier VIP switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

B. Usage Charges

Customers may subscribe to Frontier VIP Standard and VIP Plus switched and dedicated service on either a Month-to-Month, one, two or three year Term Plan. The Customer's total monthly usage of Frontier VIP is charged at the applicable per minute rates set forth in Flexible Rate Schedule of this product guide. Frontier VIP switched inbound (8XX) and outbound service is billed in six-second increments, with an eighteen-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up or down to the nearest whole cent.

Subscribers to VIP Standard and VIP Plus term plan service will be eligible to receive discounts on domestic 1+ and domestic Toll-Free calls. Applicable discounts are based on total monthly (domestic) usage for the respective service. VIP Standard total usage does not include the local services of affiliated ILECs with a billing and collection agreement with the Carrier, while VIP Plus total usage does include these local services. All discount credits will be applied against the customer's interstate usage. Applicable discounts are set forth in Flexible Rate Schedule of this product guide. Subscribers to Frontier VIP Term Plan services will receive a percent discount off the switched or dedicated Term Plan base rate, based on the Term Plan selected. The Volume Discount Levels and applicable discounts are specified in Flexible Rate Schedule of this product guide.

Applicable discounts are set forth in the Flexible Rate Schedule. Subscribers to a VIP Term Plan services will receive a percent discount off the Term Plan base rate, based on the Term Plan and Volume Discount Levels. The Volume Discounts Levels and applicable percent discounts are specified in the Flexible Rate Schedule.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

B. Usage Charges (Cont'd.)

Frontier VIP Standard Term Plans will automatically renew for successive twelve (12) month periods unless the Customer notifies the Carrier in writing before the end of their current term of their intention to terminate the agreement at the completion of the term. Frontier VIP Plus Term Plans will default to VIP Standard month-to-month plans if not renewed. Customers electing to continue receiving service without renewing their current term commitment will automatically revert to the respective switched current effective base rate.

A termination fee, equal to the Number of lines cancelled x number of months remaining on the contract x \$25.00, will be assessed when a VIP Standard or VIP Plus Customer terminates service prior to the completion of the then current term. For a dedicated service customer the "number of lines" is equal to the number of channels (i.e., a T1 loop would constitute 24 lines).

Frontier VIP may be applied at the parent or child account levels. (Allowing different child accounts to have different long distance products). For customers with VIP Plan at the parent account level, all qualified billing rolls up to the parent to determine total monthly billing and the appropriate "super-volume" discount level for that month. Child account discounting will be applied based on the higher (parent or child) VIP Plan term and "total volume" discount. Discounts will be shown per call type at the account level on billing statements.

C. Ancillary Services

An additional \$1.10 per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates

1. VIP Standard - Dedicated Term Plan Discounts

a. InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

b. InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

1. VIP Standard - Dedicated Term Plan Discounts (Cont'd.)

c. IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

4. IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

2. VIP Plus - Dedicated Term Plan Discounts

a. InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

b. InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

2. VIP Plus - Dedicated Term Plan Discounts (Cont'd.)

c. IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

d. IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.0697

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

3. VIP Standard - Switched Term Plan Discounts

a. InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

b. InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

3. VIP Standard - Switched Term Plan Discounts (Cont'd.)

c. IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

d. IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

4. VIP Plus - Switched Term Plan Discounts

a. InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

b. InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.17 Frontier VIP (Cont'd.)

D. Usage Rates (Cont'd.)

4. VIP Plus - Switched Term Plan Discounts (Cont'd.)

c. IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

d. IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1000

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.3 Operator Assisted Service

Calls are billed in one minute increments. The minimum call duration for billing purposes is one minute. Call charges are computed on a per call basis; computations that result in fractional cents are rounded to the next full cent.

9.3.1 Usage Charges

A. In BellSouth Areas

1. IntraLATA Service

Rate Mileage	Residence*		Business**	
	Day Rate Period		Day Rate Period	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	\$0.1900	\$0.1100	\$0.2590	\$0.1580
11-16	\$0.2600	\$0.1800	\$0.2590	\$0.2590
17-22	\$0.2800	\$0.2200	\$0.2590	\$0.2590
23-30	\$0.3400	\$0.2500	\$0.2590	\$0.2590
31-40	\$0.3400	\$0.2700	\$0.2590	\$0.2590
41-55	\$0.3400	\$0.2700	\$0.2590	\$0.2590
56-70	\$0.3400	\$0.2700	\$0.2590	\$0.2590
71-85	\$0.3400	\$0.2800	\$0.2590	\$0.2590
86-100	\$0.3400	\$0.2800	\$0.2590	\$0.2590
101-124	\$0.3400	\$0.2800	\$0.2590	\$0.2590
125-148	\$0.3400	\$0.2800	\$0.2590	\$0.2590
149-196	\$0.3400	\$0.2800	\$0.2590	\$0.2590
197-244	\$0.3400	\$0.2900	\$0.2590	\$0.2590
245-292	\$0.3400	\$0.2900	\$0.2590	\$0.2590
293-392	\$0.3400	\$0.2900	\$0.2590	\$0.2590

* For Residence service, the Evening Rate Period is discounted 35% from these specified rates. The Night and Weekend Rate Period is a 60% discount from these specified rates.

** For Business service, the day rate is defined as 7:00 AM to, but not including 7:00 PM. On Monday through Friday of this day rate time frame, the full rates shown above apply. The evening rate is 7:00 PM to, but not including 7:00 AM. A 25% discount applies during this Off-Peak period Mondays through Fridays and 24 hours on Saturdays and Sundays.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.2 Basic Long Distance Service (Cont'd.)

9.2.18 Residential Simple Rate Plan

Residential Simple Rate Plan is available to residential customers who subscribe to this plan or who default to this plan.

Usage Charges

All calls are billed in one-minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

All international calls are rated at the residential 1+ international service as provided in the Company's International Price List.

Rate Per Minute

Outbound (1+)	\$0.10
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9.2.19 Frontier Basic Long Distance Service

Frontier Basic Long Distance Service is the basic long distance service offered to residential Customers for outbound direct-dialed calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Any partial minute is rounded up to a full minute.

Rate Per Minute

Outbound (1+) Intrastate	\$0.40
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Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.3 Operator Assisted Service, (Cont'd.)

9.3.2 Per Call Service Charges

For any message in the call classes listed following, add the Service Charge shown following to the Basic Rate Schedule charge for that message. These rates apply per call and discounts do not apply to the Service Charges.

A. In BellSouth Areas

1. InterLATA

a. Billed to a Calling Card Billed To:

	<u>Commercial Credit Card</u>
Customer Dialed-Automated	\$1.50
Customer Dialed & Operator Assist	\$3.95
Customer Dialed & Operator Must Assist	\$1.50
Operator Dialed Calling Card Station	\$3.95

b. All other Calls

Operator Station - Collect	\$3.95
Operator Station - Third Number	\$3.95
Person-to-Person	\$6.50

2. IntraLATA

Customer Dialed- Automated	\$0.95
Customer Dialed & Operator Assist	\$2.25
Operator Station - Collect	\$2.25
Operator Station - Third Number	\$3.95
Person-to-Person	\$4.90

Operator Dialed Surcharge	\$1.15
Partially Automated Surcharge	\$0.43

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.4 Freedom Calling Version A

Freedom Calling is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription to Frontier Communications of America, Inc. (FCA) is required to subscribe to Freedom Calling. Primary and all secondary lines must subscribe to the Freedom Calling plan offered by Frontier Communications of America, Inc. (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the Freedom Calling plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

9.4.1 Rates and Charges

Freedom Calling calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

9.4.2 Usage Charges

With the Freedom Calling option, usage is available in 300 or 600-minute domestic blocks of time (BOT). The BOT is applied at the account level. The Monthly Recurring Charge (MRC) for the 300 or 600-minute BOT for Freedom Calling can be found in the FCA's Domestic Informational Pricelist. Any usage above the allotted 300 or 600-minute blocks of time will be subject to an overage rate that can be found in the rate section of this product guide. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the overage rate.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. Domestic calling is within the United States including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands, Guam and Saipan only. The 300 or 600-minute BOT do not include toll free, long distance directory assistance, or international termination of 1+ dialed calls.

If a new customer to Freedom Calling subscribes mid-billing cycle, BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.4 Freedom Calling Version A (Cont'd)

9.4.2 Usage Charges (Cont'd)

Interstate usage rates are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

Freedom Calling may be used in conjunction with the Frontier Choices service offering in FCA's Domestic Informational Pricelist.

9.4.3 Usage Rates

OVERAGE RATE PER MINUTE		
BOT (Block of Time)	IntraLATA	InterLATA/ IntraState
300	\$0.1000	\$0.1000
600	\$0.0900	\$0.0900

9.4.4 Ancillary Charges

An additional per call surcharge will be assessed on all calls placed for intrastate Directory Assistance, and rates can be found in the rate section of this product guide.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.5 FrontierWorks LD

FrontierWorks LD is a non-distance sensitive product that includes direct dial 1+ outbound service and (8XX) toll free inbound service. Pre-subscription of the primary line is required to subscribe to FrontierWorks LD offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Small Business Solutions product offered by that associated LEC. This product is only available in conjunction with the FrontierWorks LD plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for FrontierWorks LD in conjunction with the FrontierWorks Small Business Solutions product can be found in the local exchange product guide of FCA's associated LEC.

9.5.1 Rate Structure

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

Monday - Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

9.5.2 Usage Charges

Customers enrolled in this product will receive a total of 100 free direct dial 1+ and (8XX) toll free interstate, interLATA or intraLATA minutes per month, measured at the account level. Any usage above the allotted free minutes will be subject to an overage rate that can be found in the rate section of this product guide.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with FrontierWorks LD, in monthly increments of 250, 500, and 1000 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the FrontierWorks LD plan from FCA's interstate Domestic Price List. Any usage above the 100 free minutes and the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the rate section of this product guide. Overage rates may vary depending upon which BOT is selected. If a new customer to FrontierWorks LD signs up mid-billing cycle, free minutes and the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance, and 900 calls.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.5 FrontierWorks LD (Cont'd)

9.5.2 Usage Charges (Cont'd)

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the FrontierWorks Small Business Solutions product of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by FrontierWorks LD. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product

Interstate rates for usage outside the zero-rated minutes or the optional BOT minutes are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

All calls are subject to a minimum billing of eighteen seconds with an additional billing increment of six seconds. Charges will be rounded up to the next cent on a per call basis.

9.5.3 Usage Rates

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intratstate
Free –100	\$0.1000	\$0.1000
BOT-250	\$0.0900	\$0.0900
BOT-500	\$0.0900	\$0.0900
BOT-1000	\$0.0900	\$0.0900

9.5.4 Ancillary charges

An additional \$1.99 per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.6 Frontier Small Business Advantage LD, Version B

Frontier Small Business Advantage LD is a non-distance sensitive product that includes direct dial 1+ intrastate and interstate outbound service and optional (8XX) toll free inbound service. This product is only available in conjunction with the Frontier Small Business Advantage LD plan from Frontier Communications of America, Inc.'s (FCA) interstate Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the Frontier Small Business Advantage product offered by that associated LEC. A list of FCA associated LECs can be found in FCA's interstate Domestic Price List. Pre-subscription of all lines within the LEC product offering is required to subscribe to Frontier Small Business Advantage LD offered by FCA.

Customers that select this long distance product commit to a two-year term plan and are subject to rules and regulations of early termination liability in conjunction with the Frontier Small Business Advantage product. Early termination liability rules and regulations can be found in the local exchange product guide of FCA's associated LEC. If any line that is pre-subscribed to this product has pre-subscription removed at the request of customer prior to expiration of the term commitment, the customer has cancelled service and early termination penalties as defined in the local exchange product guide of FCA's associated LEC will apply. At conclusion of satisfied contract, unless otherwise changed or modified, contract will auto-renew for an additional term length equal to the original contract term period.

Customers enrolled in the Frontier Small Business Advantage LD can select an optional (8XX) inbound toll free service. Assignment of phone number(s) is at the sole discretion of FCA. This optional product is only available in conjunction with the Frontier Small Business Advantage LD *Toll Free option* from FCA's interstate Domestic Price List.

9.6.1 Rate Structure

Frontier Small Business Advantage LD switched calls are non-distance sensitive, flat-rated, with the following rating periods:

Monday – Friday		Saturday & Sunday
D = Day	8:00 AM - 4:59PM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
E = Evening	5:00 PM - 11:59PM	
N = Night	12:00 AM - 7:59AM	

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.6 Frontier Small Business Advantage LD, Version B (Cont'd)

9.6.2 Usage Charges

A single Block of Time (BOT) quantity of minutes must be ordered in conjunction with Frontier Small Business Advantage LD, in monthly increments of 200, 400, and 600 intrastate and interstate minutes, for an additional monthly recurring charge (MRC) applied at the account level. If the optional (800) toll free service is selected, those minutes will be included in the BOT minutes, and the MRC for the optional (800) toll free service is applied on a per number basis. The MRCs for the BOT and the optional toll free service can be found in the Frontier Small Business Advantage LD plan from FCA's interstate Domestic Price List. If a customer has multiple lines on the account, minutes of use will be allocated to the block of time allotments in sequential order from lowest to highest of the ten digit line numbers on the customer's account that are subscribed to this plan. Any excess BOT minutes not used for any give billing month will expire and cannot be used against any other month's usage. Any usage above the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the rate section of this product guide. Overage rates may vary depending upon which BOT is selected.

If a new customer to Frontier Small Business Advantage LD signs up mid-billing cycle, the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance, and 900 calls.

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the Frontier Small Business Advantage product of the associated LEC, those lines are not eligible for the BOT selection offered by this product. If a customer selects an FCA product for auxiliary lines other than Frontier Small Business Advantage LD, the customer will be subject to the rates, terms and conditions of that product

Interstate rates for usage outside the BOT minutes are found in the Domestic Price List of FCA. International rates for this product are found in the International Product Guide of FCA.

All calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the next cent on a per call basis.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.6 Frontier Small Business Advantage LD, Version B (Cont'd)

9.6.3 Usage Rates

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intrastate
BOT- 200	\$0.1000	\$0.1000
BOT- 400	\$0.0900	\$0.0900
BOT- 600	\$0.0900	\$0.0900

9.6.4 Ancillary charges

An additional \$1.99 per call surcharge will be assessed on all calls placed for intrastate Directory Assistance.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.7 Frontier Digital Phone Service

Frontier Digital Phone Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Choices. This product is only available in conjunction with the Frontier Digital Phone Service plan from FCA's Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Service option.

9.7.1 Rates and Charges

Frontier Digital Phone Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night
E= Evening	5:00 PM - 11:59PM	12:00 AM Saturday through 11:59 PM on Sunday.
N= Night	12:00 AM - 7:59AM	

9.7.2 Usage Charges

With the Frontier Digital Phone Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Digital Phone Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.7 Frontier Digital Phone Service (Cont'd)

9.7.2 Usage Charges (Cont'd)

If it is determined that the usage on the Frontier Digital Phone Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this product guide (such as long distance dial-up internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls. Additional restrictions may apply as provided elsewhere in this product guide.

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Service is billed in advance and can be found in FCA's Interstate Domestic Price List. If a new customer to Frontier Digital Phone Service enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this product guide. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Service, where available.

9.7.3 Rates For Additional Phone Lines

	<u>Rate Per Minute</u>
Day	\$0.10
Evening	\$0.10
Night/Weekend	\$0.10

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.8 Frontier Digital Phone Silver*+

Frontier Digital Phone Silver is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone X local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Unlimited State option.

9.8.1 Rates and Charges

Frontier Digital Phone Silver calls are non-distance sensitive, flat-rated with the following rating periods:

	Monday – Friday	Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night
E= Evening	5:00 PM - 11:59PM	12:00 AM Saturday through 11:59
N= Night	12:00 AM - 7:59AM	PM on Sunday.

9.8.2 Usage Charges

With the Frontier Digital Phone Silver option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

The Frontier Digital Phone Silver service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using the Frontier Digital Phone Silver service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Silver service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following.

- * This service offering is limited to all existing subscribers at their existing locations.
- + This bundle was previously called Frontier Digital Phone Unlimited State.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.8 Frontier Digital Phone Silver*+ (Cont'd)

9.8.2 Usage Charges (Cont'd)

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Unlimited State is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Silver State is billed in advance. If a new customer to Frontier Digital Phone Unlimited State enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Silver plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this product guide. All calls are billed in one-minute increments with a minimum billing

9.8.3 Rates For Additional Phone Lines

9.8.1 Intrastate Rate

Monthly
\$10.00

9.8.2 Rates For Additional Phone Lines

	Rate Per Minute
Day	\$0.10
Evening	\$0.10
Night/Weekend	\$0.10

*This service offering is limited to all existing subscribers at their existing locations.

+ This bundle was previously called Frontier Digital Phone Unlimited State.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.9 Frontier Business Metro

Frontier Business Metro is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required. The customer must subscribe to the Frontier Business Metro local service product offered by the associated LEC and must be the main billing number on the account in order to be eligible for the Frontier Business Metro.

9.9.1 Rate and Changes

Frontier Business Metro calls are non-distance sensitive, flat-rated with the following rating periods.

Monday-Friday		Saturday & Sunday
E=Evening	12:00AM -7:59AM	N=Night 12:00AM Sat-11:59 on Sunday
D=Day	8:00AM- 4:59PM	
Evening	5:00PM -11:59PM	

9.9.2 Usage Charges

Charges for direct dialed outgoing voice minutes of use are covered under the monthly recurring charge ('MRC') with the Frontier Business Metro Plan. Usage including, but not limited to, International calling, Directory Assistance Service, Operator Services, Collect or Person to Person calls, 900, 976, 700 calls, calls to access information services, and internet usage fees and surcharges are not included as part of the MRC and will be charged separately. The Plan may only be used for voice applications and may not be used for the transmission of data, for Internet connections, or for any other non-voice application.

This service may not be used for autodialing, long distance Internet or Intranet access (including access to corporate LANs), call center and certain switching applications. The Unlimited Rate Plan is not available with PBX trunks, ground start lines or trunks, ISDN services, Centrex Service, remote call forwarding services, foreign exchange services, foreign central office services, foreign zone services, public telephone services, and analog to digital conversion digital PBX services or the equivalents of any such services. If the Customer uses this service for any non-eligible purpose, including but not limited to the examples noted above, Frontier may immediately suspend, restrict, cancel or terminate the service.

The Company reserves the right, in its sole discretion, to (1) cancel service for violation of these terms and conditions of service at any time and/or (2) bill and adjust from the initial abuse, all calls at a per minute rate. By selecting the Plan, Customer agrees to use the service in accordance with these term and conditions and to indemnify and hold Frontier, its parent, subsidiaries and affiliates, harmless from any claims resulting from use or misuse of its products and services.

The Terms and Conditions may be revised periodically without notice. Customers agree that revisions are applicable to your then current service and usage.

Effective: July 1, 2015

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

9.9 Frontier Business Metro (Cont'd)

9.9.2 Usage Charges (Cont'd)

Customer account usage and calling patterns may be reviewed periodically at the discretion of the Company. Depending on the evaluation results, Customers whose use constitutes, in the Company's sole discretion, violation of this policy will be notified in writing that their Frontier Business Unlimited Plan may be terminated and/or Frontier may adjust the charges to a higher priced per minute usage plan as a result of prohibited use/abuse. Frontier reserves the right, in the event of prohibited use, abuse, or fraud, to terminate service immediately without notice or exigent circumstances.

If a new customer to Frontier Business Metro signs up mid-billing cycle, the MRC will be prorated. Usage will be billed in arrears.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line, the Frontier Unlimited Bundle will automatically be removed from the line and thus the customers account.

9.9.3 Rates and Charges

Monthly Recurring Charge \$17.00 (I)

Rates for non-eligible calls

Day	\$.05	
Evening		\$.05
Night/Weekend	\$.05	

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

10.1 FRONTIER Digital Phone UNLIMITED STATE

Frontier Digital Phone Unlimited State is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Unlimited State local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Unlimited State option.

10.1.1 Rates and Charges

Frontier Digital Phone Unlimited State calls are non-distance sensitive, flat-rated with the following rating periods:

	Monday – Friday	Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night
E= Evening	5:00 PM - 11:59PM	12:00 AM Saturday through 11:59
N= Night	12:00 AM - 7:59AM	PM on Sunday.

10.1.2 Usage Charges

With the Frontier Digital Phone Unlimited State option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

The Frontier Digital Phone Unlimited State service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using the Frontier Digital Phone Unlimited State service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Unlimited State service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Unlimited State is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

SECTION 9.0 – LONG DISTANCE SERVICES (Cont'd.)

10.1 FRONTIER Digital Phone UNLIMITED STATE

10.1.2 Usage Charges (Cont'd)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Unlimited State plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this product guide. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Unlimited State, where available.

10.1.3 Monthly Recurring Charges

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Unlimited State is billed in advance. If a new customer to Frontier Digital Phone Unlimited State enrolls mid-billing cycle, the MRC will be prorated.

Customers who commit to a one-year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the service before the end of the one-year period, a termination fee of \$200.00 applies

Rates And Charges

FRONTIER DIGITAL PHONE UNLIMITED STATE

<u>Intrastate Rate</u>	Monthly \$21.00
<u>Additional Phone Lines</u>	<u>Rate Per Minute</u>
Day	\$0.10
Evening	\$0.10
Night/Weekend	\$0.10

SECTION 10.0 - MISCELLANEOUS SERVICES

10.1 Carrier Presubscription

10.1.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA 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 call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

10.1.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A: Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C: Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F: Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

Effective: July 1, 2015

SECTION 10.0 - MISCELLANEOUS SERVICES, (Cont'd.)

10.1 Carrier Presubscription, (Cont'd.)

10.1.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 10.1.5 below:

10.1.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customer's initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will direct the Customer to the local telephone directory to select a carrier. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice.

New Customers who are existing customers of underlying local exchange carrier shall have the option of retaining their existing carrier selections with no change and at no additional charge.

Customers of record may initiate an intraLATA or interLATA presubscription change at any time, subject to the charges specified in 10.1.5 below.

Effective: July 1, 2015

SECTION 10.0 - MISCELLANEOUS SERVICES, (Cont'd.)

10.1 Carrier Presubscription, (Cont'd.)

10.1.5 Presubscription Charges

A. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Paragraph 10.1.4 above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residence line, trunk, or port

1. In BellSouth Areas

Initial Line, or Trunk or Port	\$1.49
Additional Line, Trunk or Port	\$1.49

Effective: July 1, 2015

11.0 - PROMOTIONAL OFFERINGS

11.1 Special Promotions

The Carrier may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular offering.

11.2 Discounts

The Company may, from time to time as reflected in the price list, offer discounts based on monthly volume (or, when appropriate, "monthly revenue commitment" and/or "time of day" may also be included in the product guide).

11.3 Frontier Unlimited State

New and existing residential customers who subscribe to Frontier's Unlimited State Service and commit to a one-year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the service before the end of the one-year period, a termination fee of \$200.00 applies.

11.4 Frontier Business Metro

New and existing customers who subscribe to this plan and commit to a one, two or three year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the plan before the end of the contract period, a termination fee of up to \$200 may be applied.