



August 22, 2016
Via Web Filing

Ms. Jocelyn Boyd, Chief Clerk
South Carolina Public Service Commission
101 Executive Center Dr.
Suite 100
Columbia, SC 29210

RE: Access Point, Inc. - Revision to So. Carolina Tariff No. 5

Dear Ms. Boyd:

Enclosed for filing please find the original of the above-referenced tariff filing submitted on behalf of Access Point, Inc. This filing grandfathers, removes and updates various services as described below. Affected customers have been notified of these changes. The Company respectfully requests an effective date for this filing of August 29, 2016.

The following tariff pages are included with this filing:

12 th Revised Pages 1-2	Updates Check Sheet
4 th Revised Page 2.1	Updates Check Sheet
6 th Revised Page 51	Revises renewal option for Grandfathered BUSINESSPOINT Centrex
2 nd Revised Page 52	Revises renewal option for Grandfathered BUSINESSPOINT Centrex
2 nd Revised Pages 53-54	Revises renewal option for Grandfathered Service Order and Change Charges
2 nd Revised Page 62	Deletes PrimaryAccess-V
1 st Revised Pages 62.1-62.2	Deletes PrimaryAccess-V
2 nd Revised Pages 62.3-62.4	Revises renewal option for Grandfathered BusinessPoint PBX
2 nd Revised Pages 62.9-62.10	Revises renewal option for EPoint PBX service
2 nd Revised Pages 62.13-62.15	Revises renewal option for VPoint PBX service
2 nd Revised Pages 62.16-62.18	Revises renewal option for VPoint Centrex service
2 nd Revised Pages 62.19-62.22	Revises renewal option for EPoint Centrex service
1 st Revised Page 62.24	Incorporates text changes to Primary Access service
1 st Revised Page 62.25	Deletes FlexPoint service
1 st Revised Page 62.26	Deletes SinglePoint service
1 st Revised Page 69.5	Introduces Rescheduled Appointment Charge
1 st Revised Page 69.6	Deletes Traffic Study
1 st Revised Page 69.7	Revised T-1 Service Name to Circuits
5 th Revised Page 75	Increases Directory Assistance charges
4 th Revised Page 76	Introduces maximum Business Foreign Listing charges and Directory Listings Charges for CenturyLink and Frontier territories
Original Page 76.1	Introduces current Business Foreign Listing charges and Directory Listings Charges for CenturyLink and Frontier territories
5 th Revised Page 78	Revises renewal option for Grandfathered BusinessPoint PBX
4 th Revised Page 79	Introduces maximum Residential Foreign Listing charges and Directory Listings Charges for CenturyLink and Frontier territories
Original Page 79.1	Introduces current Residential Foreign Listing charges and Directory Listings Charges for CenturyLink and Frontier territories
2 nd Revised Pages 94-95	Deletes Pre-Paid Residence and Business Local Exchange Service
2 nd Revised Page 97	Revises renewal option for Grandfathered Direct Inward Dialing (DID) service

The following tariff pages are included with this filing (continued):

2 nd Revised Pages 98-100	Deletes Grandfathered Access Lines for Customer Provided Pay Telephone
7 th Revised Page 106	Revises renewal option for Grandfathered BusinessPoint Centrex
2 nd Revised Page 107	Revises renewal option for Grandfathered Service Order and Change Charges
5 th Revised Page 108	Increases Directory Assistance Charges & Listing Charges; Introduces Foreign Listing charge
1 st Revised Page 112	Deletes PrimaryAccess-V
4 th Revised Page 112.1	Revises renewal option for Grandfathered BusinessPoint PBX
4 th Revised Page 112.4	Revises renewal option for Grandfathered EPoint PBX
4 th Revised Page 112.6	Revises renewal option for Grandfathered VPoint PBX
3 rd Revised Page 112.7	Revises renewal option for Grandfathered VPoint Centrex
3 rd Revised Page 112.8	Revises renewal option for Grandfathered EPoint Centrex
1 st Revised Page 112.10	Deletes Local Number Portability
1 st Revised Page 112.11	Introduces Rescheduled Appointment Charge; Increases Missed Appointment Fee
1 st Revised Page 112.12	Increases Additional Line Install Charge & Premise Work Charges; Deletes Traffic Study Charge; Revises T-1Service Name to Circuit
1 st Revised Page 112.13	Incorporates text changes to Primary Access service
1 st Revised Page 112.14	Incorporates text changes to Primary Access service
1 st Revised Page 112.15	Incorporates text changes to Primary Access service
1 st Revised Pages 112.16-112.19	Deletes FlexPoint service
1 st Revised Pages 112.20-112.21	Deletes SinglePoint service
1 st Revised Page 113	Revises renewal option for Grandfathered BUSINESSPOINT
1 st Revised Page 114	Revises renewal option for Grandfathered BUSINESSPOINT Centrex
1 st Revised Pages 115-116	Revises renewal options for Grandfathered Optional Calling Features
2 nd Revised Page 116.1	Revises renewal option for Grandfathered BUSINESSPOINT-O
1 st Revised Page 116.2	Revises renewal option for Grandfathered BUSINESSPOINT-O
1 st Revised Pages 116.3-116.4	Revises renewal option for Grandfathered Optional Calling Features-O
1 st Revised Pages 117-118	Revises renewal options for Grandfathered Optional Calling Features
1 st Revised Pages 120-121	Revises renewal options for Grandfathered BUSINESSPOINT services
2 nd Revised Page 122	Revises renewal options for Grandfathered BUSINESSPOINT-O service
1 st Revised Page 123	Revises renewal options for Grandfathered BUSINESSPOINT services
2 nd Revised Page 124	Revises renewal options for Grandfathered VPoint service
2 nd Revised Page 125	Revises renewal options for Grandfathered EPoint service

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Sharon Thomas

Sharon Thomas
Consultant to Access Point, Inc.

cc: Jackie Gilpin - Access Point
Executive Director, SC Public Service Commission
tms: SC11601

Enclosures
ST/mw

 LOCAL EXCHANGE SERVICES

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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Title	Original		26	Original	51	6 th Rev.	*
1	12 th Rev.	*	27	Original	52	2 nd Rev.	*
2	12 th Rev.	*	28	Original	53	2 nd Rev.	*
2.1	4 th Rev.	*	29	Original	54	2 nd Rev.	*
3	1 st Rev.		30	Original	55	1 st Rev.	
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19	Original		45	1 st Rev.	62.1	1 st Rev.	*
20	Original		45.1	Original	62.2	1 st Rev.	*
21	Original		46	1 st Rev.	62.3	2 nd Rev.	*
22	Original		47	1 st Rev.	62.4	2 nd Rev.	*
23	Original		48	Original	62.5	1 st Rev.	
24	Original		49	4 th Rev.	62.6	1 st Rev.	
25	Original		50	2 nd Rev.			

* - indicates those pages included with this filing

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 1100 Crescent Green, Suite 109
 Cary, NC 27518

SC11601

LOCAL EXCHANGE SERVICES

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62.7	Original		70	Original		104	1 st Rev.	
62.8	1 st Rev.		71	Original		105	7 th Rev.	
62.9	2 nd Rev.	*	72	1 st Rev.		106	7 th Rev.	*
62.10	2 nd Rev.	*	73	1 st Rev.		107	2 nd Rev.	*
62.11	Original		74	1 st Rev.		108	5 th Rev.	*
62.12	1 st Rev.		75	5 th Rev.	*	109	Original	
62.13	2 nd Rev.	*	76	4 th Rev.	*	110	2 nd Rev.	
62.14	2 nd Rev.	*	77	1 st Rev.		111	Original	
62.15	2 nd Rev.	*	78	5 th Rev.	*	112	1 st Rev.	*
62.16	2 nd Rev.	*	79	4 th Rev.	*	112.1	4 th Rev.	*
62.17	2 nd Rev.	*	80	1 st Rev.		112.2	1 st Rev.	
62.18	2 nd Rev.	*	81	1 st Rev.		112.3	2 nd Rev.	
62.19	2 nd Rev.	*	82	1 st Rev.		112.4	4 th Rev.	*
62.20	2 nd Rev.	*	83	1 st Rev.		112.5	2 nd Rev.	
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62.22	2 nd Rev.	*	85	1 st Rev.		112.7	3 rd Rev.	*
62.23	Original		86	1 st Rev.		112.8	3 rd Rev.	*
62.24	1 st Rev.	*	87	1 st Rev.		112.9	Original	
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62.26	1 st Rev.	*	89	1 st Rev.		112.11	1 st Rev.	*
63	Original		90	1 st Rev.		112.12	1 st Rev.	*
64	Original		91	1 st Rev.		112.13	1 st Rev.	*
65	Original		92	1 st Rev.		112.14	1 st Rev.	*
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69.1	Original		97	2 nd Rev.	*	112.19	1 st Rev.	*
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69.4	Original		100	2 nd Rev.	*			
69.5	1 st Rev.	*	101	1 st Rev.				
69.6	1 st Rev.	*	102	1 st Rev.				
69.7	1 st Rev.	*	103	1 st Rev.				

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LOCAL EXCHANGE SERVICES

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116	1 st Rev.	*	124	2 nd Rev.	*		
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116.3	1 st Rev.	*					
116.4	1 st Rev.	*					
117	1 st Rev.	*					
118	1 st Rev.	*					
119	Original						
120	1 st Rev.	*					

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LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.6 BUSINESSPOINT Centrex¹

BUSINESSPOINT Centrex service combines local and long distance telecommunications service into one telecommunications package. A Monthly Service charge applies for this service. Customers will be billed one month in advance. A minimum one year term agreement applies.

A. MAXIMUM Rates

	Monthly Service Fee**			
	Zone 1	Zone 2	Zone 3	Zone 3
Month to Month	\$68.00	\$80.00	\$78.00	\$72.00
One year term	\$62.00	\$72.00	\$72.00	\$66.00
Two year term	\$60.00	\$66.00	\$66.00	\$62.00

Local Service Features:

Star Features, per occurrence	\$2.00
Standard Features, each per line monthly	\$10.00
Deluxe Features, each per line monthly	\$15.00
Basic Feature Package – Choose any three features, per line monthly	\$18.00
Unlimited Feature Package:, per line monthly included	\$25.00

¹ Effective January 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)
(N)

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.6 BUSINESSPOINT Centrex¹, (Cont'd.)

B. General

1. BUSINESSPOINT Centrex services are available only in designated serving areas.
2. BUSINESSPOINT Centrex service requires that the main telephone line and all other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines must be billed at the BUSINESSPOINT Centrex rate plan.
3. Home Region calls have no per call surcharge or per-minute fees. IntraLATA calls outside the Home Region are billed in one minute increments.
4. Monthly fees per telephone line for all service packages above apply to service delivered via LEC 1MB circuits only. Other circuit types may be available at different monthly fees.
5. Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.
6. For optional individual local calling features and BUSINESSPOINT feature packs, see Section 3.1.8.

¹ Effective January 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

 LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.7 Service Order and Change Charges¹

A. General

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

New Installation Charge - applies to requests for initial connection or establishment of telephone service to the Company. This charge applies to each line installed.

Technician Dispatch Charge - applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to move, add, change or install service, or to isolate a problem reported to the Company which cannot be handled remotely. This charge also applies when the Customer fails to meet the Company agent or employees for the prearrangement appointment as requested.

Secondary Service Order Charge - applies to work associated with Customer-requested changes to existing services, including adding or deleting line features. One Service Order Change Charge applies for each change order requested by the Customer. If multiple changes are requested by the Customer and occur on the same order, only one charge applies.

Premises Visit Charge - Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

Restoral Charge - A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service

¹ Effective September 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)
(N)

 LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.7 Service Order and Change Charges¹, (Cont'd.)

B. MAXIMUM Rates

	Non-Recurring	
	<u>Residential</u>	<u>Business</u>
Local Line New Installation, 1 st line	\$80.00	\$134.00
Local Line New Installation, additional lines	\$30.00	\$30.00
Line Change Charge, 1 st line (moves, transfers)	\$50.00	\$80.00
Line Change charge, additional lines	\$20.00	\$36.00
Feature Add or Change Charge	\$16.00	\$40.00
Premises Work Charge, 1 st 30 minutes	\$50.00	\$90.00
Premises Work Charge, additional 15 minutes	\$25.00	\$30.00
Dual service per line (same dial tone at 2 locations)	\$40.00	\$48.00
Directory Listing Change Charge	\$10.00	\$10.00
Busy Line Verification	\$5.00	\$5.00
Jacks & Wiring – Prewire (1 st operation)	\$150.00	\$150.00
Jacks & Wiring – Prewire (ea. additional)	\$60.00	\$60.00
Jacks & Wiring – Installation/rearrange (1 st time)	\$170.00	\$170.00
Jacks & Wiring – Installation/rearrange (additional)	\$80.00	\$80.00
Maintenance repair or replace, 1 st hour	\$220.00	\$220.00
Maintenance repair or replace, additional hour	\$92.00	\$92.00

¹ Effective September 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.9 Reserved for Future Use

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.9 Reserved for Future Use, (Cont'd.)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.9 Reserved for Future Use, (Cont'd.)

(D)

(D)

 LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.10 BusinessPoint PBX*

BusinessPoint PBX service combined local and long distance telecommunications service into one telecommunications package. BusinessPoint PBX Basic provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

A. Terms and Conditions

1. BusinessPoint PBX service is available in the AT&T serving areas of the state.
2. BusinessPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address of the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the BusinessPoint PBX rate plan.
3. BusinessPoint PBX service can be configured as Two Way PBX only.
4. BusinessPoint PBX is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
5. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
6. Toll Free minutes of usage will be billed at the above rates based on the origin of the call for all BusinessPoint PBX rate plans.
7. International calls are billed at individual rates for each country per the published API World Access rate plan.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

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LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.10 BusinessPoint PBX*, (Cont'd.)

B. Rates

1. MAXIMUM Monthly Service Fee per Line: BusinessPoint Basic**

Term	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$80.00	\$93.00	\$108.00
1 Year	\$72.00	\$84.00	\$98.00
2 Year	\$68.00	\$82.00	\$96.00
3 Year	\$64.00	\$80.00	\$94.00

2. MAXIMUM Usage Rate per Minute

	<u>Local/Home Region</u>	<u>IntraLATA</u>
Basic	Included	\$0.118

3. Features

(a) For optional individual local calling features and feature packages, See Section 3.1.8(B)1.

(b) DIDs

Monthly Fee per DID ICB

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)
(N)

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)**3.1 Local Exchange Service, (Cont'd.)****3.1.13 EPoint PBX***

EPoint PBX service combines local and long distance telecommunications service into one telecommunications package. EPoint PBX Basic provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service. IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

A. Terms and Conditions

1. EPoint PBX service is available in the CenturyLink serving areas of State
2. EPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the EPoint PBX rate plan.
3. EPoint PBX service can be configured as Two Way service only.
4. EPoint PBX is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
5. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
6. Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all EPoint PBX rate plans.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed by the Company's option on an Individual Case Basis.

(C)
(C)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.13 EPoint PBX*, (Cont'd.)

B. Rates

1. MAXIMUM Monthly Service Fee per Line: EPoint Basic PBX**

<u>Term</u>	<u>Zone 5</u>	<u>Zone 6</u>	<u>Zone 7</u>	<u>Zone 8</u>	<u>Zone 9</u>
Month to Month	\$88.00	\$110.00	\$146.00	\$174.00	\$174.00
1 Year	\$80.00	\$100.00	\$132.00	\$158.00	\$158.00
2 Year	\$78.00	\$98.00	\$130.00	\$156.00	\$156.00
3 Year	\$76.00	\$96.00	\$128.00	\$154.00	\$154.00

2. MAXIMUM Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.118

D. Features

1. For optional individual local calling features and feature packages, see Section 3.1.8(B)2.

2. DIDs

Monthly Fee per DID ICB

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed by the Company's option on an Individual Case Basis. (C)
(C)

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)**3.1 Local Exchange Service, (Cont'd.)****3.1.15 VPoint PBX***

VPoint PBX service combines local and long distance telecommunications service into one telecommunications package. VPoint PBX Basic provides unlimited calls in the local calling area and low rate on IntraLATA and domestic long distance calls. VPoint PBX Plus provides unlimited calls in the local and IntraLATA calling areas with low rates on domestic long distance calls. VPoint PBX Complete provides local, IntraLATA and domestic long distance free. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

A. Terms and Conditions

1. VPoint PBX service is available in the Verizon serving areas.
2. VPoint PBX service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the VPoint PBX rate plan.
3. VPoint PBX service can be configured as Two Way PBX service only.
4. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.15 VPoint PBX*, (Cont'd.)

A. Terms and Conditions, (Cont'd.)

5. VPoint PBX is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
6. Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all VPoint PBX rate plans.
7. International calls are billed at individual rates for each country per the published API World Access rate plan.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

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LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.15 VPoint PBX*, (Cont'd.)

B. Rates

1. MAXIMUM Monthly Service Fee per Line – VPoint PBX Basic**

	<u>Zone 4</u>
Month to Month	\$75.00
1 Year	\$68.00
2 Years	\$66.00
3 Years	\$64.00

2. MAXIMUM Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.118

3. Features

- a. For optional individual local calling features and feature packages, see Section 3.1.8(B)3.
- b. DIDs

Monthly Fee per DID	ICB
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* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)
 (N)

** Related exchange designations for zones can be found in Section 3.1.1.A.

 LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.16 VPoint Centrex*

VPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. VPoint Centrex provides unlimited calls in local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at the additional cost. Regulatory charges and taxes are not included in the rate of this service.

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

A. Terms and Conditions

1. VPoint Centrex is available in Verizon serving areas of the State.
2. VPoint Centrex service requires that the main telephone line and all of the other voice lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local service. All voice telephone lines at the business address must be billed at the VPoint Centrex rate plan.
3. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carriers for completion or billing.
4. VPoint Centrex is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible for this rate plan.
5. Toll Free minutes of usage will be billed at the rates based on the origin of the call for all VPoint Centrex rate plans.
6. International calls are billed at individual rates for each country per the published API World Access rate plan.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.16 VPoint Centrex*, (Cont'd.)

B. Rates

1. MAXIMUM Monthly Service Fee per Line – VPoint Centrex **

	<u>Zone 4</u>
Month to Month	\$80.00
1 Year	\$72.00
2 Years	\$70.00
3 Years	\$68.00

2. MAXIMUM Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.118

3. Features

(a) Standard and Deluxe Features

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	Hunting
Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Remote Activation of Call Forwarding
Call Return	Selective Call Forwarding
Call Waiting	Speed Dialing - 8 Number
Repeat Dialing	Speed Dialing - 30 Number
Caller ID – Number Only	Three Way Calling
Caller ID – Name and Number	
Distinctive Ring – 1 Telephone Number	
Distinctive Ring – 2 Telephone Numbers	
Enhanced Caller ID – Number Only (with ACR)	
Enhanced Caller ID – Name and Number (with ACR)	

MAXIMUM per occurrence: \$1.00

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)

** Related exchange designations for zones can be found in Section 3.1.1.A. (N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.16 VPoint Centrex*, (Cont'd.)

B. Rates, (Cont'd.)

3. Features, (Cont'd.)

(b) Star Features

- *57 Call Trace
- *66 Busy Redial
- *69 Call Return
- *60 Call Block (*80 deactivate)

These Features are also available on a monthly subscription basis as a Standard Feature with the exception of Call Trace.

MAXIMUM per occurrence: \$2.00

(c) Toll Blocking Features

- Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.
- Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.
- Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.
- Option 4: Includes block for 900/976 and other Information Services.
- Option 5: Includes blocking for 1010 Dialing.
- Option 6: Includes blocking for 900/976.

MAXIMUM Monthly fee per line:

- Option 1 - \$11.00
- Option 2 - \$11.00
- Option 3 - \$11.00
- Option 4 - \$1.00
- Option 5 - \$3.00
- Option 6 - \$7.00

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

 LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.17 EPoint Centrex*

EPoint Centrex service combines local and long distance telecommunications service into one telecommunications package. EPoint Centrex Basic* provides unlimited calls in the local calling area and low rates on IntraLATA and long distance calls. This plan provides many features included in the rate of the plan and optional features are available at an additional cost. Regulatory charges and taxes are not included in the rate of this service. (T)

IntraLATA calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen (18) seconds and six (6) second increments thereafter. International calls are billed at individual rates for each country per the published API World Access rate plan. All services require a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied.

A. Terms and Conditions

1. EPoint Centrex service is available in the CenturyLink serving areas of State.
2. EPoint Centrex service requires that the main telephone line and all of the other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines at the business address must be billed at the EPoint Centrex rate plan.
3. EPoint Centrex service can be configured as Centrex service only.
4. EPoint Centrex is to be used for Voice service only. Customers using autodialers, telemarketing applications or switching equipment are not eligible to use this rate plan.
5. All calls originated on these lines must be completed and billed to the customer by Access Point, Inc. Calls cannot be sent to other carries for completion or billing.
6. Toll Free minutes of usage will be billed at the rates below based on the origin of the call for all EPoint Centrex rate plans.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.17 EPoint Centrex*, (Cont'd.)

B. Rates

1. MAXIMUM Monthly Service Fee per Line: EPoint Centrex**

	<u>Zone 5</u>	<u>Zone 6</u>	<u>Zone 7</u>	<u>Zone 8</u>	<u>Zone 9</u>
Month to Month	\$80.00	\$93.00	\$93.00	\$97.00	\$88.00
1 Year	\$72.00	\$84.00	\$84.00	\$88.00	\$80.00
2 Year	\$70.00	\$82.00	\$82.00	\$86.00	\$78.00
3 Year	\$68.00	\$78.00	\$78.00	\$82.00	\$76.00

2. MAXIMUM Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.138

3. Features

(a) Complimentary Features

Block Caller ID	Deny Repeat Dial
Deny Call Return	Deny Select Forward
Deny Call Trace	

MAXIMUM per occurrence \$1.00

(b) Star Features

*57 Call Trace	*69 Call Return
*66 Busy Redial	*60 Call Block (*80 deactivate)
These Features are also available on a monthly subscription basis as a Standard Feature.	

MAXIMUM per occurrence \$2.00

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)

** Related exchange designations for zones can be found in Section 3.1.1.A. (N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.17 EPoint Centrex*, (Cont'd.)

B. Rates, (Cont'd.)

3. Features, (Cont'd.)

(c) Standard Features

Anonymous Call Rejection	Call Block
Call Forwarding Variable	Call Forwarding Variable Multi-Path
Call Forwarding Busy Line	Call Forwarding Busy Line Multi-Path
Call Forwarding Don't Answer	Call Return
Call Waiting	Remote Activation of Call Forwarding
Repeat Dialing	Selective Call Acceptance
Selective Call Forwarding	Selective Call Rejection
Speed Dialing - 8 Number	Selective Call Ring
Speed Dialing - 30 Number	Three Way Calling

MAXIMUM monthly fee per feature, per line \$10.00

(d) Deluxe Features

- Caller ID - Number Only
- Caller ID - Name and Number
- Distinctive Ring - 1 Telephone Number
- Distinctive Ring - 2 Telephone Numbers
- Enhanced Caller ID - Number Only (with ACR)
- Enhanced Caller ID - Name and Number (with ACR)
- Hunting

MAXIMUM monthly fee per feature, per line \$15.00

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.17 EPoint Centrex*, (Cont'd.)

B. Rates, (Cont'd.)

3. Features, (Cont'd.)

(e) Toll Blocking Features

Option 1: Includes blocking for 900/976 and other Information Services, Domestic Long Distance, Operator Services, International Dialing, Local and National 411, and 1010 Dialing.

Option 2: Includes blocking for Operator Services, International Operator Services, and 1010 Operator Services.

Option 3: Includes blocking for Domestic Long Distance, Operator Services, 900/976, National Directory Assistance, International Dialing, 1010 Dial Around.

Option 4: Includes block for 900/976.

Option 5: Includes blocking for 1010 Dialing.

Option 6: Includes blocking for 900/976 and other Information Services.

MAXIMUM Monthly fee per line:

Option 1 - \$11.00 Option 4 - \$1.00

Option 2 - \$11.00 Option 5 - \$3.00

Option 3 - \$11.00 Option 6 - \$7.00

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)**3.1 Local Exchange Service, (Cont'd.)****3.1.19 PrimaryAccess**

PrimaryAccess combines local and long distance telephone service in one convenient package. Customers have the option of choosing between ISDN/PRI or Local dedicated circuits. (T)
(T)

Local calls are billed in one (1) minute increments. IntraLATA long distance calls are billed an initial eighteen (18) seconds and six (6) seconds thereafter. All service requires a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied. Regulatory charges and taxes are not included in the rates for this service.

A. Terms and Conditions

1. PrimaryAccess service is provided only via dedicated circuits and can be configured as Digital Trunks or PRI Trunks. (T)
(T)
2. Direct Trunk Overflow is not available in all serving areas.
3. All calls originating on these circuits must be completed and billed to the customer by Access Point, Inc. calls cannot be sent to other carriers for completion or billing.
4. International calls are billed at individual rates for each country per the published API World Access rate plan.
5. Local or IntraLATA minutes included with this service must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
6. Toll Free calls will be billed at the rate specified for interstate, IntraLATA and intrastate.

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.20 Reserved for Future Use

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.1 Local Exchange Service, (Cont'd.)

3.1.21 Reserved for Future Use

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.11 Common Charges

3.11.1 Maintenance Work Charge

Premise visit that requires maintenance of service.

3.11.2 Inside Wiring Voice/Data service - Option 1

Installation of inside wiring for a voice/data solution requires CAT 5e PVC cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

3.11.3 Inside Wiring Voice/Data service - Option 2

Installation of inside wiring for a voice/data solution requires CAT 5e Plenum cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

3.11.4 D-MARC Extension Voice/Data Service

Up to 300 ft, d-marc extension using CAT 5e Plenum cable with jack termination, includes site visit.

3.11.5 Missed Appointment Fee

When customer is not present to receive installation or other work related to a service order that results in a premise visit.

3.11.6 Customer Premise Site Survey (per location)

Applies with a premise visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution.

3.11.7 Rescheduled Appointment Charge

When a Customer reschedules an appointment for number porting within 48 hours of the scheduled port date / time.

(N)
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|
(N)

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

3.12 POTS Service

3.12.1 New Line Install

Installation is to D-Marc only. A separate charge applies to jacks/wiring.

3.12.2 Change Fee

Changes to Existing POTS service which includes class of service change, feature changes, listing changes, disconnects, etc. This fee is per request and when changes are made to pending new service requests. A separate charge applies for jacks and wiring.

3.12.3 Change Fee (post-FOC)

Applies to customer requests to modify an order that is in process after a FOC has been delivered.

3.12.4 Reserved for Future Use

(D)
|
(D)

3.12.5 Busy Line Verification

This charge applies when end users request customer service to verify if a line called is busy.

3.12.6 Jacks and Wiring

The installation of new telephone jack and the wiring to support it. Applies to inside wiring beyond the d-marc in a building, whether a new or existing structure.

3.12.7 Premise Work Charge

Applies when a post-installation site visit to the customer's premise is required. Does not apply to maintenance or repair visits.

3.12.8 Dual Service

Applies when local phone service is being transferred to a new location and the customer requests that service be operating at both locations for a temporary period. Service capability is limited by geographic area.

LOCAL EXCHANGE SERVICES

SECTION 3 - SERVICE DESCRIPTIONS, (CONT'D.)

- 3.13 Dedicated Circuits (T)
- 3.13.1 Customer Premise - Site Visit
Installation of API supplied equipment at customer site, includes testing, activation, and tune-up when applicable.
- 3.13.2 Dedicated Circuit Change Fee (T)
Changes to existing dedicated circuit service which includes reconfiguration, adding new service to existing dedicated circuit, disconnects to the dedicated circuit. This fee is per request. (T)
- 3.13.3 Dedicated Circuit Feature Change (T)
Applies to adding, removing or modifying features. It does not include charges for additional service being ordered.
- 3.13.4 Order Modification Fee (pre-FOC)
Applies to customer requests to modify an order that is in process prior to an FOC being delivered.
- 3.13.5 Order Modification Fee (post-FOC)
Applies to customer requests to modify an order that is in process after an FOC has been delivered.
- 3.13.6 Order Cancellation Fee (post-FOC)
Applies to customer requests to cancel an order that is in process after an FOC has been delivered.
- 3.13.7 After Hours Activation
Applies when customer requests to activate or turn-up a T-1 outside of normal business hours of 8:00 am to 5:00 pm. This service charge applies per T-1 circuit and is available during 6:30 am to 8:00 am and 5:00 pm to 7:00 pm local time.

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.1 Local Lines Rates¹, (Cont'd.)

7.1.1 Business Rates, (cont'd.)

<u>Optional Features</u>	<u>Recurring</u>	<u>Non-Recurring</u>
Call Forwarding	\$0.00	\$0.00
Call Pick-up	\$0.00	\$0.00
Call Transfer	\$0.00	\$0.00
Call Waiting	\$0.00	\$0.00
Code Restriction	\$0.00	\$0.00
Three-Way Calling	\$0.00	\$0.00
Six-Way Calling	\$0.00	\$0.00
Caller ID	\$0.00	\$0.00
Project Account Codes (verified)	\$0.00	\$0.00
Project Account Codes (non-verified)	\$0.00	\$0.00
Voice Mail	\$0.00	\$0.00
<u>Surcharges</u>	<u>Maximum</u>	<u>Per Call</u>
Directory Assistance Interstate InterLATA	\$4.00	\$2.49 (I)
Directory Assistance Local and IntraLATA	\$4.00	\$2.49 (I)
Operator Assistance		
Third Number Billing		\$0.00
Collect Calling		\$0.00
Person to Person		\$0.00
Station to Station		\$0.00
General Assistance		\$0.00
Busy Line Verification		\$0.00
Busy Line Interrupt		\$0.00

¹ Effective September 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.1 Local Lines Rates¹, (Cont'd.)

7.1.2 Residential Rates, (cont'd.)

<u>Optional Features</u>	<u>Recurring</u>	<u>Non-Recurring</u>
Call Forwarding	\$0.00	\$0.00
Call Pick-up	\$0.00	\$0.00
Call Transfer	\$0.00	\$0.00
Call Waiting	\$0.00	\$0.00
Code Restriction	\$0.00	\$0.00
Three-Way Calling	\$0.00	\$0.00
Six-Way Calling	\$0.00	\$0.00
Caller ID	\$0.00	\$0.00
Project Account Codes (verified)	\$0.00	\$0.00
Project Account Codes (non-verified)	\$0.00	\$0.00
Voice Mail	\$0.00	\$0.00
<u>Surcharges</u>	<u>Maximum</u>	<u>Per Call</u>
Directory Assistance Interstate InterLATA	\$4.00	\$2.49 (I)
Directory Assistance Local and IntraLATA	\$4.00	\$2.49 (I)
Operator Assistance		
Third Number Billing		\$0.00
Collect Calling		\$0.00
Person to Person		\$0.00
Station to Station		\$0.00
General Assistance		\$0.00
Busy Line Verification		\$0.00
Busy Line Interrupt		\$0.00

¹ Effective September 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.1 Local Lines Rates¹, (Cont'd.)

7.1.2 Residential Rates, (cont'd.)

	Maximum		
	<u>Recurring</u>	<u>Non-Recurring</u>	
Directory Listings			
Additional Listing (Per Listing)	\$4.00	\$5.25	
Non-Listed Number (Per Number)	\$4.00	\$5.25	
Non-Published Number (Per Number)	\$7.00	\$5.25	
Foreign Listing (Per Listing)	\$5.00	\$5.25	(N)
Alternate Listing	\$5.00		
Reference Listing	\$5.00		
Non-Recurring Charge, Per Number Assigned		\$20.00	
Monthly Recurring Charge, Per Number Assigned	\$5.00		
	Current		
	<u>Recurring</u>	<u>Non-Recurring</u>	
Directory Listings			(C)
Additional Listing (Per Listing)		\$10.00	
- BellSouth	\$2.30		(C)
- CenturyLink	\$2.88		(N)
- Frontier	\$3.12		(C)
Non-Listed Number (Per Number):		\$10.00	
- BellSouth	\$3.50		(C)
- CenturyLink	\$4.97		(N)
- Frontier	\$3.12		(C)
Non-Published Number (Per Number)		\$10.00	
- BellSouth	\$5.50		(C)
- CenturyLink	\$4.95		(N)
- Frontier	\$3.91		(N)
Foreign Listing (Per Listing)	\$4.30		
Alternate Listing	\$0.00		
Reference Listing	\$0.00		
Non-Recurring Charge, Per Number Assigned		\$0.00	
Monthly Recurring Charge, Per Number Assigned	\$0.00		

¹ Effective September 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. (N)
|
(N)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.4 Reserved for Future Use

(D)

(D)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.4 Reserved for Future Use, (Cont'd.)

(D)

(D)

(D)

(D)

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.6 Direct Inward Dialing (DID) Service¹

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 non-recurring charges for PBX Trunks as shown in Section 7.5 of this tariff. 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.

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide 1 st Block of 20 DID Numbers	\$50.00	\$3.80
Each Additional Block of 20 DID Numbers	\$15.00	\$3.80
DID Trunk Termination:		
Per Inward Only Trunk	\$90.00	\$28.50
Per Combination Trunk	\$250.00	\$42.75
Dial Tone Multifrequency Pulsing Option, Per Trunk	NA	\$7.13
Automatic Intercept Service, Per Number Referred	\$16.00	NA

¹ Effective January 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.7 Reserved for Future Use

(D)

(D)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.7 Reserved for Future Use, (Cont'd.)

(D)

|

(D)

(D)

|

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.7 Reserved for Future Use, (Cont'd.)

(D)

(D)

(D)

|

(D)

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.10 BUSINESSPOINT Centrex¹

	Monthly Service Fee**			
	Zone 1	Zone 2	Zone 3	Zone 3
Month to Month	\$34.00	\$37.00	\$37.00	\$36.00
One year term	\$31.00	\$34.00	\$34.00	\$33.00
Two year term	\$30.00	\$33.00	\$33.00	\$31.00
Home Region Calls				Per Minute Rate
IntraLATA				\$0.039
Intrastate				\$0.059
Local Service Features:				
Star Features, per occurrence				\$1.00
Standard Features, each per line monthly				\$5.00
Deluxe Features, each per line monthly				\$7.50
Basic Feature Package – Choose any three features, per line monthly				\$9.00
Unlimited Feature Package:, per line monthly included				\$12.00

¹ Effective January 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Existing contracts may be renewed by the Company on an Individual Case Basis. (C)

** Related exchange designations for zones can be found in Section 3.1.1.A.

 Issued: August 23, 2016

Effective: August 29, 2016

Issued by: Jason Brown, Regulatory Affairs
1100 Crescent Green, Suite 109
Cary, NC 27518

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.11 Service Order and Change Charges¹

	Non-Recurring		
	<u>Residential</u>	<u>Business</u>	
Local Line New Installation, 1 st line	\$95.00 (I)	\$95.00 (I)	
Local Line New Installation, additional lines	\$75.00 (I)	\$75.00 (I)	
Line Change Charge, 1 st line (moves, transfers)	\$20.00 (R)	\$20.00 (R)	
Line Change charge, additional lines	\$20.00 (I)	\$20.00 (I)	
Feature Add or Change Charge	\$8.00	\$20.00	
Premises Work Charge, 1 st 30 minutes	\$25.00	\$45.00	
Premises Work Charge, additional 15 minutes	\$12.50	\$15.00	
Dual service per line (same dial tone at 2 locations)	\$20.00	\$24.00	(D)
Directory Listing Change Charge	\$5.00	\$5.00	(D)
Busy Line Verification	\$2.50	\$2.50	(D)
			(D)
Maintenance repair or replace, 1 st hour	\$200.00 (I)	\$200.00 (I)	
Maintenance repair or replace, additional hour	\$99.00 (I)	\$99.00 (I)	

¹ Effective September 17, 2012, this service is no longer available to Customers except those who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis. **(N)**
(N)

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.12 Directory Assistance and Directory Listings

7.12.1 Directory Assistance

<u>Local Directory Assistance</u>	<u>Per query</u>
Direct dialed	\$2.49 (I)
Via operator	\$2.49 (I)

7.12.2 Directory Listings

	<u>Residential</u>	<u>Business</u>
Additional Listing (per listing)	\$3.12 (I)	\$3.12 (I)
Non-Listed Number (per number)	\$6.00 (I)	\$6.00 (I)
Non-Published Number (per number)	\$5.50 (I)	\$5.50
Foreign Listing (per listing)	\$4.30	\$4.30

(N)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.20 Reserved For Future Use

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.21 BusinessPoint PBX*

Monthly Service Fee per Line: BusinessPoint Basic - Zones 1-3 **

<u>Term</u>	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Month to Month	\$40.00	\$46.50	\$54.00
1 Year	\$36.00	\$42.00	\$49.00
2 Year	\$34.00	\$41.00	\$48.00
3 Year	\$32.00	\$40.00	\$47.00

Usage Rate per Minute:

	<u>Local/Home Region</u>	<u>IntraLATA</u>
Basic	Included	\$0.059

Features:

Complimentary Features	No charge
Star Features, per occurrence	\$1.00
Standard Features, monthly fee per features, per line	\$5.00
Deluxe Features, monthly fee per feature, per line	\$7.50
Unlimited Feature Package ¹ , monthly fee per line	\$9.00
Toll Blocking Features	
Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50

¹ Effective September 17, 2012, the BusinessPoint PBX Unlimited Feature Pack is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. Existing contracts may be renewed at the Company's option on an Individual Case Basis. (C)
(C)

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract.

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.24 EPoint PBX*

<u>Term</u>	<u>Monthly Service Fee per Line**</u>				
	<u>Zone 5</u>	<u>Zone 6</u>	<u>Zone 7</u>	<u>Zone 8</u>	<u>Zone 9</u>
Month to Month	\$44.00	\$55.00	\$73.00	\$87.00	\$87.00
1 Year	\$40.00	\$50.00	\$66.00	\$79.00	\$79.00
2 Year	\$39.00	\$49.00	\$65.00	\$78.00	\$78.00
3 Year	\$38.00	\$48.00	\$64.00	\$77.00	\$77.00

<u>Basic</u>	<u>Usage Rates per Minute</u>	
	<u>Local</u> Included	<u>IntraLATA</u> \$0.059

Features:

Complimentary Features	No charge
Star Features, per occurrence	\$1.00
Standard Features, monthly fee per features, per line	\$5.00
Deluxe Features, monthly fee per feature, per line	\$7.50
Bundled Feature Package ¹	\$9.00
Unlimited Feature Package ¹ , monthly fee per line	\$12.00
Toll Blocking Features	
Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50
DIDs, monthly fee per DID	ICB

¹ Effective September 17, 2012, the EPoint PBX Bundled and Unlimited Feature Packages are grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available.

(D)
(D)

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
|
(N)

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.26 VPoint PBX*

Monthly Service Fee per Line**

<u>Term</u>	<u>Zone 4</u>
Month to Month	\$37.50
1 Year	\$34.00
2 Years	\$33.00
3 Years	\$32.00

Usage Rate per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.059

Features:

Complimentary Features	No charge
Star Features, per occurrence	\$1.00
Standard Features, monthly fee per features, per line	\$5.00
Deluxe Features, monthly fee per feature, per line	\$7.50
Bundled Feature Package ¹	\$9.00
Unlimited Feature Package ¹ , monthly fee per line	\$12.00
Toll Blocking Features	
Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50

¹ Effective September 17, 2012, the VPoint PBX Bundled and Unlimited Feature Packages are grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. The Customer can renew at the current services and rates.

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(N)

** Related exchange designations for zones can be found in Section 3.1.1.A.

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.27 VPoint Centrex*

7.27.1 Monthly Service Fee per Line: VPoint Centrex **

	<u>Zone 4</u>
Month to Month	\$40.00
1 Year	\$36.00
2 Years	\$35.00
3 Years	\$34.00

7.27.2 Usage Rates per Minute

Basic	<u>Local</u> Included	<u>IntraLATA</u> \$0.059

7.27.3 Features:

Standard and Deluxe Features	No Charge
Star Features, per occurrence	\$1.00
Toll Blocking Features	
Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)
(N)

** Related exchange designations for zones can be found in Section 3.1.1.A.

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LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.28 EPoint Centrex*

7.28.1 Monthly Service Fee per Line: EPoint Centrex**

	<u>Zone 5</u>	<u>Zone 6</u>	<u>Zone 7</u>	<u>Zone 8</u>	<u>Zone 9</u>
Month to Month	\$40.00	\$46.50	\$46.50	\$48.50	\$44.00
1 Year	\$36.00	\$42.00	\$42.00	\$44.00	\$40.00
2 Year	\$35.00	\$41.00	\$41.00	\$43.00	\$39.00
3 Year	\$34.00	\$39.00	\$39.00	\$41.00	\$38.00

7.28.2 Usage Rates per Minute

	<u>Local</u>	<u>IntraLATA</u>
Basic	Included	\$0.069

7.28.3 Features:

Complimentary Features	No Charge
Star Features, per occurrence	\$1.00
Standard Features, monthly fee per feature, per line	\$5.00
Deluxe Features, monthly fee per feature, per line	\$7.50
Toll Blocking	
Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)

** Related exchange designations for zones can be found in Section 3.1.1.A. (N)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)**7.33 Operator Assistance****Local Per Call Service Charges****Calling Card**

Customer Dialed	\$3.50
Operator Handled	\$3.95

Station-to-Station, Collect, Third Party Billed

Automated	\$3.50
Operator Handled	\$3.95
Person-to-Person	\$6.50

7.34 Custom Billing Reports

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Custom Billing Services	\$10.00	\$75.00
Billing Report Changes	\$0.00	\$25.00
Bill Image CD Copy	\$20.00	\$0.00
Call Detail CD Copy	\$20.00	\$10.00
Call Detail E-Mail File	\$5.00	\$20.00

7.35 Common Charges

	<u>Nonrecurring Charge</u>	
Maintenance Work Charge		
First Hour	\$200.00 (I)	
Additional hour	\$99.00 (I)	
Inside Wiring Voice Data Option 1	\$200.00	
Inside Wiring Voice Data Option 2	\$245.00	
D-Marc Extension Voice/Data	\$375.00	
Missed Appointment Fee	\$300.00 (I)	
Rescheduled Appointment Charge		(D)
Per Telephone Number	\$50.00	(N)

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.36 POTS Service*

(T)

	<u>Nonrecurring Charge</u>	
New Line Install		
Initial Line	\$95.00	
Additional Line	\$36.00	
Change Fee	\$20.00	
Change Fee (post-FOC)	\$100.00	
Busy Line Verification	\$7.50	(D)
Premise Work Charge		(D)
First Hour	\$200.00 (I)	
Each Additional 30 Min.	\$99.00 (I)	(D)
Dual Service, per line	\$24.00	

7.37 Dedicated Circuits

(T)

	<u>Nonrecurring Charge</u>	
Customer Premise Visit		
Initial 2 Hours	\$275.00 (I)	
Additional hour	\$99.00	
Dedicated Circuit Change Fee	\$150.00	(T)
Dedicated Circuit Feature Change Fee	\$25.00	(T)
Order Modification Fee (pre-FOC)	\$100.00	
Order Modification Fee (post FOC)	\$250.00	
Order Cancellation Fee (post FOC)	\$495.00	
After Hour Activation	\$750.00	

* Effective August 29, 2016, this service is grandfathered and no longer available to new customers.

(N)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.38 Primary Access

7.38.1 Installation Fee

<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$750	\$500	\$0

7.38.2 Features

First 20 DID's	Included
Additional DID's	\$0.20 per number monthly
Caller ID Name and Number	\$25.00 per month
Direct Trunk Overflow	\$50.00 per path

7.38.3 Monthly Service Fee

(T)

Customers may choose from one of the Tier and Term Plan Options below. Tiers are equal to the number of circuits turned up on the facility for voice grade services.

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$428	\$389	\$369	\$349
Tier 2	\$440	\$400	\$380	\$360
Tier 3	\$450	\$409	\$389	\$369
Tier 4	\$460	\$418	\$398	\$378
Tier 5	\$470	\$427	\$407	\$387
Tier 6	\$479	\$435	\$415	\$395
Tier 7	\$484	\$440	\$420	\$400
Tier 8	\$498	\$452	\$432	\$412
Tier 9	\$508	\$462	\$442	\$422
Tier 10	\$517	\$470	\$450	\$430
Tier 11	\$527	\$479	\$459	\$439
Tier 12	\$537	\$488	\$468	\$448
Tier 13	\$547	\$497	\$477	\$457
Tier 14	\$553	\$502	\$482	\$462
Tier 15	\$560	\$509	\$489	\$469

 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.38 PrimaryAccess, (Cont'd.)

7.38.3 Monthly Service Fee, (Cont'd.)

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 16	\$566	\$514	\$494	\$474
Tier 17	\$571	\$519	\$499	\$479
Tier 18	\$577	\$524	\$504	\$484
Tier 19	\$583	\$530	\$510	\$490
Tier 20	\$589	\$535	\$515	\$495
Tier 21	\$594	\$540	\$520	\$500
Tier 22	\$601	\$546	\$526	\$506
Tier 23	\$607	\$551	\$531	\$511
Tier 24	\$612	\$556	\$536	\$516
Tier 25	\$618	\$561	\$541	\$521
Tier 26	\$624	\$567	\$547	\$527
Tier 27	\$571	\$572	\$552	\$532
Tier 28	\$635	\$577	\$557	\$537
Tier 29	\$642	\$583	\$563	\$543
Tier 30	\$647	\$588	\$568	\$548
Tier 31	\$653	\$593	\$573	\$553
Tier 32	\$658	\$598	\$578	\$558
Tier 33	\$665	\$604	\$584	\$564
Tier 34	\$670	\$609	\$589	\$569
Tier 35	\$676	\$614	\$594	\$574
Tier 36	\$682	\$620	\$600	\$580
Tier 37	\$688	\$625	\$605	\$585
Tier 38	\$693	\$630	\$610	\$590
Tier 39	\$699	\$635	\$615	\$595
Tier 40	\$706	\$641	\$621	\$601
Tier 41	\$711	\$646	\$626	\$606
Tier 42	\$717	\$651	\$631	\$611
Tier 43	\$722	\$656	\$636	\$616
Tier 44	\$730	\$663	\$643	\$623
Tier 45	\$735	\$668	\$648	\$628

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 LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.38 PrimaryAccess, (Cont'd.)

7.38.3 Monthly Service Fee, (Cont'd.)

(T)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 46	\$741	\$673	\$653	\$633
Tier 47	\$746	\$678	\$658	\$638
Tier 48	\$753	\$684	\$664	\$644
Tier 49	\$758	\$689	\$669	\$649
Tier 50	\$765	\$694	\$674	\$654
Tier 51	\$770	\$700	\$680	\$660
Tier 52	\$776	\$705	\$685	\$665
Tier 53	\$781	\$710	\$690	\$670
Tier 54	\$787	\$715	\$695	\$675
Tier 55	\$794	\$721	\$701	\$681
Tier 56	\$799	\$726	\$706	\$686
Tier 57	\$805	\$731	\$711	\$691
Tier 58	\$811	\$737	\$717	\$697
Tier 59	\$817	\$742	\$722	\$702
Tier 60	\$822	\$747	\$727	\$707
Tier 61	\$828	\$752	\$732	\$712
Tier 62	\$834	\$758	\$738	\$718
Tier 63	\$840	\$763	\$743	\$723
Tier 64	\$845	\$768	\$748	\$728
Tier 65	\$852	\$774	\$754	\$734
Tier 66	\$857	\$779	\$759	\$739
Tier 67	\$863	\$784	\$764	\$744
Tier 68	\$868	\$789	\$769	\$749
Tier 69	\$875	\$795	\$775	\$755
Tier 70	\$880	\$800	\$780	\$760
Tier 71	\$886	\$805	\$785	\$765
Tier 72	\$891	\$810	\$790	\$770
Tier 73	\$898	\$816	\$796	\$776
Tier 74	\$904	\$821	\$801	\$781
Tier 75	\$909	\$826	\$806	\$786

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LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.39 Reserved for Future Use

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.39 Reserved for Future Use, (Cont'd.)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.39 Reserved for Future Use, (Cont'd.)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.39 Reserved for Future Use, (Cont'd.)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.40 Reserved for Future Use

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 7 – CURRENT RATES, (CONT'D.)

7.40 Reserved for Future Use, (Cont'd.)

(D)

(D)

LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES

8.1 Local Exchange Service

8.1.1 BUSINESSPOINT¹

A. MAXIMUM Rates

Local Service Features:	
Star Features, per occurrence	\$1.50
Standard Features, each per line monthly	\$3.50
Deluxe Features, each per line monthly	\$4.00
Feature Package – Choose any five features, per line monthly	\$15.00
Unlimited Feature Package:, per line monthly included	\$24.00
Hunting:, per line monthly	\$8.00

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no long be available. Existing contracts may be renewed at the Company's option on an Individual Case Basis.

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(C)
(D)

LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT’D.)

8.1 Local Exchange Service, (Cont’d.)

8.1.2 BUSINESSPOINT Centrex¹

A. MAXIMUM Rates

Local Service Features:

Star Features, per occurrence	\$1.50
Standard Features, each per line monthly	\$3.50
Deluxe Features, each per line monthly	\$4.00
Feature Package – Choose any five features, per line monthly	\$15.00
Unlimited Feature Package:, per line monthly included	\$24.00
Hunting:, per line monthly	\$8.00

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(C)

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 LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT'D.)

8.1 Local Exchange Service, (Cont'd.)

8.1.3 Optional Calling Features¹

A. Rates

1. Features and Feature Packs

The Features and Feature Packs listed below are optional calling feature packages, picked when Customer subscribes to a BUSINESSPOINT Service.

(a) Standard Features

Anonymous Call Rejection	Call Trace
Call Forwarding	Preferred Call Forwarding
Call Forwarding - Busy	Call Forwarding – Busy Line
	Multipath
Call Forwarding – No Answer	Flexible Call Forwarding
Call Forwarding – No Answer/Ring Control	Remote Activation of Call Forwarding
Call Forwarding – Busy Line Don't Answer	Call Waiting
Call Forwarding – Busy Line (customer controlled)	Internet Call Waiting
Call Forwarding – No ans. (customer controlled)	Caller ID – Number Only
Distinctive Ring – 1 Line	Foreign Additional Listing
Distinctive Ring - 2 Lines	Non-Published Number
Additional Listing	Non-Listed Number
Speed Dialing 8 Number	Three Way Calling
Priority Call	Selective Class of Call Screening
All Call Block	Call Repeat
Call Block	Call Return
Call Selector	
MAXIMUM Per Line, Per month:	\$3.50

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(C)
(D)

LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT’D.)

8.1 Local Exchange Service, (Cont’d.)

8.1.3 Optional Calling Features¹, (Cont’d.)

A. Rates, (continued)

1. Features and Feature Packs, (continued)

(b) Deluxe Features

Call Waiting Deluxe	Flexible Call Forwarding
Call Waiting ID – Name Only	Flexible Call Forwarding with Name
Call Waiting Deluxe - Number Only	Flexible Call Forwarding with Audio Calling Name
Caller ID Deluxe	Three Way Calling with Transfer
Enhanced Caller ID	Speed Dialing Deluxe - 30
Caller ID Name & Number with ACR	

MAXIMUM Per Line, Per month: \$4.00

(c) Five Feature Package *

MAXIMUM - Five Standard or Deluxe Features, per line monthly \$15.00

(d) Unlimited Feature Package *

MAXIMUM, Per line monthly \$24.00

(e) Hunting

MAXIMUM, Per line monthly \$8.00

* Feature Packages do not include Hunting or Inside Wiring.

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(C)
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LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT'D.)**8.1 Local Exchange Service, (Cont'd.)****8.1.4 BUSINESSPOINT-O¹**

BUSINESSPOINT service combines local and long distance telecommunications service into one telecommunications package. BUSINESSPOINT service includes unlimited calling in the local calling area and low rates for IntraLATA and Long Distance Calls. A Monthly Service charge applies for this service. Customers will be billed one month in advance. A minimum one year term agreement applies.

A. MAXIMUM Rates

	Monthly Service Fee**			
	Zone 1	Zone 2	Zone 3	Zone 3
Month to Month	\$66.00	\$78.00	\$78.00	\$69.00
One year term	\$62.00	\$72.00	\$72.00	\$66.00
Two year term	\$60.00	\$66.00	\$66.00	\$62.00

Local Service Features:

Basic Feature Package – Choose any three features, per line monthly	\$18.00
Unlimited Feature Package:, per line monthly included	\$25.00

¹ Effective January 17, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis. (C)

(D)

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT’D.)

8.1 Local Exchange Service, (Cont’d.)

8.1.4 BUSINESSPOINT-O¹, (Cont’d.)

B. General

1. BUSINESSPOINT service is available only in designated service areas.
2. BUSINESSPOINT service requires that the main telephone line and all other voice telephone lines located at the business address for the main telephone line are assigned to Access Point, Inc. for local telephone service. All voice telephone lines must be billed at the BUSINESSPOINT rate plan.
3. Home Region calls have no per call surcharge or per-minute fees. IntraLATA calls outside the Home Region are billed in one minute increments.
4. Monthly fees per telephone line for all service packages above apply to service delivered via LEC 1MB circuits only. Other circuit types may be available at different monthly fees.
5. Cancellation of the term agreement prior to the end of the term will result in early cancellation penalties being applied. Customer may be responsible for minimum commitment payments in the event of early cancellation of term agreement.
6. For optional individual local calling features and BUSINESSPOINT feature packs, see Section 3.1.8.

¹ Effective January 17, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company’s option on an Individual Case Basis.

(C)

(D)

 LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT'D.)

8.1 Local Exchange Service, (Cont'd.)

8.1.5 Optional Calling Features-O¹

A. Rates

1. Features and Feature Packs

The Features and Feature Packs listed below are optional calling feature packages, picked when Customer subscribes to a BUSINESSPOINT or BUSINESSPOINT Centrex Service.

(a) Standard Features

Anonymous Call Rejection	Call Trace
Call Forwarding	Preferred Call Forwarding
Call Forwarding - Busy	Call Forwarding – Busy Line
	Multipath
Call Forwarding – No Answer	Flexible Call Forwarding
Call Forwarding – No Answer/Ring Control	Remote Activation of Call Forwarding
Call Forwarding – Busy Line Don't Answer	Call Waiting
Call Forwarding – Busy Line (customer controlled)	Internet Call Waiting
Call Forwarding – No ans. (customer controlled)	Caller ID – Number Only
Distinctive Ring – 1 Line	Foreign Additional Listing
Distinctive Ring - 2 Lines	Non-Published Number
Additional Listing	Non-Listed Number
Speed Dialing 8 Number	Three Way Calling
Priority Call	Selective Class of Call Screening
All Call Block	Call Repeat
Call Block	Call Return
Call Selector	

MAXIMUM Per Line, Per month: \$10.00

¹ Effective January 17, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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LOCAL EXCHANGE SERVICES

SECTION 8 – GRANDFATHERED SERVICES, (CONT'D.)

8.1 Local Exchange Service, (Cont'd.)

8.1.5 Optional Calling Features-O¹, (Cont'd.)

A. Rates, (Cont'd.)

1. Features and Feature Packs, (Cont'd.)

(b) Deluxe Features

Call Waiting Deluxe	Flexible Call Forwarding
Call Waiting ID – Name Only	Flexible Call Forwarding with Name
Call Waiting Deluxe - Number Only	Flexible Call Forwarding with Audio Calling Name
Caller ID Deluxe	Three Way Calling with Transfer
Enhanced Caller ID	Speed Dialing Deluxe - 30
Caller ID Name & Number with ACR	Hunting

MAXIMUM Per Line, Per month: \$15.00

(c) Basic Feature Package *

MAXIMUM - Three Standard or Deluxe Features, per line monthly \$18.00

(d) Unlimited Feature Package

MAXIMUM, Per line monthly \$24.00

¹ Effective January 17, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

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 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.1 Optional Calling Features

9.1.1 Features Offered on Monthly Basis¹

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.

Optional Calling Feature	Residence	Business
Flexible Call Forwarding	\$4.75	\$8.55
Flexible Call Forwarding with Audio Calling Name	\$6.65	\$10.45
Flexible Call Forwarding	\$6.65	NA
Flexible Call Forwarding with Audio Calling Name	\$8.55	NA
Call Forwarding Variable	\$3.80	\$4.70
Call Forwarding Variable with Remote Access	\$6.46	\$8.50
Call Forwarding Don't Answer –Basic	\$0.95	\$2.80
Call Forwarding Don't Answer with Ring Control	\$2.85	\$5.94
Call Forwarding Don't Answer with Customer Control	\$2.85	\$5.94
Call Forwarding Busy Line – Basic	\$0.95	\$2.80
Call Forwarding Busy Line with Customer Control	\$2.85	\$5.94
Call Waiting Basic	\$3.80	\$4.70
Call Waiting Deluxe	\$5.70	NA
Call Waiting Deluxe with Conferencing	\$5.70	NA

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis. (N)

(N)

(D)

LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES, (CONT'D.)

9.1 Optional Calling Features, (Cont'd.)

9.1.1 Features Offered on Monthly Basis¹, (Cont'd.)

Optional Calling Feature	Residence	Business
Caller ID-Basic	\$6.65	\$8.50
Caller ID –Deluxe	\$7.13	\$9.45
Caller ID-Deluxe with Anonymous Call Rejection	\$7.13	\$9.50
Anonymous Call Rejection	\$2.85	\$3.56
Call Block	\$3.99	\$4.28
Call Return	\$3.99	\$4.70
Call Selector	\$3.80	\$4.28
Call Tracing	\$3.99	\$4.70
Calling Number Delivery Blocking (per line equipped)	\$0.00	\$0.00
Message Waiting Indication – Audible	\$0.48	\$0.57
Message Waiting Indication – Audible and Visual	\$0.48	\$0.48
Multiple Directory Number Distinctive Ringing -First DN	\$3.80	\$7.55
Multiple Directory Number Distinctive Ringing – Second DN	\$5.70	\$9.45
Preferred Call Forwarding	\$3.99	\$4.70
Repeat Dialing	\$3.99	\$4.28
Speed Dialing (30 codes)	\$4.28	\$4.70
Speed Dialing (8 codes)	\$3.80	\$4.70
Three Way Calling	\$3.80	\$4.70

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)

(N)

(D)

 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.2 BUSINESSPOINT¹

Local Service Features:

Star Features, per occurrence	\$1.00
Standard Features, each per line monthly	\$1.75
Deluxe Features, each per line monthly	\$2.00
Feature Package – Choose any five features, per line monthly	\$7.50
Unlimited Feature Package:, per line monthly included	\$12.00
Hunting:, per line monthly	\$4.00

9.3 BUSINESSPOINT Centrex¹

Local Service Features:

Star Features, per occurrence	\$1.00
Standard Features, each per line monthly	\$1.75
Deluxe Features, each per line monthly	\$2.00
Feature Package – Choose any five features, per line monthly	\$7.50
Unlimited Feature Package:, per line monthly included	\$12.00
Hunting:, per line monthly	\$4.00

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(C)

(C)

(D)

 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.4 BUSINESSPOINT Features and Feature Packs¹

A.	Standard Features	
	Per Line, Per month:	\$1.75
B.	Deluxe Features	
	Per Line, Per month:	\$2.00
C.	Five Feature Package *	
	Five Standard or Deluxe Features, per line monthly	\$7.50
D.	Unlimited Feature Package *	
	Per line monthly	\$12.00
E.	Hunting	
	Per line monthly	\$4.00

¹ Effective September 22, 2010, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(C)

(C)

(D)

LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.5 BUSINESSPOINT-O¹

	Monthly Service Fee**			
	Zone 1	Zone 2	Zone 3	Zone 3
Month to Month	\$34.00	\$37.00	\$37.00	\$36.00
One year term	\$31.00	\$34.00	\$34.00	\$33.00
Two year term	\$30.00	\$33.00	\$33.00	\$31.00
Long Distance Rates				Per
				Minute Rate
IntraLATA				\$0.039
Intrastate				\$0.059
Local Service Features:				
Star Features, per occurrence				\$1.00
Standard Features, each per line monthly				\$5.00
Deluxe Features, each per line monthly				\$7.50
Basic Feature Package – Choose any three features, per line monthly				\$9.00
Unlimited Feature Package:, per line monthly included				\$12.00

¹ Effective January 17, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer’s contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis. (C)

** Related exchange designations for zones can be found in Section 3.1.1.A. (D)

 LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.6 BUSINESSPOINT and BUSINESSPOINT CENTREX Features and Feature Packs¹

A.	Standard Features	
	Per Line, Per month:	\$5.00
B.	Deluxe Features	
	Per Line, Per month:	\$7.50
C.	Basic Feature Package	
	Three Standard or Deluxe Features, per line monthly	\$7.50
D.	Unlimited Feature Package	
	Per line monthly	\$12.00

¹ Effective January 17, 2012, this service is grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no long be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(C)

(D)

LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.7 VPoint ¹

Monthly Service Fee per Line**	
<u>Term</u>	<u>Zone 4</u>
Month to Month	\$37.50
1 Year	\$34.00
2 Years	\$33.00
3 Years	\$32.00

Usage Rate per Minute - See Section 7.25

Features: - See Section 7.25

¹ Effective June 29, 2015, these rates are grandfathered to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
(D)

** Related exchange designations for zones can be found in Section 3.1.1.A.

LOCAL EXCHANGE SERVICES

SECTION 9 – GRANDFATHERED SERVICES - CURRENT RATES

9.8 EPoint*

<u>Term</u>	<u>Monthly Service Fee per Line**</u>		
	<u>Zone 5</u>	<u>Zone 6</u>	<u>Zone 7, 8, & 9</u>
Month to Month	\$35.50	\$44.00	\$49.50
1 Year	\$32.00	\$40.00	\$45.00
2 Year	\$31.00	\$39.00	\$44.00
3 Year	\$30.00	\$38.00	\$43.00

Usage Rates per Minute – See Section 7.23

Features – See Section 7.23

* Effective December 6, 2015, this service is grandfathered and is only available to existing Customers who are currently under contract. Once the Customer's contract term is expired, the service and rates will no longer be available. An existing contract may be renewed at the Company's option on an Individual Case Basis.

(N)
 |
 (N)
 (D)