

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

4.2.2 Birch Basic Business Line (3)

A. Birch Basic Business Line is available within the Service Areas as defined in Section 3 of this Tariff.

Non recurring charges

Class of Service change	\$50.00	
Custom work order	(1)	
Establish dual service – Basic Line	\$ 75.00	
Expedited service charge	\$100.00	
Feature add/change	\$100.00	
Hunting add/change	\$ 50.00	
Invoice change	\$ 60.00	(I)
Move, per line (2)	\$150.00	
Installation of new line (1) (2)	\$150.00	
Transfer of service	\$ 60.00	
Service change, all other, per line	\$ 50.00	(I)
Telephone number change	\$ 75.00	
Telephone number search, 1 st 20 free	\$ 50.00	

(1) Custom work is that of a non-routine nature, involving construction, removal, repair, rearrangement or other activities, required to establish and /or maintain local service required of the Company by the Customer. Customer must agree to the charges provided by the Company prior to the work beginning.

(2) The additional non-recurring charge is only applicable when two or more lines are ordered at the time Birch service is established. The additional non-recurring charge is applied only to lines beyond the first one line ordered. The customer's invoice will show a discount per additional line ordered.

(3) Effective August 16, 2008 this service is no longer offered.

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.5 Birch Residential Bundle (1) (3)Monthly Recurring Charge

	<u>Rate</u> <u>Group A</u>	<u>Rate</u> <u>Group B</u>	<u>Rate</u> <u>Group C</u>
Basic Bundle	\$50.00	\$50.00	\$50.00
Premium Upgrade Feature Package	\$12.00	\$12.00	\$12.00

Non-recurring Charge

Establish dual service – Basic Line	\$50.00		
Expedited service charge	\$75.00		
Feature change	\$50.00		
Invoice change	\$60.00		(1)
Move, per line (1)(2)	\$50.00		
Service change, all other, per line	\$50.00		
Telephone number change	\$75.00		
Telephone number search, 1 st 20 set free	\$50.00		
Transfer of service	\$60.00		(1)

- (1) Service is available to current customers of this service only and will not be offered to new customers as of May 22, 2002.
- (2) Move charges on account will be waived when the line is converted from the incumbent local exchange carrier to Birch. The charge will apply for additional Birch lines added at the time of conversion and on line added after service is converted.
- (3) Effective August 16, 2008 this service is no longer offered.

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.16 NAVIGATOR SERVICES (1) (8)

A. Basic Flat Rate Service

1. The following statewide schedule of rates is applicable to basic flat rate exchange access line service. The rates specified herein, with zone charges when applicable to service furnished outside the base rate area of an exchange, entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges.

2. Monthly Rates By Rate Group

a. Residence Individual Lines, maximum rates (3)

	Rate Group					
	1	2	3	4	Maximum	
Rate Groups						(D)
1-4 -Per line	\$17.15	\$17.75	\$18.36	\$18.97	\$60.00	(D)

	Rate Group				
	5	6	7	Maximum	
Rate Groups 5-7					(D)
- Per line	\$19.58	\$20.18	\$20.79	\$60.00	(D)

b. Business Individual Lines, maximum rates (4)

	Rate Group					
	1	2	3	4	Maximum	
Rate Groups						(D)
1-4 -Per line	\$43.94	\$46.23	\$48.55	\$50.83	\$150.00	(D)

	Rate Group				
	5	6	7	Maximum	
Rate Groups 5-7					(D)
- Per line	\$53.12	\$55.42	\$57.71	\$150.00	(D)

* See Original Sheet No. 48.41 for Footnotes.

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

4.2.17.3 Prepaid Services

A. Tempo Value Line

1. Tempo Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$37.95	\$80.00

3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Name</u>
SC Basic Service
Residential Basic

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.18 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Value Line. There is a maximum of 3 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers – see Section 4.4.11 of this tariff.

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

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4.2.17.3 Prepaid Services (continued)

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B. Tempo Basic

(T)

1. Tempo Basic is equipped with:

Basic Residential Line
 Caller ID Deluxe
 Call Waiting

2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$42.95	\$80.00

3. This product was formerly known as the following Cleartel product names:

<u>Former Cleartel Product Name</u>
Residential Enhanced
SC Z1 Residential Basic Plus Prepaid
SC Z3 Residential Basic Plus Prepaid
Residential Lifeline

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service. (1)
- Declining free features does not reduce the package rate.
- Additional features can be purchased at “a la carte” rates – see Section 4.2.18 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Basic. There is a maximum of 3 extensions per voicemail box.
- 1W Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers – see Section 4.4.11 of this tariff.

(C)

(1) Effective November 11, 2009, Tempo Basic customers will be given an option to purchase a block of LD minutes. See section 4.2.17.4 below.

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

4.2.17 CLEARTEL SERVICES (continued)

4.2.17.3 Prepaid Services (continued)

C. Tempo Essentials

1. Tempo Essentials is equipped with:

Basic Residential Line
Unlimited Features
2,000 Free Minutes of Inter-LATA Long Distance

2. Monthly Recurring Charges:

	<u>Current Rate</u>	<u>Maximum Rate</u>
Per Line	\$74.95	\$125.00

3. This product was formerly known as the following Cleartel product name:

<u>Former Cleartel Product Name</u> Residential Unlimited
--

4. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.17.5 of this tariff.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Tempo Essentials. There is a maximum of 3 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers – see Section 4.4.11 of this tariff.

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4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)4.2.17 CLEARTEL SERVICES (continued)

4.2.17.4 300 Prepaid Minutes LD

Available only to prepaid residential customers with the Tempo Basic service, (T) this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for a monthly recurring charge. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.

Rates:

	<u>Current Rate</u>
Per Line	\$8.00

4.2.17.5 Miscellaneous Service Charges

A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge (per line)</u>	<u>Current Rate</u>
Facilities Charge	\$8.08

<u>Charge (per line with Birch LD)</u>	<u>Current Rate</u>
Supplementary Facilities Charge	\$4.31

B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Carrier Access Recovery Charge	\$4.31

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

4.2.20 Payphone Service Provider (PSP) Services (continued)

4.2.20.A Rules and Regulations (continued)

22. Service Features

Zone Sensitive Rate for PSP

Subscribers to this service are required to take one of the following options where facilities are available to provide such service. (D)

(a). Two-Way Service:

I. Provides central office blocking of 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. ala carte rate will apply refer to section 4.2.21.C. (N)

II. Provides central office blocking of 7 digit local, 1+DDD, 1+ 900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. ala carte rate will apply refer to section 4.2.21.C. (N)

III. Provides central office blocking of 1+DDD, 1+900 and 011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. ala carte rate will apply refer to section 4.2.21.C. (N)

4.2.20.B Payphone services are equipped with :

Free 900/976 Block
 250 Local, Lata, and Long Distance Minutes for customers that select Birch for their long distance provider. Overages will apply. (D)
 (D)(D)

4.2.20.C Payphone Services Additional Features (N)

Features	MaximumRates
Non-Published Listing	\$25.00
Non-Listed Number	\$25.00
Extended Area Calling Service	\$30.00
Call Screening	\$25.00
Answer Supervision	\$25.00
Call Blocking	\$25.00
Fraud Protection	\$25.00

4. SERVICES AND MAXIMUM RATES (continued)

4.2 General Exchange Services (continued)

4.2.20 Payphone Service Provider (PSP) Services (continued)

4.2.20.D Rates

The maximum monthly recurring charge for this service is \$150.00.

- Miscellaneous Service Charges will apply.
- Declining free features does not reduce the package rate. Additional features can be purchased at "a la carte" rates. The availability of certain features depends on ILEC feature availability.
- Early Termination Fees are calculated using the following formula: \$200 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- Local, IntraLata, Long Distance is available with this product and is rated at \$0.07/minute after the initial 250 included usage
 - Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While the plans includes long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate and eliminate half of the allowable usage.
 - Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

4.2.21.E PayPhone Paper Invoice Fee

All payphone customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$9.95 per invoice. This charge represents the costs for printing, postage, mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service.

4.2.20.F AFN PSP Services

The following products of AFN have been grandfathered and will be billed as "Payphone."

Coin Line Flat Rate	Payphone Access Service
Coinless Payphone Access - Outward Only	Smart PAL
Coinless Payphone Access - Outbound Only	Smart Payphone
Interra Payphone Access Service	Smart Public
Interra Payphone Line Rate	PAL Message Rate
Payphone Access Line	

(N)

(N)

(C)

4. SERVICES AND MAXIMUM RATES (continued)
4.2 General Exchange Services (continued)

4.2.22 Ernest Communications

The following products of Ernest Communications have been grandfathered and changed their product names to the Birch product listed below.

A. BirchNet Basic Plus – the following products will be billed as BirchNet Basic Plus:

AllenEdmds-BI-2b-21.53	EZ-Z1-SC-37.95	MotionInd-Flat-34.99
AlliedBldgProd-Flat-31.75	Ferrell Gas-BI-2b-34.29	Odyssey-Flat-30.50
APG-BI-2a-27.21	FifthThirdBank-EZPI-42.00	One Point-On Net-34.25
Argos-Z1-BSC-w/3%Dsct-38.75	FleetPride-Flat-30.20	PSC-EZPI-Z1-BSC-42.95
Argos-Z2-BSC-w/3%Dsct-40.69	Flint-BI-2b-26.23	RAC-Flat-29.54
Argos-ZU-VSC-w/3%Dsct-34.87	Fox&Hnd-BI-2d-25.91	RAC-RCF-29.54
AxcFin-EZPI-OnNet-29.00	GameStop-Flat-28.10	Red Rbn-BI-2b-BSC-34.73
BearCrk-EZPI-Z0-VSC-33.95	GCLee-EZPI-Z1-BSC-39.95	Red Rbn-BI-2b-VSC-22.73
Bennett-BI-2b-29.36	GenShale-BI-2d-34.35	RHF-22SC-EZPI-Z1-BSC-38.95
Bus-Spc	Graham-BI-2d-31.63	Securus-EZ-VSC-27.84
Carquest-Flat-30.91	GrtClips-EZ-Z1-SC-34.95	Sm Bus-Z0-VSC-35.95
CarToys-Flat-35.99	HCR-Flat-23.74	Sm Bus-Z1-BSC-39.95
Century Park Assoc-28.09	HealthyAdvice-EZPI-BSC-34.95	SteinMart-Flat-25.45
Chicos (2012)-Flat-30.32	Hooters-EZPI-Z1-SC-26.00	Steris-BI-2d-26.16
Chicos-EZPI-27.87	Hooters-EZPI-Z2-VSC-34.00	Telesphere-BI-2b-28.47
ChmChar-Z1-BSC-w/3%Dsct-38.75	ITT-BI-2d-23.78	TiresPlus-Flat-22.50
Cintas-Flat-31.80	John Deere-Flat-28.00	Titan/WAC-EZPI-Z1-VSC-33.95
CoalBrk-BI-2b-26.77	KrspKrme-EZPI-SC-32.95	Under Armour-On Net-34.49
CPP-2012-SC-18.75	Lennox-BI-2a-25.30	Velocity-Flat-32.99
CSLPlasma-25.17	Limited-BI-2d-29.12	WCS-VSC-42.83
CT NR-EZ-Z1-VSC-33.95	LocalFinance-Flat Rate-39.95	YES Comm-On Net-34.99
CT NR-EZ-Z3-BSC-32.95	MattressFirm-Flat-34.30	Zales-EZPI-Z1-BSC-33.76
CT-2011-Z1-P-BSC-35.95	MattressFirm-VSC-34.30	Zales-EZPI-Z2-BSC-36.49
CTech21-Z1-SC-39.95	MattressFirm-Z1-BSC-34.30	Zales-EZPI-Z3-BSC-32.85
EZPI-Z1-SC-42.95	McJunkin-EZPI-OnNet-31.50	

B. The following products will be grandfathered and will be billed as Remote Call Forward (RCF) or Additional Path (RCA):

Remote Call Forward-BSC-Addl Path-15.95
Remote Call Forward-BSC-15.95
Remote Call Forward-BSC-20.55

4. SERVICES (continued)

4.4 Miscellaneous Services (continued)

4.4.9 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge</u>	<u>MRC</u>
Facilities Charge	\$12.76 on each Business line \$12.76 on each Residential line
Supplementary Facilities Charge	\$3.00 on each line

4.4.10 Paper Invoice Fee

All customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$1.95 per invoice (\$7.80 maximum) and \$9.95 for elite or large customers (\$1995 maximum).. This charge represents the costs for printing, postage, mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service. (N)

4.4.11 Lifeline Services

A. Description:

"Lifeline" is a federal program that provides for a discount of the recurring monthly rate for the provision of basic local residential exchange service for certain low income customers.

B. Regulations:

Applicants are eligible if they receive assistance from at least one of the following programs:

- Food Stamps
- Medicaid
- Temporary Assistance to Needy Families (TANF)
- State Means Test = 125%

The discount is available only to qualifying NOW Communications Prepaid customers and their principle residence line.

A qualifying customer shall receive a reduction to their monthly listed residential local exchange access line rate and federal subscriber line charge.

C. Credit Amount = \$13.50

5. Promotions/ICB (Individual Case Basis) (C)

From time to time, the Company may engage in promotional offerings, ICB or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings, ICB or trials, the Company may offer special rate incentives and waive in full or in part Installation/Move Charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company. (C)

The Company shall notify the Executive Director of the Public Service Commission by letter specifying the service(s) offered, terms and conditions of the promotion, location and dates of each promotional period, which notice shall be provided in accordance with applicable Commission rules.

(M) Promotions previously located on Original Sheet No. 58

1. Business Services

4.2.11 BirchNet Miscellaneous Charges

			(D)
			(D)
			(D)
Line Installation incl. jack/ wiring	\$165.00 1 st hour		(D)
Line Installation incl. jack/wiring	\$60 ea. add'l ½ hour		(C)
			(D)
Feature Add or Change	\$10.00 per Order		
Basic Service Change	\$10.00 per Order		
Establishing or Re-arranging Hunting	\$10.00 per Order		
Directory Listing Change	\$10.00 per Order		
Invoice Change	\$60.00 per Order		(D)
Transfer of Service	\$60.00 per Order		(D)
TN Change	\$25.00 per Order		
Line Signaling Change	\$25.00 per Order		
Vanity Number Search	\$25.00 per Order		
Establishing Dual Service	\$60.00 per Order		
Expedite Service Charge (LWC/UNE)	\$60.00 per Order		(D)
Expedite Service Charge (Facilities)	\$200.00 per Day per Line		(D)
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit		(D)
 Maintenance Visit Charges			
	Residential	Business	(D)
Premise Work Charge	\$139.00	\$139.00	(D)
Initial Hour (time & materials)	\$165.00	\$165.00	
Trouble Determination (per request)	\$110.00	\$110.00	
Each Additional 30 minute increment	\$60.00	\$60.00	(D)
Initial Jack & Wiring (existing customer)	\$130.00	\$130.00	
Each Additional Jack & Wiring (existing customer)	\$65.00	\$65.00	

I. Business Services

4.2.14 Home Connection and Home Essentials Miscellaneous Charges

Nonrecurring charges for installation of Business lines are:

		(D)
		(D)
Line Installation incl. Jack/ wiring	\$165.00 1 st hour	(I)
Line Installation incl. jack/wiring	\$60 ea. add'l ½ hour	(C)

Service Order Charges

Charge	Maximum Price	
Feature Add or Change	\$10.00 per Order	
Basic Service Change	\$10.00 per Order	
Establishing or Re-arranging Hunting	\$10.00 per Order	
Directory Listing Change	\$10.00 per Order	
Invoice Change	\$60.00 per Order	(I)
Transfer of Service	\$60.00 per Order	(I)
TN Change	\$25.00 per Order	
Line Signaling Change	\$25.00 per Order	
Vanity Number Search	\$25.00 per Order	
Establishing Dual Service	\$60.00 per Order	(I)
Expedite Service Charge (LWC/UNE)	\$60.00 per Order	(I)
Expedite Service Charge (Facilities)	\$200.00 per Day per Line	
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit	

Maintenance Visit Charges

	Residential	Business	
Premise Work Charge	\$139.00	\$139.00	(I)
Initial Hour (time & materials)	\$165.00	\$165.00	
Trouble Determination (per request)	\$110.00	\$110.00	
Each Additional 30 minute increment	\$60.00	\$60.00	
Initial Jack & Wiring (existing customer)	\$130.00	\$130.00	(I)
Each Additional Jack & Wiring (existing customer)	\$65.00	\$65.00	