

LOCAL EXCHANGE SERVICE  
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SECTION 2 - REGULATIONS (continued)

**2.7 Cancellation of Service (continued)**

**2.7.3 Restoral Charges for Interruption of Service**

A nonrecurring charge as listed in Section 4 applies for line restoral after temporary interruption of service initiated by the Company or the Customer. If service is temporarily interrupted by the Company and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. The restoral charge does not apply when, after disconnection of service, service is later re-installed. Service disconnected by the Company and later re-installed, will be subject to all applicable installation charges, and the Customer will pay such charges prior to reinstallation of service.

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SECTION 2 - REGULATIONS (continued)

**2.8 General Application of Service Charges**

- (a) Except as provided hereinafter, all classes of local exchange services are subject to service charges.

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**2.9 Application of Line Connection Charges**

- (a) The Line Connection Charge (First Line and/or Additional Line) applies for establishing an exchange access line or trunk. The charge includes service ordering, central office work, exchange access line work and a standard voice miniature six position network interface for simple type services which do not require other network interfaces.
- (b) The Line Connection Charge First Line is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- (c) On multiple line orders, the Line Connection Charge for each Additional Line applies for each additional line ordered after the first line per customer request.
- (d) The Line Connection Charge applies for the connection of an exchange access line or trunk. The charge is applicable per exchange access line or trunk.

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SECTION 2 - REGULATIONS (continued)

**2.10 Application of Line Change Charges**

- (a) The Line Change Charge (First Line and/or Additional Line) applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number change and suspend/restore.
- (b) The Line Change Charge is applicable if the customer is requesting changes on only one line or for the first line if changes are being made on multiple lines.
- (c) On each multiple line request, the Line Change Charge Additional Line applies for each additional line requested changed after the first line.
- (d) If the Line Connection Charge First Line applies on a customer request, any additional Line Change Charges applicable for the same customer request will be billed at the Line Change Charge Additional Line rate.
- (e) The Line Change Charge applies for each telephone number changed when requested by the customer.
- (f) The Line Change Charge applies for establishing or changing call referrals to another number at the customer's request.
- (g) The Line Change Charge applies for changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, etc.
- (h) The Line Change Charge applies for changing from foreign central office service to home wire center and vice versa.

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SECTION 2 - REGULATIONS (continued)

**2.11 Application of Secondary Service Charges**

- (a) The Secondary Service Charge applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.
- (b) The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- (c) The Secondary Service Charge will apply for adding or rearranging Optional Service Features as listed in Section 4 of this tariff.
- (d) The Secondary Service Charge applies for transfers of responsibility.
- (e) The Secondary Service Charge applies for changing from residential to business service and vice versa. The business charge applies when changing to business and the residential charge applies when changing to residential. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge.
- (f) The Secondary Service Charge applies for rearrangement of drop wire, protector, and/or network interface. Charges for Service Calls may apply.
- (g) The Secondary Service Charge applies for installing a network interface jack at the customer's request on existing service. Charges for Service Calls may apply.
- (h) The Secondary Service Charge applies when changing a station number or installing a station line.

**2.12 Application of Service Call Charges**

- (a) The Service Call Charge is a nonrecurring charge based on the labor time and miscellaneous materials required to perform work on the Customer's premises.

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SECTION 2 - REGULATIONS (continued)

**2.12 Application of Service Call Charges (continued)**

- (b) The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to charges for Service Calls.
- (c) Charges for Service Calls apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15-minute increments to be billed, after the two-hour minimum billing period. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where the customer specifically requests additional employees, the initial increment charge will also apply per additional Company employee specifically requested.
- (d) Charges for Service Calls apply for, but are not limited to, rearrangement of drop wire, protector and/or network interface.
- (e) The charge for a network interface jack applies in addition to the appropriate Service Call Charges for installing a network interface at the customer's request on existing service.
- (f) Charges for Service Calls will apply if the Company dispatches a service technician pursuant to the Customer's request and it is determined that no trouble exists.

**2.13 Service Charge Exceptions**

- (a) Service Charges do not apply for changing from a private or semiprivate listing to a listed number.
- (b) Service Charges do not apply for changing to and from flat, message or measured rate basic service. This includes changing from one usage service option to another. This does not include a change from residential service to business service or vice versa.

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SECTION 2 - REGULATIONS (continued)

**2.13 Service Charge Exceptions (continued)**

- (c) Service Charges do not apply for changing the primary listing of a residential customer to the name of the remaining spouse in event of death or divorce of the spouse currently listed.
- (d) Service Charges do not apply if the Customer has subscribed to one of the Company's applicable maintenance plans.
- (e) Service Charges do not apply for full or partial disconnection.
- (f) Service Charges do not apply for moving from a premises which has been destroyed or made un-tenantable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
- (g) Service Charges do not apply for changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
- (h) When a customer's request is provided in accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the promotional order. Charges for Line Connection, Line Change, or Service Calls may apply for additional service.

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SECTION 2 - REGULATIONS (continued)

**2.13 Service Charge Exceptions (continued)**

- (i) When a customer's request is provided in accordance with the service waivers listed in 2.7.9 (a)-(d) preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- (j) Service Charges for connection, moves or changes do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

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SECTION 2 - REGULATIONS (continued)

**2.20 Reselling of Service**

If Customer intends to resell or rebill ITC^DeltaCom services, Customer must certify that it has all necessary state, federal, legal and regulatory authority to resell or rebill any telecommunication services to its tenants or customers. In no event will ITC^DeltaCom directly bill any tenant or other customer of Customer. If Customer is found to be in violation of any federal, state or local law or regulation for reselling or rebilling telecommunications services, Customer shall indemnify ITC^DeltaCom for any related claims by any third party against ITC^DeltaCom, including attorneys' fees and costs. All such indemnity obligations of Customer shall survive termination or expiration of the Agreement.

Service may not be resold without the prior written consent of the Company.

**2.21 Service Changes**

If the Customer requests to move the location to which the Company provides Service and/or requests changes to an existing Service provided by the Company, the Company will provide Service to the new location and/or accommodate the change in Service to the extent it is technically and economically feasible to do so, as determined in the sole discretion of the Company. In the event of a move of the location to which the Company provides Service, one or more of the following charges may apply:

**2.21.1** Installation charges for the service provided at the new location;

**2.21.2** Any out of pocket costs incurred by the Company as a result of the termination of the Services(s) either as a result of a move or a change; and/or

**2.21.3** Any increase in rates allowed by applicable law.

In addition, the Company may require the Customer to sign a new Term Plan Agreement for Service in the new location.

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LOCAL EXCHANGE SERVICE

SECTION 3 - SERVICE DESCRIPTIONS (continued)

**3.28 RESERVED FOR FUTURE USE**

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**3.29 Associations Program**

The Associations Program is available to new customers, and/or existing customers with expired term agreements, which are members of a recognized professional or trade association. Eligible customers will receive an additional 3% discount off local, long distance, and Internet service, excluding taxes, non-recurring charges, operator assistance, directory assistance, regulatory line charges and/or surcharges. Certification of Association membership is required and will be verified periodically. Misrepresentation of membership could result in removal of discounts.

The Associations Program discount is not applicable to Infinity Service.

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SECTION 4 - RATES (continued)

4.1 Business Rate Schedules (continued)

4.1.21 Non-Recurring Charges:

	<u>First Occurrence</u>	<u>Each Additional Occurrence</u>
Secondary Service Charge	\$ 10.00	N/A
Line Connection Charge	\$ 64.00	\$26.00
Line/Account/Feature Charge	\$ 25.00	\$ 9.00
PIC Change Charge	\$ 1.50	\$ 1.50
Digital Extended Wiring	\$135.00	N/A
Analog Extended Wiring	\$ 60.00	N/A

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4.1.22 Service Calls (Billed per visit/2 hour minimum)

Per Customer Premises visit: \$85.00/hour (2 hour minimum)  
\$21.25/each additional 15-minute increment after minimum is met

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4.1.23 Restoral Charges

	Charge (per occurrence)
Line Restored Charge	\$125.00
Suspension of Service Restoral Charge	\$125.00

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4.1.24 Traffic Study

\$20.00 per request

Traffic Study Surcharge

\$10.00 per request

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**TRANSMITTAL NO. 103**

LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

**4.2 Residential Rate Schedule (continued)**

<b>4.2.5 Non-Recurring Charges:</b>	<b>First <u>Occurrence</u></b>	<b>Each Additional <u>Occurrence</u></b>
Secondary Service Charge	\$ 5.25	N/A
Line Connection Charge	\$ 64.00	\$ 26.00
Line/Account/Feature Charge	\$ 25.00	\$ 9.00
PIC Change Charge	\$ 1.50	\$ 1.50

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**4.2.6 Service Calls (Billed per visit/2 hour minimum)**

**Per Customer Premises visit:** \$85.00/hour (2 hour minimum) (T)  
 \$21.25/each additional 15-minute (I)  
 increment after minimum is met (N)  
 (N)

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule (continued)

4.2.10 Directory Listings

	<u>RATE</u>
Recurring Charges	
Additional Listing (per listing)	\$2.30
Alternate Call Listing	\$2.00
Cross Reference Listing	\$2.00
Non-Published Listing	\$3.00
Non-Published w/ Special Conditions	\$0.00
Non-Listed Listing	\$1.20
Non-Listed w/ Special Conditions	\$0.00
Foreign Listings	\$2.00
Foreign Cross Reference Listing	\$2.00
Foreign Alternate Listing	\$2.00
Listing for Paging, Cellular, Wireless	\$0.00
Carrier	
911	N/C
All Upper Case Listing	\$2.50
Answering Service Listing	\$1.20
Bold	\$2.00
Bold Plus	\$3.00
Script	\$2.00
Script Plus	\$3.00
Designer Line Standard	\$3.00
Designer Line Bold	\$4.00
Designer Line Script	\$4.00

4.2.11 Restoral Charges

	<b>Charge (per occurrence)</b>
Line Restored Charge	\$125.00
Suspension of Service Restoral Charge	\$125.00

(N)  
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(N)

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SECTION 4 - RATES (continued)

**4.8 RESERVED FOR FUTURE USE**

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**4.9 Associations Program**

Eligible customers will receive an additional 3% discount off local, long distance, and Internet service, excluding taxes, non-recurring charges, operator assistance, assistance, directory assistance, regulatory line charges and/or surcharges.

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LOCAL EXCHANGE SERVICE

SECTION 5 – APPENDIX A – MAXIMUM RATES (continued)

**5.1 Business Rate Schedules (continued)**

**5.1.20 Maximum Non-Recurring Charges:**

	<b>First Occurrence</b>	<b>Each Additional Occurrence</b>
Secondary Service Charge	\$20.00	N/A
Line Connection Charge	\$71.00	\$32.00
Line Change Charge (per move, addition, etc.)	\$31.00	\$15.00
Secondary Service Charge	\$31.00	\$31.00
PIC - 2 Change (per line)	\$ 3.00	\$ 3.00

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**5.1.21 Service Calls (per visit/1 hour minimum)**

Bundled or Unbundled: \$210.00 maximum

**5.1.22 Restoral Charges**

	<b>Charge (per occurrence)</b>
Line Restored Charge	\$300.00
Suspension of Service Restoral Charge	\$300.00

(N)  
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(N)

**5.1.23 Traffic Study**

\$44.00 per request

Traffic Study Surcharge

\$10.00 per request

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LOCAL EXCHANGE SERVICE

SECTION 5 – APPENDIX A – MAXIMUM RATES (continued)

5.1 Business Rate Schedules (continued)

**5.1.30 RESERVED FOR FUTURE USE**

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**5.1.31 T-PAC**

**5.1.31.1 Package Installation** \$ 300.00

**5.1.31.2 T-PAC Additional Line and/or DID Channel Charge**

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Additional Line	\$150.00	75.00
Additional Channel	\$150.00	75.00

**5.1.31.3 T-PAC Access Loop Charges**  
 Non-Recurring Installation Charge \$ 3000.00

Monthly Recurring Charge (see table below)

*Total Monthly Revenue Commitment, After Discounts*

	<i>Less than \$600</i>	<i>More than \$600</i>
BellSouth Zone 1	\$0	\$0
BellSouth Zone 2	\$0	\$0
BellSouth Zone 3	\$100	\$0

\*Loop Charges do not receive term discounts

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SECTION 5 – APPENDIX A – MAXIMUM RATES (continued)

**5.2 Residential Rate Schedule (continued)**

<b>5.2.4 Maximum Non-Recurring Charges:</b>	<b>First Occurrence</b>	<b>Each Additional Occurrence</b>
Secondary Service Charge	\$10.50	N/A
Line Connection Charge	\$47.00	\$25.00
Line Change Charge (per move, addition, etc.)	\$27.00	\$18.00
Secondary Service Charge	\$18.00	\$18.00
PIC - 2 Change (per line)	\$ 3.00	\$ 3.00

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**5.2.5 Service Calls (per visit/1 hour minimum)**

Service Call Fee: \$210.00 maximum

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SECTION 5 – APPENDIX A – MAXIMUM RATES (continued)

**5.2 Residential Rate Schedule (continued)**

**5.2.8 Surcharges (continued):**

**MAXIMUM  
RATE**

**DIRECTORY LISTINGS (Monthly Recurring)**

911 .....		N/C
Additional Listing (per listing).....	\$	3.45
All Upper Case Listing.....	\$	3.75
Alternate Call Listing.....	\$	3.00
Answering Service Listing.....	\$	2.50
Bold .....	\$	3.00
Bold Plus .....	\$	4.50
Cross Reference Listing .....	\$	3.00
Designer Line Bold .....	\$	6.00
Designer Line Script .....	\$	6.00
Designer Line Standard.....	\$	4.50
Foreign Alternate Listing.....	\$	3.00
Foreign Listing .....	\$	3.00
Foreign Cross Reference Listing .....	\$	3.00
Foreign Listing w/ Special Text.....	\$	3.00
Listing for Paging, Cellular, Wireless Carrier .....	\$	3.00
Non-Published Listing.....	\$	3.00
Non-Listed Listing.....	\$	1.50
Script .....	\$	3.00
Script Plus .....	\$	4.50

**5.2.9 Restoral Charges**

	<b>Charge (per occurrence)</b>
Line Restored Charge	\$300.00
Suspension of Service Restoral Charge	\$300.00

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