

DeltaCom, LLC

1170 Peachtree Street NE, Suite 900
Atlanta, GA 30309
Issued by: Vice President, Tax
Toll-Free: 800-239-3000

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LOCAL EXCHANGE SERVICES GUIDE BOOK

TITLE PAGE

LOUISIANA TELECOMMUNICATIONS GUIDE BOOK

DeltaCom, LLC

This Guide Book contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications service provided by DeltaCom, LLC , with principal offices at 1170 Peachtree Street NE, Suite 900, Atlanta, GA 30309. This Guide Book applies for services furnished within the State of Louisiana. This Guide Book is on file with the Louisiana Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business. (T)

DeltaCom, LLC

4001 Rodney Parham Rd.
Little Rock, AR 72212

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LOCAL EXCHANGE SERVICES GUIDE BOOK

CHECK SHEET

Pages of This Guide Book, 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 Guide Book and are currently in effect as of the date on the bottom of this page.

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EXPLANATION OF SYMBOLS

The following symbols shall be used in This Guide Book for the purpose indicated below:

- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- T - To signify a change in text but no change in rate, charge or regulation.

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APPLICATION OF GUIDE BOOK

This Guide Book sets forth the service offerings, rates, terms and conditions applicable to the furnishing of communications service by DeltaCom, LLC to customers within the local exchange service area, defined herein.

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 1 - DEFINITION OF TERMS

Certain terms are used generally throughout This Guide Book are defined below:

Account Codes - Allows a User to allocate local calls to a 4-digit, non-verified account code.

Authorized User - A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Business Service - A switched network service that provides for dialed Station communications that is described as a business or commercial rate.

Call Block - Feature which may be added to an exchange line which provides the Customer the ability to prevent incoming calls from up to six different telephone numbers. Callers on the line will hear an announcement informing them that their call has been blocked and will not be accepted by the called party.

Call Forwarding Busy Line - Automatically routes incoming calls to a designated answering point when the call line is busy.

Call Forwarding Busy Line (Customer Controlled) - Enables the Customer to control Call Forwarding Busy Line, from the base station line, the activation and deactivation of the service by using dialing codes.

Call Forwarding Don't Answer - Automatically routes incoming calls to be forwarded to a designated answering point when the call line does not answer within a pre-specified number of rings.

Call Forwarding Don't Answer (Customer Controlled) - Enables the Customer to control Call Forwarding Don't Answer, from the base line station, by using dialing codes.

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SECTION 1 - DEFINITION OF TERMS (CONT'D.)

Call Forwarding Don't Answer-Ring Control - Enables the Customer to control the number of rings or seconds, depending on the specific technology involved, before incoming calls are routed to a designated answering point when the call line does not answer.

Call Forwarding Variable - Enables the user to transfer incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred.

Call Forwarding Variable-Remote Access - Enables the Customer to activate and deactivate Call Forwarding Variable remotely from any line/equipment capable of push button signaling rather than only from the base station line.

Call Forwarding Multipath - Enables a Customer who subscribes to Call Forwarding to specify the number of calling paths that will be forwarded to another telephone number. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature, each call will be forwarded at the completion of each ring cycle.

Call Hold - Allows the User to dial an access code to place the current call on hold.

Call Return - Enables a Customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The Customer can dial a code to request that the network place the call.

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CallSaver - This flat rated voice mail service allows the subscriber to record two different greetings up to thirty seconds in length, receive up to fifteen messages each as long as two minutes and store them up to seven days. No group lists, paging or outdial capabilities are included with this service. The only message waiting capability offered is the optional message waiting stutter tone offered to local facility customers.

CallSaver Pager - This flat rated voice mail service allows the subscriber to record two greetings up to thirty seconds in length with a subscriber defined schedule of the hours of operation for each greeting. Up to twenty messages as long as two minutes can be left in the mailbox and stored for up to fourteen days. Group messaging broadcast lists, message forwarding in addition to the pager notification can be established with this service. Facility based local service customers can also subscribe to the optional message waiting stutter tone feature.

CallSaver 1 - This flat rated voice mail service allows the subscriber to record a personal greeting up to forty-five seconds in length, receive up to thirty messages each as long as two minutes and store them up to five days. Paging or outcall notification, return to attendant, extended absence greeting, send messages, future delivery of messages and extension mailbox capabilities are not included with this service. The only message waiting capability offered is the optional message waiting stutter tone and/or visual indication feature offered to resold local customers.

CallSaver 2 - This flat rated voice mail service allows the subscriber to record a personal greeting up to forty-five seconds in length, receive up to thirty messages each as long as two minutes and store them up to five days. Pager and outcall notification and return to attendant can be established with this service. Extended absence greeting, send messages, future delivery of messages, and extension mailbox capabilities are not included with this service. The only message waiting capability offered is the optional message waiting stutter tone and/or visual indication feature offered to resold local customers.

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CallSaver 3 - This flat rated voice mail service allows the subscriber to record two different greetings up to ninety seconds in length, receive up to thirty messages each as long as two minutes in length and store them up to seven days. Pager and outcall notification, return to attendant, send messages, extended absence greeting, and future delivery of messages can be established with this service. Up to five messages can be set up for future delivery.

CallSaver Auto-Attendant - This flat rated voice mail service provides a tree of nine (9) separate mailboxes that are tied to a single mailbox, functioning as an auto attendant. It allows the subscriber to record two (2) greetings, each two minutes in length. Mailboxes receiving calls from the CallSaver Auto-Attendant will be either CallSaver Basic or CallSaver Pager type boxes. In addition to the monthly recurring charge associated with this product, there is also a non-recurring set-up charge applicable upon initial mailbox establishment and each time a change is made in the Auto-Attendant mailbox. Each CallSaver Basic and Pager mailbox will be priced in addition to the monthly recurring charge for Auto-Attendant and according to rates as set forth in the Rates Section of This Guide Book.

CallSaver Basic 100 - This flat rated voice mail service provides one mailbox and allows the subscriber to record two different greetings each as long as sixty seconds in length, receive and save up to one hundred messages each as long as two minutes and store them up to fourteen days. No group lists, paging or outdial capabilities are included with this service. The only message waiting capability offered is the optional message waiting stutter tone offered to facility-based local customers.

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SECTION 1 - DEFINITION OF TERMS (CONT'D.)

CallSaver Extension - This flat rated voice mail service provides extension mailboxes to be established on a single subscriber line. It allows the subscriber to record individual forty-five seconds in length greetings for the main mailbox and three extension mailboxes. Forty two-minute in length messages can be held by the group of four partitioned mailboxes. Distribution of these forty messages will either be 10 messages per mailbox or on a first come first serve basis. Distribution capabilities are dependent on the voice mail platform serving the subscriber's market. Messages are stored for seven days. Sending messages among the main and extension mailboxes is included with this service. Pager and outcall notification, return to attendant, extended absence greetings, and future delivery of messages are not included with this service.

CallSaver Family - This flat rated voice mail service provides sub-mailboxes to be established on a single subscriber line. It allows the subscriber to record two (2) greetings, each sixty seconds in length, for the main mailbox and eight seconds in length greetings on three sub-mailboxes. Each mailbox user has their own password. Thirty (30) two minute in length messages can be held by the group of four partitioned mailboxes. Messages are stored for fourteen (14) days. Group messaging can be established with this service. Paging or outdial capabilities are not included with this service. The only message waiting capability offered is the optional message waiting stutter tone, is only available to facility-based local customers and is only on the main mailbox.

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Call Selector - Provides a distinctive ringing pattern for calls received from up to six different telephone numbers. By dialing an access code, the user can create a screening list of up to six telephone numbers. Calls received from all six of these numbers will receive the distinctive ringing pattern.

Call Tracing - Enables the user to initiate an automatic trace of the last call received. By dialing an access code, the network will record the calling number, time it was received and time the trace was activated.

Call Waiting - Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back to the caller.

Call Waiting Deluxe - Call Waiting Deluxe includes the functionality of the Call Waiting feature and provides several additional call options.

Class of Service (COS) - Used to prevent a Station from dialing certain codes and numbers.

Company - DeltaCom, LLC , which is the issuer of This Guide Book.

Commission - Louisiana Public Service Commission.

Custom Call Transfer - Optional local service feature combining three-way calling with transfer, which may be used with custom calling features.

Customer - The person, firm, corporation or other entity that orders service and is responsible for the payment of charges and for compliance with the Company's Guide Book regulations.

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Dial Pulse (DP) - The pulse type employed by rotary Station sets.

Direct Inward Dialing (DID) - A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

Dual Tone Multi-Frequency - The pulse type employed by tone dial Station sets.

Hunting - Allows an incoming call to be redirected from a busy line in sequential order to the next idle line in a prearranged hunting group.

Individual Case Basis - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Joint User - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA - A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Local Calling - A completed call or telephonic communication between a calling Station within the local service area of the calling Station.

Local Exchange Carrier - A company that furnishes exchange telephone service.

Mbps - Megabits, or millions of bits, per second.

Message Waiting - Enables the Customer to receive a stutter dialtone when there is a message waiting in their voice mail box.

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SECTION 1 - DEFINITION OF TERMS (CONT'D.)

Most Idle Trunk Selection (MIDL) - MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers - A directory number that is assigned more than once to one or more Proprietary Business Sets.

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

Non-Published Listing - Listings that are not printed in directories nor available from Directory Assistance.

Non-Recurring Charges - The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook - The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook - The term "on-hook" denotes the idle condition of a telephone exchange service line.

Presubscription-2 (PIC-2) - An arrangement whereby a Customer may select and designate to the Company an Interexchange Carrier it wishes to access, without an access code, for completing intraLATA toll calls. The selected Interexchange Carrier is referred to as the User's Primary Interexchange Carrier (PIC-2). InterLATA Presubscription is offered pursuant to DeltaCom FCC Tariff No. 1.

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Privacy Manager - Intercepts an incoming call that is marked as blocked, private, unavailable, or unknown and does not allow the call to process through to the subscriber until the call has been identified with the caller's name and/or number. In addition, the subscriber has the added functionality of accepting or rejecting that incoming call.

Public Service Commission (PSC) - The Louisiana Public Service Commission.

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

Repeat Dialing - Automatically redials the last number the Customer attempted to call.

Residential Service - Residence Service is that service furnished in private homes or apartments, including all parts of the subscriber's domestic establishment, domestic use and not for substantial occupation use; in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

RightRing I - Enables a user to have two telephone numbers on a single physical line. Incoming calls are identified by a distinctive ringing pattern associated with each line

RightRing II - Enables a user to have three telephone numbers on a single physical line. Incoming calls are identified by a distinctive ringing pattern associated with each line.

Service Commencement Date - The Service Commencement Date shall be the date on which the service first becomes available to the Customer, rather than on the "signed date" of the term agreement.

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Service Order - The written request for local services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to This Guide Book, but the duration of the service is calculated from the Service Commencement Date.

Services - The Company's telecommunications services offered on the Company's network.

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

Signature (Basic) - Enables the Customer to view a display of the originating telephone number before answering an incoming telephone call.

Signature (Deluxe) - Enables the Customer to view a display of the telephone number and name before answering an incoming telephone call.

Signature (Enhanced) - Enables the Customer engaged on a telephone call, with optional hardware on their premise, to view a display of the originating telephone number before answering the incoming call waiting signal.

Speed Calling - Enables a User to call a 7- or 10-digit telephone number by dialing an abbreviated code. The arrangement available has an eight (8-code) and thirty (30-code) number capacity.

Station - Telephone equipment from or to which calls are placed.

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Telecommunications Services - Long distance, local and private line data/internet services.

Three Way Calling - Enables a Customer to put an existing call on hold and place a second call to be added to the connection.

Trunk - A communications path connecting two switching systems in a network, used on the establishment of an end-to-end connection.

User - A Customer or any other person authorized by the Customer to use service provided under This Guide Book.

Virtual Call Forwarding - A flat-rate facilities-based feature that allows the Company to port a telephone number in one Rate Center and forward up to 10 calls simultaneously to another facilities-based telephone number in the same local calling area. Calls cannot be forwarded to another local service provider nor to any telephone number that would incur toll charges. The original number must be ported and will be identified as the "*Virtual Call Forwarding Number*". The terminating number will be identified as the "*Virtual Call Forwarding Receiver*".

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SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Louisiana under the terms of This Guide Book.

The Company is responsible under This Guide Book only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

The furnishing of service under This Guide Book is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as the facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 2 – REGULATIONS (CONT’D.)

2.1 Undertaking of the Company (Cont’d.)

2.1.3 Terms and Conditions

- A. Except as otherwise provided herein, service is provided on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, in writing, on not less than 30 days notice. Unless otherwise specified herein for the purpose of computing charges in This Guide Book, a month is considered to have 30 days. All calculations of dates set forth in This Guide Book shall be based on calendar days, unless otherwise specified herein.
- B. Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in This Guide Book.
- C. Agreement for Service

The initial term of service provided under an Agreement for Service (“AFS”) shall be set forth on such AFS. Upon expiration of the initial term, the AFS shall automatically renew on the same terms and conditions (including, without limitation, the rates) for successive one (1) year terms unless either party notifies the other of its intention to terminate the AFS at the end of the initial term or renewal term, as the case may be, which such notice shall be in writing and provided to the other party at least thirty (30) days prior to the expiration of the initial term or the renewal term, as the case may be. In the event of such notice, the AFS shall terminate upon the expiration of the initial term or renewal term, as the case may be. The Customer must follow the process as outlined in Section 2.9.5 when notifying the Company of its intent to terminate the AFS at the end of the initial term or renewal term, as the case may be.

The Customer shall notify the Company in writing if the Customer contact person is changed. The Company reserves the right to reject any Customer termination request received from any person other than the designated Customer contact person.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions (Cont'd.)

- D. This Guide Book shall be interpreted and governed by the laws of the State of Louisiana without regard for its choice of laws provision.
- E. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- F. The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section 2.1.3.G below.
- G. The Customer agrees to return to the Company all Company-provided equipment delivered to the Customer within five (5) days of the termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the Customer's failure to comply with this provision.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company

- A. The liability of the Company for damages arising out of the furnishing of its Service, including but not limited to mistakes, omissions, interruption, delay, or errors, or of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, lost profits, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

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2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company, (Cont'd.)

- B. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by This Guide Book. With respect to any other claim or suit, by a Customer or by any others, for damage associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under This Guide Book, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

- C. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lockouts, work stoppages, or other labor difficulties.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- D. The Company shall not be liable for (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of common carriers or warehousemen.
- E. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- F. The Customer shall indemnify and hold the Company harmless from any and all loss, claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities or, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location, or use of installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- G. The Company shall not be liable for any defacement to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.

- H. Notwithstanding the Customer's obligations as set forth in Section 2.3, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under This Guide Book, including: claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company pursuant to This Guide Book.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- I. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by Customer for the specific services giving rise to the claim, and no such action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- J. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- K. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- L. The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person(s), or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of service furnished by the Company at such location.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- M. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, or materials and supplies, for interconnection of the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- N. The Company's liability arising from errors or omissions of listings or directory assistance records is limited to the amount charged to the customer for the listings. If the listings or service was provided at no charge to the Customer, then the Company's liability is limited to \$1.00.
- O. In conjunction with a non-published telephone number, as described in Section 3.11, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number to such telephone, but will not be liable should such number be divulged.

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2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

- P. In conjunction with the Busy Line Verification and Interrupt Service as described in Section 3.10, the Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- Q. The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.
- R. With respect to Emergency Number 911 Service:
 - 1. This service is offered solely as an aid in handling emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

R. (Cont'd):

2. The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
3. When a Customer with a non-published telephone number as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under This Guide Book, Customer acknowledges and agrees with the release of information as described above.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

S. Errors or Damages Caused by System Date Limitation

The Company's liability for errors or damage resulting from the inability of the Company's systems to process dates, such as the Year 2000, shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to any individual Customer but affect many Customers services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

2.1.6 Provisions of Equipment and Facilities

A. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in This Guide Book. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to a Customer.

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2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provisions of Equipment and Facilities (Cont'd.)

- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. Equipment the Company provided or installed at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company has provided.
- D. The Company shall not be responsible for the installation, operation, or maintenance of any customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to This Guide Book, the responsibility of the Company shall be limited to the furnishing of facilities offered under This Guide Book and to the maintenance and operation of such facilities.

Beyond this responsibility, the Company shall not be responsible for: a) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or b) the reception of signals by Customer-provided equipment; or c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provisions of Equipment and Facilities (Cont'd.)

- E. Customer shall accept a T1 loop facility no more than 10 business days after prearranged delivery and installation of the T1 loop facility or within 10 business days of a reasonable attempt by DeltaCom to install the service. If the T1 loop facility is not accepted by Customer and/or associated T1 services not initiated within this time frame, a monthly recurring Idle T1 Charge as specified in Rates Section of This Guide Book, necessary for the Company to recover the cost of the idle T1 loop facility, will be applied to the customer's account until the T1 loop facility and associated T1 services are accepted. Acceptance is denoted by completed installation of all T1 services ordered and provisioned on the T1 loop facility. Upon T1 loop acceptance, the monthly Idle T1 Charge will cease.
- F. T1 Overflow is an optional feature offering overflow protection for handling calls received when all 24 circuits are in use. This feature is available on the following facility based T1 products: Unity, Unity Plus, Simplici-T, Simplici-T PRI, and Simplici-T 3.0. T1 Overflow is subject to availability in the serving central office and compatibility with other calling features. Credit will not be given for channels removed from this arrangement or deactivated. Local calls do not carry a charge, long distance calls are charged at the appropriate long distance rate.

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SECTION 2 – REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.7 Ownership of Facilities

Title to all facilities provided in accordance with This Guide Book remains in the Company, its agents, or contractors.

2.1.8 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in unusual locations. In such cases, charges based on cost of the labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.1.9 Special Construction

A. Subject to the agreement of the Company and to all of the regulations contained in This Guide Book, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would normally utilize in the furnishing of its services;

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2.1 Undertaking of the Company (Cont'd.)

2.1.9 Special Construction (Cont'd.)

A. (Cont'd.)

3. over a route other than that which the Company would normally utilize in the furnishing of its services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. involving abnormal costs; or
8. in advance of its normal construction.

B. When service is requested in areas where facilities are not available, and the Company's underlying carrier has no plans to construct new facilities in these areas, Special Construction Charges assessed by the underlying carrier may also be passed through to the Customer.

C. Charges assessed for Special Construction will be calculated and applied on a case-by-case basis.

Where assessed by the underlying carrier, a non-refundable, non-transferable fee of \$150.00 will be assessed for preparation of each estimate when special construction is required. This fee applies only to service order generated special construction and will be credited toward the entire cost of the special construction work when completed and billed.

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SECTION 2 – REGULATIONS (CONT'D.)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

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SECTION 2 – REGULATIONS (CONT'D.)

2.3 Obligations of the Customer

2.3.1 The Customer shall be responsible for:

- A. the payment of all applicable charges pursuant to This Guide Book;
- B. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
- C. providing at no charge, as specified from time to time by Company, Company facilities and equipment installed on the premises of the Customer, at the level of heating and air conditioning necessary to maintain the proper operating environment of such premises.

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2.3 Obligations of the Customer (Cont'd.)

2.3.1 The Customer shall be responsible for (Cont'd.)

- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduct necessary for installation of fiber optic cable and associated equipment used to provide Local Exchange Service to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(c). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting any order for service;
- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for indemnifying, monitoring, removing, and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

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2.3 Obligations of the Customer (Cont'd.)

2.3.1 The Customer shall be responsible for (Cont'd.)

- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under section 2.3.1; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or
- G. not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company the Customer. No allowances for interruptions in service will be made for the period during which services is interrupted for such purpose.
- I. providing Company with proof of registration with the Louisiana Public Service Commission prior to the use of Company's services for any commercial solicitation activities. In accordance with Section 2.5.6.8 of This Guide Book, the Company reserves the right to disconnect service upon notification and/or discovery of noncompliance with this provision of the Guide Book.

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2.3 Obligations of the Customer (Cont'd.)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys fees for:

- A. any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees or either the Company or the Customer, to the extent caused by or resulting from the negligence or intentional act or omission of Customer, its employees, agents, representatives or invitees; or
- B. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company or This Guide Book.

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2.4 Customer Equipment and Channels

2.4.1 In General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

A. The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of service may be required; however, where prior to notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.

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SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.2 Station Equipment (Cont'd.)

- B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.4.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Local Exchange Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B. Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Guide Books of the other communications carriers which are applicable to such connections.

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SECTION 2 – REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.3 Interconnection of Facilities (Cont'd.)

- C. Facilities furnished under This Guide Book may be connected to Customer-provided terminal equipment in accordance with the provisions of This Guide Book.

2.4.4 Inspections

- A. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests to ensure that Customer is complying with requirements set forth in Section 2.4.2.B for installations, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm.

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2.4 Customer Equipment and Channels (Cont'd.)

2.4.4 Inspections (Cont'd.)

- C. The Company will, upon a request from the Customer 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 60 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an objection may be considered, or if the Customer has in his or her possession such Company records. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Non-Recurring Charge is specific, those charges may be passed on to the Customer.

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SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.1 Payment for Service (Cont'd.)

A. Taxes

The Customer is responsible for all state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the rates quoted in Section 4 of This Guide Book. The Customer is also responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income, imposed on or based upon the provision, sale or use of Local Services. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively. Any taxes imposed by a local jurisdiction (e.g., county and municipal taxes, including but not limited to franchise fees and license fees) will only be recovered from those Customers located in the affected jurisdiction.

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SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.1 Payment for Service (Cont'd.)

B. Other Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include but are not limited to, Telecommunications Relay Service, E911, Universal Service Charges, Carrier Line Charges (CLC), Transport Interconnection Charges, Residual Interconnection Charges, subscriber line charges and compensation to payphone service providers for the use of their payphones to access the Company's service.

C. 911 Data Change Charge

The Company will assess a \$12.00 911 Data Change Charge in order to recover certain costs associated with order processing charges resulting from updating and changing 911 address and/or telephone number information per the Customer's request.

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Some material now found on this page was previously found on Page 48

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2.5 Payment Arrangements (Cont'd.)

2.5.1 Payment for Service (Cont'd.)

D. Customer Name Database Data Change Charge

The Company will assess a \$12.00 CNAM Data Change Charge in order to recover certain costs associated with updating and changing information in the Customer Name Database per the Customer's request.

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E. Discounts

The Company in its sole discretion may determine the method for calculating any discounts or incentives applicable to the Customer's account.

F. Administrative Services Fee ("ASF")

The Administrative Services Fee is a graduated percentage monthly fee assessed to all monthly recurring charges (MRCs) to recover costs associated with Guide Book and price guide filings, collections, record maintenance, various state business licenses, various regulatory fees where applicable, general account servicing, and the administrative costs the Company incurs for local, state and federal governmental data gathering, record maintenance, and required reporting. This is not a tax or charge imposed by a governmental entity.

The applicable percentage rate may vary. For the most current rate in effect, please refer to Deltacom, LLC FCC Tariff No. 5, publicly posted at <http://www.tariffs.net/windstream/>.

G. Convenience Fee

In the event a business Customer makes a one-time or recurring payment using a credit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential Customers or to business Customers that make payment using their financial institution's bill payment service, Customers with negotiated contracts that do not allow the assessment of this fee, or Customers without a computer. This fee will be assessed at the point of payment and will not appear on the Customer's invoice.

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2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges

Billing will be rendered monthly to Customer.

- A. The Company shall be entitled to require an applicant or Customer to pay all its bills within a specified period of time and to make such payments in cash or the equivalent of cash.
- B. All service, installation, monthly recurring, and non-recurring charges are due and payable by the due date specified on the monthly invoice and shall be considered past due if payment is not received by the due date.
- C. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which such service is provided.
- D. For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rated basis. For this purpose every month is considered to have 30 days.
- E. Amounts not paid by the invoice due date will be considered past due. The Company reserves the right to charge interest on any past due amount at a monthly rate of 1 1/2%.

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2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

- F. A check return charge not to exceed \$20.00 per check or draft will be assessed for checks or drafts written on accounts with insufficient funds or on non-existing accounts, or on returned Automatic Funds Transfer transactions.
- G. “Receipt” as used herein shall be deemed completed after the expiration of five (5) days after mailing.
- H. If the Company becomes concerned at any time about the ability of a Customer to pay its bills, the Company may require that the Customer pay its bills within 8 mailing days after a written notice or 5 days after personal delivery thereof and to make such payments in cash or the equivalent of cash.
- I. In the event the Company incurs fees or expenses, including attorney's fees and/or court costs, in collecting or attempting to collect any charges owed to the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.
- J. Duplicate Bills

A Duplicate Bill Charge will be applied upon a Customer’s request for a duplicate copy of the telephone bill. The Company will assess this charge based on an individual case basis (ICB). Requests for duplicate bills can be made either verbally or in writing.
- K. Special Bill Handling Fee

A \$25.00 special bill handling fee, plus the cost of labor and materials in excess thereof, will apply to customers who request special bill handling outside of the included monthly remittance available today.

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SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 60 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Service Commission in accordance with the Commission's rules of procedure.

- A. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- B. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.5.4 Advance Payments

To safeguard its interests, the Company may require a non-residential Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges (if any) for a period to be set by the Company and the non-residential Customer. The Advance Payment will be credited to the non-residential Customer's initial bill. An Advance Payment may be required in addition to a deposit.

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2.5 Payment Arrangements (Cont'd.)

2.5.5 Deposits

- A. Applicants for service or any existing Customer whose financial condition is not a matter of general knowledge may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:
1. two month's charges for service or facility which has a minimum payment of one month; or
 2. the charges that would apply for the minimum payment period or a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in event a termination charge is applicable.

In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. At the Company's option, such deposit may be refunded to the Customer's account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.

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2.5 Payment Arrangements (Cont'd.)

2.5.5 Deposits (Cont'd.)

- B. A deposit may be required in addition to an Advance Payment.
- C. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit to the Customer's account.
- D. Deposits held for business Customers for a period longer than six (6) months shall accrue interest at the rate of 5% per annum or such other rate as the Commission may from time to time require in the future. Interest is credited to the Customer annually, or upon termination of the service, or upon return of the deposit by the Company.

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2.5 Payment Arrangements (Cont'd.)

2.5.5 Deposits (Cont'd.)

- E. Deposits held for residential Customers will accrue simple interest at a rate specified by the Public Service Commission and will be credited or paid to the Customer while the Company holds the money. New deposits from Customers are reviewed after the first three monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to the Customer after 1 year, unless the Customer is delinquent in payment, in which case the Company continues to hold it. When the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the Customer. If the amount of a deposit is inadequate, the Customer shall be required to pay an additional deposit on receipt.

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SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service

- A. Upon non-payment of any regulated amounts owed to the Company that are past due, the Company may, by giving not less than five days' prior written notice, suspend or discontinue service without incurring any liability.
- B. Upon violation of any of the other material terms or conditions for furnishing service, the Company may, by giving 30 day's prior written notice to the Customer, discontinue or suspend service without incurring any liability, if such violation continues during the 30 day period.
- C. Upon the Customer's insolvency, assignment for the benefit of creditors, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior written notice to the Customer, immediately discontinue or suspend service without incurring any liability.
- D. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

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SECTION 2 – REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service (Cont'd.)

- E. Upon any governmental prohibition or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- F. The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services from danger or if:
 - 1. Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, past or current use of common carrier communications services or its planned use of service(s); or if
 - 2. Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or if
 - 3. Customer uses service or equipment in such a manner as to impair or interfere with or adversely affect the services or other users, the Company may discontinue or refuse service; or if

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2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service (Cont'd.)

- F. The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability immediately and without notice if:
4. Customer has been given written notices as described in Section 2.5.6.A by the Company of any past due amount (which remains unpaid in whole or in part) for any of the Company's other common carrier communications services to which the Customer either subscribes or has subscribed to use; or if
 5. Customer uses service for unlawful purposes or violates or fails to comply with Commission orders or regulations governing service supplied by the Company; or
 6. In the event of unauthorized use of telephone service; or
 7. For failure of the Customer to furnish permits, certificates, and/or right-of-ways, as necessary to obtain service, or in the event such permissions are withdrawn or terminated; or

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2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service (Cont'd.)

F. (Cont'd.)

8. For noncompliance with any provision of This Guide Book; or
9. For failure of the Customer to permit the Company reasonable access to its facilities; or if
10. The Customer uses or attempts to use service with the intent to avoid the payment, either in whole or in part, of the Guide Booked charges for the service by:
 - a. Using or attempting to use service by rearranging, tampering with, or making connection to the Company's service not authorized by This Guide Book; or
 - b. Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
 - c. Any other fraudulent means or devices; Use of service in such a manner as to interfere with the services of other users; or for
 - d. Use of service for unlawful purposes.

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2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service (Cont'd.)

- G. The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability:
 - 1. Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5 regarding deposits.
 - 2. Upon ten (10) days after sending the Customer written notice of noncompliance is not corrected within the ten (10) day period.

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2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service (Cont'd.)

- H. The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.
- I. Upon the Company's discontinuance of service under Section 2.5.6.A or 2.5.6.B, all applicable charges, including termination charges shall become due. This is in addition to all other remedies that may be available to the Company at law or equity or under any other provision of This Guide Book.
- J. The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.
- K. If the Company, due to nonpayment, temporarily interrupts service and payment is not received within ten (10) days following the interruption, the Company reserves the right to discontinue service. Service suspended by the Company and later restored, will be subject to a reconnection fee as defined in Section 4 of This Guide Book. Service disconnected and later reinstalled, will be subject to all applicable installation charges, and the customer may be required to pay such charges prior to reinstallation of service.
- L. In cases of extreme risk involving abnormal and excessive use of toll service, service may be denied two (2) days after written notice is given to the Customer, unless satisfactory arrangements for payment are made.

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2.5 Payment Arrangements (Cont'd.)

2.5.6 Discontinuance of Service (Cont'd.)

- M. The Company reserves the right to deny service to an applicant or discontinue service to a customer, who at the time of their application, is indebted under an undisputed bill to the Company or other telephone utility for service previously furnished such applicant or Customer or any other person residing with the applicant or customer.

2.6 Allowances for Interruptions in Service

The following provisions shall apply to all service, except, with respect to the service, to the extent, if any, inconsistent with the Commission's regulations, shall in any event apply to residential service.

2.6.1 Credit for Interruptions:

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro-rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption, whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's Guide Books.

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2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.1 Credit for Interruptions (Cont'd.)

If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro-rata basis against the rates specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit

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2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.2 Limitations on Allowances

No credit allowances will be made for:

- A. interruptions due to the negligence of, or noncompliance with the provisions of This Guide Book by, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;
- B. interruptions due to the negligence of any person other than the Company including, but not limited to, the Customer or other common carriers connected to the Company's facilities;
- C. interruptions due to the failure or malfunction of non-Company equipment;

interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- D. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- E. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- F. interruption of service due to circumstances or causes beyond the control of the Company.

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2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.3 Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period a service is interrupted, the Customer must pay the Guide Booked rates and charges for the alternative services used.

2.7 Cancellation of Service

2.7.1 Cancellation by the Customer Prior to Installation

If the Customer cancels or terminates an order prior to the installation of Services, the Company shall invoice the Customer and the Customer shall pay to the Company the following: (i) all standard installation charges; and (ii) all costs incurred by the Company in connection with such order, including, without limitation, installation and other costs incurred with third parties with respect to such cancelled Service and labor costs for work performed by the Company employees with respect to such order.

Notice for Cancellation of Service by Customer must be provided in compliance with Section 2.9.5.

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2.7 Cancellation of Service (Cont'd.)

2.7.2 Cancellation by the Customer Without Cause

A. **Discontinuance Charge.** The Customer's rates and discounts, if any, are provided to the Customer in exchange for the Customer's commitment to obtain the Services for the agreed upon term of the Agreement for Service ("AFS"). If the Customer terminates all or any part of the Services obtained under the AFS prior to the expiration of the initial term or any renewal term then in effect for any reason other than Cause (as set forth in the following Section 2.7.3 below), then, in addition to payment for all Services rendered through the effective termination date, the Customer shall be liable to the Company for:

1. The applicable Annual Usage Commitment amount remaining unpaid for the remainder of the Initial Term or Renewal Term; and
2. the total of all monthly recurring charges through the end of the Initial Term or Renewal Term, as applicable; and
3. any waived installation charges, the cost of any incentives and any miscellaneous charges incurred for dedicated access, including but not limited to engineering fees, expedite fees, carrier and local exchange order fees, change order charges, and miscellaneous configuration charges. In addition, the Company shall be entitled to the cost of collection of the forgoing amounts including, without limitation, court costs, reasonable attorney's fees and interest on past due amounts.

Because damages resulting from early termination are difficult to determine, the Discontinuance Charge is a reasonable approximation of such damage and shall be considered a liquidated damage and not a penalty.

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2.7 Cancellation of Service (Cont'd.)

2.7.2 Cancellation by the Customer without Cause, Continued

B. Discounts/Incentives Received.

Where the Customer received reduced rates or a discount because the Customer subscribed to more than one Service, the Customer's termination of one Service may result in the forfeiture of the Customer's reduced rates or discount for that Service or Services that are not terminated, and the Customer shall be liable to the Company for the amount of discount received by the Customer for the period from the beginning of the term of the Agreement for such Services up to and including the effective date of the termination of the Service or Services terminated.

Incentive(s) include but are not limited to free or discounted services under the Term Discount Program, waiver of any fees (i.e., installation charges, loop charges), waived rental of equipment, etc. If Customer cancels any service provided under an Incentive in full or in part, then Customer shall pay any fees Customer would have incurred without the Incentive. Likewise, Customer shall pay the then current rate for any equipment received under an Incentive (i.e., data CPE: multiplexers, CSU/DSU, routers, etc.) and/or, at the Company's discretion, allow the Company to retrieve the equipment from the Customer's premise during normal business hours.

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SECTION 2 – REGULATIONS (CONT'D.)

2.7 Cancellation of Service (Cont'd.)

2.7.3 Cancellation by the Customer with Cause

If Customer is not satisfied with any service provided by the Company, Customer shall provide written notice specifying the performance deficiency in the Service and allow DeltaCom 20 business days (“Notice Period”) to bring the deficient performance to customarily acceptable industry performance standards (“Cure”), or if not capable of Cure within such notice period, make reasonable progress toward such Cure during the Notice Period. The written notice must cite this provision and reasonably detail the deficient performance.

Should the Customer and the Company agree in writing that the Company failed to provide a cure or make progress toward such cure within the Notice Period, the Company will cancel the Customer’s agreement upon request of the Customer.

If the Customer is receiving multiple types of Services, or receiving Services at multiple locations, the Customer’s right to terminate Service(s) as set forth in this section shall be limited to termination of the affected Service(s) only or at the affected location(s) only.

The Customer is responsible for payment of all charges for service furnished through the cancellation date specified by the customer or until the date written cancellation notice is received, whichever is later. The Customer must provide 30 days written notice of cancellation in advance.

All written Notices under this section must be submitted by mail, registered, or certified mail, return receipt requested to Customer Care Center, Attn: Disconnect Processing Team, P.O. Box 1301 Arab, AL 35016; or by email with confirmed receipt by DeltaCom, to disconnect@deltacom.com; or by facsimile transmission, with confirmed receipt by DeltaCom, to 1-800-488-1386 and received by DeltaCom 30 days prior to the discontinuance becoming effective.

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2.7 Cancellation of Service (Cont'd.)

2.7.4 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 ten (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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2.7 Cancellation of Service (Cont'd.)

2.7.5 General Application of Service Charges

- A. Except as provided hereinafter, all classes of local exchange services are subject to service charges.
- B. All customers will be charged a monthly account maintenance fee of \$8.35. The monthly account maintenance fee will be waived if the customer elects to obtain their call detail on-line in lieu of receiving paper copies of their call detail. **(I)**

2.7.6 Application of Line Connection Charges

- A. The Line Connection Charge (First Line and/or Additional Line) applies for establishing and 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.

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 (CONT'D.)

2.7 Cancellation of Service (Cont'd.)

2.7.7 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.

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.

- D. The Line Change Charge applies for each telephone number changed when requested by the customer.
- E. 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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2.7 Cancellation of Service (Cont'd.)

2.7.8 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 Guide Book.

The Secondary Service Charge applies for transfers of responsibility.

- D. 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.
- E. The Secondary Service Charge applies for rearrangement of drop wire, protector, and/or network interface. Charges for Service Calls may apply.
- F. 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.
- G. The Secondary Service Charge applies when changing a station number or installing a station line.

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2.7 Cancellation of Service (Cont'd.)

2.7.9 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.
- B. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge may apply 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 30-minute increments to be billed, after the one 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 additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.

Charges for Service Calls apply for, but are not limited to, line testing when no trouble is found on network side; establishment of service; adding and/or rearranging of network interface device.

- D. 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.
- E. 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.

2.7.10 Service Charge Exemptions

- 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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2.7 Cancellation of Service (Cont'd.)

2.7.10 Service Charge Exemptions (Cont'd.)

- 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.

Service Charges do not apply is the Customer has subscribed to one of the Company's applicable maintenance plans.
- D. Service Charges do not apply for full or partial disconnection.
- E. Service Charges do not apply for moving from a premise 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.
- F. 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.
- G. 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.
- H. When a customer's request is provided in accordance with the service waivers listed in Sections 2.7.10 (a)- preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- I. 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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2.8 Transfers and Assignments

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

2.9 Notices and Communications

2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service which the Customer shall mail payment on that bill.

2.9.3 All notices or other communications required to be given pursuant to This Guide Book will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communications, or bill with the U.S. Mail or a private delivery service prepaid and properly addressed, or when actually received or refused by Addressee, whichever occurs first.

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2.9 Notices and Communications (Cont'd.)

2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2.9.5 Company Contact Information for Cancellation

The Customer must use the following information/addresses for all cancellation and disconnect requests:

- A. US Mail (registered, certified or return receipt requested) – DeltaCom, LLC, Customer Care Center, Attn: Disconnect Processing Team, P. O. Box 1301, Arab, Alabama 35016
- B. Email, with confirmed receipt by DeltaCom – disconnect@deltacom.com
- C. Facsimile, with confirmed receipt by DeltaCom – 1-800-488-1386

Such request shall include all of the following that apply:

- 1. an itemized list of the Service(s) that Customer wishes to disconnect;
- 2. the Customer's account number;
- 3. affected circuit ID's;
- 4. affected telephone numbers; and,
- 5. the Customer contact information (i.e., name, address, telephone number, fax number, and email address).

If requested by Company, the customer must be able to provide confirmation that one of the above methods was used in providing a disconnection/cancellation notice to the Company.

All notices of disconnect must be received by DeltaCom thirty (30) days prior to the discontinuance becoming effective.

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2.10 Concurrences

DeltaCom, LLC concurs with BellSouth's Louisiana General Subscriber Services Guide Book as follows:

2.10.1 Rules, regulations, rates and charges for Area Calling Service (Section A3.6).

2.10.2 No conditions or exceptions to this concurrence apply at this time.

2.10.3 This concurrence shall become effective and any successive issues of BellSouth's Louisiana General Subscriber Services Guide Book shall apply and be limited to the rules, regulations, rates and charges regarding Area Calling Service (Section A3.6), as approved by the Louisiana Public Service Commission, until this concurrence is revoked or canceled. In addition, DeltaCom, LLC, hereby expressly reserves the right to cancel this statement of concurrence at the time when it appears that such cancellation is in the best interest of the Company, subject to the jurisdiction of the Louisiana PSC.

2.10.4 Area Calling Service is available to Customers who subscribe to the Company's resold local service in the BellSouth territory.

2.11 Flexible Pricing

Changes of currently effective rates set forth in This Guide Book may be made on one day's notice. Notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved. A Customer may request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The Customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

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2.12 Validation of Credit

DeltaCom reserves the right to validate the credit worthiness of Subscribers through available credit verification procedures. Credit shall be deemed established if:

- A. The applicant demonstrates that he is a satisfactory credit risk by appropriate means including, but not limited to, the production of substantive references which may be quickly and inexpensively checked by the Company;
- B. The applicant has been a customer of the Company for a similar type of service within a period of twenty-four consecutive billings preceding the date of application and during the last twelve consecutive billings for that prior service has not had service discontinued for non-payment of bill or had more than one occasion in which a bill was not paid within the period prescribed by the reasonable regulations of the Company on file with the Commission; provided, that the average periodic bill for such previous service was equal to at least fifty per centum of that estimated for the new service; and provided further, that the credit of the applicant is unimpaired; or
- D. The applicant furnishes a satisfactory guarantor to secure payment of bills for the service requested in a specified amount not to exceed the amount of the cash deposit prescribed in Section 2.5.5 of This Guide Book.
- E. The applicant makes a cash deposit to secure payment of bills for service prescribed in Section 2.5.5 of This Guide Book.

An applicant for service who previously has been a customer of the Company and whose service has been discontinued by the Company during the last twelve billings of that prior service because of nonpayment of bills, may be required to reestablish credit in accordance with Section 2.5.5; except that an applicant for residential service shall not be denied service for failure to pay such bills for classes of nonresidential service.

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2.13 Waiver of Discontinuance Charge

To qualify for a waiver of the Discontinuance Charge, the Customer must request and specify, prior to service installation, under which of the following circumstances the waiver would be sought:

- A. When a customer, whether single or multi-location, closes its entire business and all business locations and cancels service;
- B. When a customer files for insolvency and liquidation and cancels service. If a customer maintains Company's service under other versions, such as Chapter 11 reorganization or Chapter 13, the customer will not qualify for this waiver;
- C. When a customer with multiple locations closes a location due to economic conditions;
- D. When a customer with multiple locations closes a location due to a physical move and the Company is unable to provide 100% of the service at the new location as was utilized at the original location;
- E. When the customer is being acquired and ownership is changing. In this instance, the original customer will receive a waiver of Discontinuance Charges except in the event the agreement for service is assigned to customer's acquirer or new ownership.

The Customer must notify the Company in writing a minimum of 60 days in advance of disconnection or termination of service under any of the above conditions. This waiver is not applicable to, and Customer will continue to be responsible for, any previously waived installation charges.

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2.14 Reselling of Service

If Customer intends to resell or rebill the Company's 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 the Company 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 the Company for any related claims by any third party against the Company, 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.

2.15 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. To request a move of Service from an existing location to a new location, Customer must contact the Company's Customer Care at least 45 days prior to the move. In the event of a move of the location to which the Company provides Service, one or more of the following charges may apply:

2.15.1 Move Fee as delineated in Section 4;

2.15.2 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

2.15.3 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.

SECTION 3 - SERVICE DESCRIPTIONS

The rates provided in Section 3 apply to Customers that are currently in a Service Term agreement with the Company All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 7 - Non-Term Rates.

(N)
|
|
(N)

3.1 Service Elements

3.1.1 Timing of Local Exchange Calls

Unless otherwise indicated, all calls are timed in six-second increments and all calls which are fractions of a minute are rounded up to next six second increment.

For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

Call timing ends when the calling station “hangs up”, thereby releasing the network connection. If the called station “hangs up” but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

3.1.2 Time Periods Defined

Peak 8:00 a.m. to, but not including 5:00 p.m. - Monday through Friday

Off-Peak 5:00 p.m. to, but not including 8:00 a.m. - Monday through Friday, all day Saturday and Sunday, and all Holidays.

Holidays include Christmas Day, New Year’s Day, Thanksgiving Day, Independence Day, and Labor Day.

All times refer to local time.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.1 Service Elements (Cont'd.)

3.1.3 Computation of Charges

For the computation of charges, the duration of each call is measured and rounded up to the applicable billing increment, then multiplied by the applicable rate and if the computed charge for any individual call results in a fraction of a cent, the fraction is then rounded up to the next whole cent on a per call basis. For example, a service may provide that each call will be charged a minimum of 18 seconds and thereafter timed in 6-second increments; therefore, under this example, a 10-second call will be rounded up to 18 seconds (0.3 minutes), and a 44-second call will be rounded up to 48 seconds (0.8 minutes). If, after multiplying the billing increment by the applicable rate, the computed charge for an individual call results in a fraction of a cent, the fraction is rounded up to the next whole cent (for example, \$1.523 would round up to \$1.53). Once the charge for each call is computed as described above, the calls are summed on the Customer's invoice.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.2 Infinity Service

Infinity Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the Local Calling Area, as defined herein;
- access 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service.

3.2.1 Service Area: Where facilities are available, the service area is defined by the following:

- A. Local Calling Areas: NXXs associated with each particular exchange or zone may be found in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

Exchange	Basic Service Area and Additional Exchanges
Albany	Amite City ,Hammond ¹ , Independence, Kentwood, Livingston, Ponchatoula, Springfield,
Alexandria	Boyce, Bunkie, Colfax, Dry Prong, Georgetown, LeCompte, Marksville, Montgomery, Pollock
Amite City	Albany, Angie, Bogalusa, Bush, Covington, Franklinton, Folsom, Greensburg, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Montpelier, Mt. Hermon, Pearl River, Pine, Ponchatoula, Slidell, Springfield, Crossroads, MS
	Note 1: Principle Exchange

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Angie	Amite City, Bogalusa ¹ , Bush, Covington, Franklinton, Folsom, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pearl River, Pine, Ponchatoula, and Slidell, Crossroads, MS
Arcadia	Castor, Gibsland, Ringgold, Saline
Bastrop	Bastrop, Calhoun, Mer Rouge, Monroe, Sterlington
Baton Rouge ¹	Clinton, Denham Springs, Jackson, Livingston, Morganza, New Roads, Plaquemine, Rougon, St. Gabriel, St. Francisville, Tunica, Wilson, Zachary
Benton	Blanchard, Haughton, Plain Dealing, Shreveport
Blanchard	Benton, Greenwood, Haughton, Mooringsport, Oil City, Rodessa, Shreveport, Vivian
Bogalusa ¹	Angie and Bush), Amite City, Covington, Franklinton, Folsom, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mount Hermon, Pine, Pearl River, Ponchatoula, Slidell, Crossroads, MS
Bunkie	Alexandria, Opelousas, Saint Landry
Buras ¹	Port Sulphur, Jesuit Bend, Ponte A La Hache, New Orleans, St. Bernard, Venice,
Bush	Bogalusa ¹ Amite City, Angie, Covington, Franklinton, Folsom, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pine, Ponchatoula, Pearl River, Slidell, Crossroads, MS
Calhoun	Bastrop, Calhoun, Chatham, Dubach, Monroe, Ruston, Sterlington
Castor	Arcadia, Saline
Chackbay	Thibodaux ¹ , Houma, Labadieville, Lockport, Raceland
Clinton ¹	Jackson, Wilson, Baton Rouge, St. Francisville, Tunica, Zachary
Colfax	Alexandria, Dry Prong, Georgetown, Montgomery, Pollock
Columbia	Columbia, Hebron, Monroe, Sterlington
	Note 1: Principle Exchange

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Coushatta	Natchitoches, Shreveport
Convent	Donaldsonville ¹ , Lutcher, Vacherie,
Covington ¹	Folsom, Madisonville, Mandeville, Amite City, Angie, Bogalusa, Bush, Franklinton, Hammond, Independence, , Kentwood, Lacombe, , , Mr. Hermon, Pine, Ponchatoula, Pearl River, Slidell, Crossroads, MS
Crowley	Eunice, Gueydan, Jennings, Lake Arthur, Rayne
Denham Springs	Baton Rouge ¹ , Livingston
Donaldsonville ¹	Convent, Napoleonville
Dry Prong	Alexandria, Colfax, Georgetown, Montgomery, Pollock
Dulac	Houma ¹ , Montegut
Edgard	Jesuit Bend, Kenner, Lafitte, Luling, LaPlace, Norco, New Orleans, Paradis, Vacherie
Eunice	Basile, Crowley, Gueydan, Iota, Jennings, Lake Arthur, Lawtell, Mamou, Opelousas, Rayne
	Note 1: Principle Exchange

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Folsom ¹	Covington, Mandeville, Madisonville, Amite City, Angie, Bogalusa, Bush, Franklinton, Hammond, Independence, Kentwood, Lacombe, Mt. Hermon, Pine, Ponchatoula, Pearl River, Slidell, Crossroads, MS
Franklinton ¹	Mount Hermon, Pine, Amite City, Angie, Bogalusa, Bush, Covington, Folsom, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Pearl River, Ponchatoula, Slidell, Crossroads, MS
Georgetown	Alexandria, Colfax, Dry Prong, Montgomery, Pollock
Gibson	Houma ¹
Grand Cane	Keatchie, Keithville, Logansport, Mansfield, Shreveport
Gueydan	Crowley, Eunice, Jennings, Lake Arthur, Rayne
Hammond ¹	Albany, Angie, Bogalusa, Independence, Pearl River, Ponchatoula, Springfield, Amite City, Bush, Covington, Franklinton, Folsom, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pine, Slidell, Crossroads, MS
Haughton	Benton, Blanchard, Doyline, Minden, Shreveport
Houma ¹	Dulac, Gibson, Montegut, Chackbay, Lockport, Thibodaux,
Independence	Albany, Angie, Hammond ¹ , Amite City, Bogalusa, Bush, Covington, Franklinton, Folsom, Greensburg, Kentwood, Lacombe, Madisonville, Mandeville, Montpelier, Mt. Hermon, Pearl River, Pine, Ponchatoula, Slidell, Springfield, Crossroads, MS
Jackson	Baton Rouge, Clinton, St. Francisville, Tunica, Wilson, Zachary
Jennings	Crowley, Eunice, Gueydan, Lake Arthur, Rayne
Jesuit Bend	New Orleans ¹ , Edgard, Kenner, Lafitte, Luling, LaPlace, Norco, Paradis, Venice
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Keatchie	Grand Cane, Keithville, Logansport, Mansfield, Shreveport
Keithville	Grand Cane, Greenwood, Keatchie, Logansport, Mansfield, Shreveport
Kenner	LaPlace, Luling, New Orleans ¹ , Norco, Paradis, Edgard, Jesuit Bend, Lafitte
Kentwood	Albany, Amite City, Angie, Bogalusa, Bush, Covington, Franklinton, Folsom, Greensburg, Hammond, Independence, Lacombe, Madisonville, Mandeville, Montpelier, Mt. Hermon, Pearl River, Pine, Ponchatoula, Slidell, Springfield, Crossroads, MS
Labadieville	Chackbay, Napoleonville, Pierre Part, Thibodaux
Lacombe	Mandeville, Slidell ¹ , Amite City, Angie, Bogalusa, Bush, Covington, Franklinton, Folsom, Hammond, Independence, Kentwood, Madisonville, Mt. Hermon, Pine, Ponchatoula, Pearl River, Crossroads, MS
Lafitte	New Orleans ¹ , Edgard, Jesuit Bend, Kenner, LaPlace, Luling, Norco, Paradis
Lafayette	Abbeville, Broussard, Carencro, New Iberia, Youngsville, Duson
Lake Arthur	Crowley, Eunice, Gueydan, Jennings, Rayne
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
LaPlace	Kenner, Luling, Norco ¹ , Paradis, Edgard, Jesuit Bend, Lafitte, New Orleans,
Lockport	Raceland ¹ , Chackbay, Houma, Thibodaux
Logansport	Grand Cane, Keatchie, Keithville, Mansfield, Shreveport
Lutcher ¹	Convent, Vacherie,
Madisonville	Covington ¹ , Folsom, Mandeville, Amite City, Angie, Bogalusa, Bush, Franklinton, Hammond, Independence, Kentwood , Lacombe, Mt. Hermon, Pine, Ponchatoula, , Pearl River, Slidell, Crossroads, MS
Mandeville	Covington ¹ , Folsom, Lacombe, Madisonville, Amite City, Angie, Bogalusa, Bush, , Franklinton, Hammond, Independence, , Kentwood, Mt. Hermon, Pearl River, Pine, Ponchatoula, , Slidell, Crossroads, MS
Mansfield	Grand Cane, Keatchie, Keithville, Logansport, Shreveport
Marksville	Alexandria
Mer Rouge	Bastrop, Mer Rouge, Monroe
Monroe	Bastrop, Calhoun, Chatham, Columbia, Dubach , Farmerville, Mer Rouge, Monroe, Ruston, Spencer, Sterlington
Montegut	Dulac, Houma ¹
Montgomery	Alexandria, Colfax, Dry Prong, Georgetown, Pollock
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Morgan City ¹	Patterson, Baldwin , Centerville, Franklin, Jeanerette, Weeks Island
Morganza	New Roads ¹ , Baton Rouge, Rougon,
Mt. Hermon	Franklinton ¹ , Pine, Amite City, Angie, Bogalusa, Bush, Covington, Folsom, Hammond, Independence, Kentwood, Lacombe , Madisonville, Mandeville , Pearl River , Ponchatoula, Slidell , Crossroads, MS
Napoleonville	Donaldsonville , Labadieville, Pierre Part,
New Orleans ¹	Dalacroix, Jesuit Bend, Kenner, Lafitte, Lake Catherine, St. Bernard, Yscloskey, Buras, Edgard, LaPlace, Luling, Norco, Paradis, , Point a la Hache, , Port Sulphur, Venice
New Roads ¹	Morganza, Rougon, Baton Rouge
Norco ¹	Kenner, LaPlace, Luling, Paradis, Edgard, Jesuit Bend, Lafitte, New Orleans
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Paradis	Kenner, LaPlace, Luling ¹ , Norco, Edgard, Jesuit Bend, Lafitte, New Orleans
Pearl River	Slidell ¹ , Amite City, Angie, Bogalusa, Bush, Covington, Franklinton, Folsom, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pine, Ponchatoula, Crossroads, MS
Pierre Part	Labadieville, Napoleonville
Pine	Franklinton ¹ , Mt. Hermon, Amite City, Angie, Bogalusa, Bush, Covington, Folsom, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Pearl River, Ponchatoula, Slidell, Crossroads, MS
Plaquemine	Baton Rouge, St. Gabriel, White Castle,
Pollock	Alexandria, Colfax, Dry Prong, Georgetown, Montgomery
Ponchatoula	Albany, Hammond ¹ , Springfield, Amite City, Angie, Bogalusa, Bush, Covington, Franklinton, Folsom, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pearl River, Pine, Slidell, Crossroads, MS
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Raceland ¹	Lockport, Chackbay, Thibodaux
Rayne	Crowley, Duson, Eunice, Gueydan, Jennings, Lake Arthur
Rougon	Baton Rouge ¹ , New Roads, Morganza
Ruston	Calhoun, Choudrant, Dubach, Grambling, Monroe, Ruston
Saline	Arcadia, Castor
Shreveport	Belcher, Benton, Blanchard, Coushatta, Doyline, Gilliam, Grand Cane, Greenwood, Haughton, Hosston, Ida, Keatchie, Keithville, Logansport, Minden, Mansfield, Mooringsport, Oil City, Plain Dealing, Rodessa, Vivian
Slidell	Albany, Amite City, Angie, Bogalusa, Bush, Covington, Folsom, Franklinton, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pearl River, Pine, Ponchatoula, Crossroads (MS)
Sterlington	Bastrop, Calhoun , Columbia , Monroe, Spencer, Sterlington
St. Francisville ¹	Tunica, Baton Rouge, Clinton, Jackson, Wilson, Zachary
St. Gabriel	Baton Rouge ¹ , Plaquemine, White Castle,
Springfield	Albany, Amite City , Hammond ¹ , Independence , Kentwood , Ponchatoula
Thibodaux ¹	Chackbay, Houma, Labadieville, Lockport, Raceland
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Area (Cont'd.)

A. Local Calling Areas (Cont'd.)

Exchange	Basic Service Area and Additional Exchanges
Tunica	Baton Rouge, Clinton, Jackson, St. Francisville, Tunica, Wilson, Zachary
Vacherie	Convent, Edgard, Lutcher
Venice	Jesuit Bend, New Orleans
White Castle	Plaquemine, St. Gabriel
Wilson	Clinton ¹ , Jackson, Baton Rouge, St. Francisville, Tunica, Zachary
Zachary	Baton Rouge ¹ , Clinton, Jackson, St. Francisville, Tunica, Wilson
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3.2 Infinity Service (Cont'd.)

3.2.1 Service Areas (Cont'd.)

A. Local Calling Areas (Cont'd.)

Full service versions of the Company's Exchange Access Services will be provided to Customers, at Customer premises located in areas pursuant to this or the BellSouth-Louisiana General Subscriber Services Guide Book, to the extent that: (a) the Company has in-place and available network facilities extending to such premises; or (b) the maintains a collocation arrangement and is able to reasonably employ such arrangement to interconnect to unbundled exchange link facilities which the Company, in its sole discretion, judges to be of a type, grade, technical specification, quality and quantity sufficient to, and offered under conditions consistent with, the delivery of such services.

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3.2 Infinity Service (Cont'd.)

3.2.1 Service Areas (Cont'd.)

B. Extended Local Calling Areas

Facility Location	Extended Local Calling Area
Bastrop	Bastrop, Calhoun, Mer Rouge, Monroe, Sterlington
Baton Rouge	Baton Rouge, Denham Springs, Livingston, Rougon, Saint Gabriel, Zachary, Donaldsonville, Jackson, Morganaza, New Roads, Plaquemine, Springfield, White Castle, Albany, Clinton, Convent, Lutcher, St. Francisville, Tunica, Vacherie, Wilson
LaFayette	LaFayette, Broussard, Carencro, Youngsville, Abbeville, Centerville, Crowley, Duson, Erath, Franklin, Gueydan, Lawtell, Leonville, Loreauville, New Iberia, Opelousas, Port Barre, Rayne, St. Martinville
Monroe	Bastrop, Calhoun, Chatham, Columbia, Dubach, Farmerville, Mel Rouge, Monroe, Ruston, Spencer, Sterlington
New Orleans	New Orleans, Dalacroix, Jesuit Bend, Kenner, Lafitte, Lake Catherine, Saint Bernard, Yscloskey, Norco, Luling, Paradis, Slidell, Lacombe, Mandeville, Madisonville, Covington, Pearl River, Bush, Chackbay, Edgard, Hammond, Houma, LaPlace, Lockport, Montegut, Point a la Hache, Ponchatoula, Port Sulphur, Raceland, Thibodaux, Folsom, Buras, Venice
Ruston	Calhoun, Choudrant, Dubach, Grambling, Monroe, Ruston
Slidell	Albany, Amite City, Angie, Bogalusa, Bush, Covington, Folsom, Franklinton, Hammond, Independence, Kentwood, Lacombe, Madisonville, Mandeville, Mt. Hermon, Pearl River, Pine, Ponchatoula, Crossroads (MS)

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3.2 Infinity Service (Cont'd.)

3.2.1 Service Areas (Cont'd.)

C. Infinity ECS

For an additional monthly recurring charge, as specified in the Rates Section of This Guide Book, Infinity customers can order Infinity ECS (an Expanded LATA-wide Calling Service). This optional calling plan allows the customer unlimited calling within the Infinity ECS calling area for a flat rate.

Customers will be provided the Infinity ECS area for the LATA in which they physically receive service on a location-by-location basis. Calling to areas within the specified LATA but to which Infinity ECS does not apply are noted as exception localities below. Calls to these exception areas will be charged the appropriate long distance rate.

Service Location	Infinity ECS Calling Area	Exception Localities (areas not included)
Within Baton Rouge LATA	Baton Rouge LATA (492)	Maurepas
Within LaFayette LATA	LaFayette LATA (488)	Basile, Cameron, Carlyss, Chataignier, Creole, Elton, Fenton, Grand Chenier, Hackberry, Hayes, Iowa, Johnson Bayou, Kinder, Lacassine, Pine Prairie, Oberlin, Reeves, Roanoke, Thornwell, Turkey Creek, Villa Platte, Welsh
Within New Orleans LATA	New Orleans LATA (490)	Galliano, Garyville, Golden Meadow, Grand Isle, Larose, Leeville, Reserve
Within Shreveport LATA	Shreveport LATA (486)	Big Cane, Bordelonville, Cotton Valley, Cottonport, Mansura, Moreauville, North Springhill AR., Plaucheville, Sarepta, Shongaloo, Simmesport, Springhill

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3.2 Infinity Service (Cont'd.)

3.2.1 Service Areas (Cont'd.)

C. Infinity ECS (Cont'd.)

Calls within the Infinity ECS area will be considered local calls and no call detail will be available for these calls.

The dialing pattern of the customer is not affected by adding the Infinity ECS service. If they currently have to dial 1+10 digits as opposed to 7-digit dialing for certain areas, they will still have to dial 1+10 digits for calls to these areas.

Subscription to this service requires that every line at the specified location have the Infinity ECS service. This service cannot be applied retroactively to the account. Calls placed before provision of the Infinity ECS service will receive the appropriate long distance charges.

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3.2 Infinity Service (Cont'd.)

3.2.2 Infinity Basic Service

Infinity Basic Service will consist of an exchange line and all the associated equipment necessary to allow access to the telephone network to make and receive local and long distance calls. All necessary equipment to deliver the call to the Customer's site is included.

This calling service allows the Customer unlimited access to all other stations on the public switched network within the Customer's Basic Local Calling Area, i.e., the local calling area as specified in the Incumbent Local Exchange Carrier's Guide Book in effect and as amended from time to time in the future. All calls to destinations outside the Basic Local Calling Area but within the same state and LATA will be charged the IntraLATA rates as specified in Section 4.

- A. Area Calling Service: This calling service allows the Customer limited access to all other stations on the public switched telephone network with the Customer's Basic Local Calling Area. The Company will offer Area Calling Service as described in Section A3.6 of BellSouth's Louisiana General Subscriber Services Guide Book in effect and as amended from time to time. See Section 2.10 for further explanation of the regulations regarding Concurrences.

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3.2 Infinity Service (Cont'd.)

3.2.2 Infinity Basic Service (Cont'd.)

- B. Standard Features: Each Infinity Customer is provided with the following standard features:

Touch Tone
Direct Outward Dialing

- C. Optional Features: A local Business or Residential Customer may order the following optional features as an enhancement to Infinity Basic Service at the rates specified in Section 4.

Call Block
Call Forwarding Busy Line
Call Forwarding Busy Line (Customer Controlled)
Call Forwarding Don't Answer
Call Forwarding Don't Answer (Ring Control)
Call Forwarding Don't Answer (Customer Controlled)
Call Forwarding Multipath
Call Forwarding Variable
Call Forwarding Variable-Remote Access
Call Hold
Call Return
CallSaver (Basic)
CallSaver Basic 100
CallSaver (Extension)
CallSaver Pager
CallSaver Auto-Attendant
CallSaver Family
Call Selector
Call Tracing
Call Waiting
Call Waiting Deluxe

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3.2 Infinity Service (Cont'd.)

3.2.2 Infinity Basic Service (Cont'd.)

C. Optional Features (Cont'd.)

- Hunting
- Message Waiting
- Repeat Dialing
- RightRing (I and II)
- Signature (Basic, Deluxe or Enhanced)
- Speed Calling (8-digit code or 30 digit code)
- Three-Way Conference/Consultation Hold/Call Transfer

Some features may be available on a per-use basis. DeltaCom offers those features on a per-use basis described in BellSouth's tariff Section A13.

*All features are subject to availability and some feature interactions prohibit their simultaneous use.

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3.3 Local Trunk

This service provides a Customer with a single, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local Trunks are provided for connection to Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Local Trunk is provided with touch tone signaling and may be configured into a hunt group with other Company-provided Local Trunks.

3.4 Local Trunk with Managed Service

This service provides a Customer with a single, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Each Local Trunk is provided with touch tone signaling and may be configured into a hunt group with other Company-provided Local Trunks. A hardware and maintenance service contract known as Realm² must be purchased in conjunction with this service.)

3.5 Infinity Business Service

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.6 Unity Service

Current DeltaCom long distance Customers who have a T-1 may subscribe to this service which includes flat rate rates for local origination and termination of calls, hunting, and one telephone number assigned to each trunk group. Remote call forwarding with 12 paths will be provided to facilitate the migration to the new telephone number from the Customer's existing telephone number. Optional overflow protection can be provided for handling calls received when all 24 circuits are in use. There is a charge per T-1 and a charge for each additional local telephone number for each trunk group. Additional monthly recurring and installation charges apply as described in Section 4. The installation charge for establishment of DID telephone numbers includes an unlimited number of DID telephone numbers established at the same time on the same order. Rates are set forth in Section 4 and are in addition to charges described in Section 2.5.1.2, which include, but are not limited to TRS, E911, subscriber line charges and applicable taxes. Service is available wherever NNX codes have been activated by DeltaCom. Expanded Calling Service is also provided at an additional cost.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

3.6.1 Unity Complete Bundle

Customers signing a two or three year term contract with local, Internet and LD service on this product can qualify for the T-1 loop pricing in Section 4.1.10 D:

All other terms, rates and conditions for Unity apply.

3.6.2 Unity Rural Bundle

Customers signing a two or three year term contract with local, Internet and LD service on this product can qualify for the T-1 loop pricing in Section 4.1.10 E:

All other terms, rates and conditions for Unity apply.

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3.7 Unity Plus Service

This product allows the Customer to have two-way DID service on their T-1 loops. This allows existing T-1 Customers to have flat rate local origination and direct incoming identification of calls. This service requires the establishment of blocks of telephone numbers which will be outpulsed through the T-1 channels to the Customer's premise equipment to identify the particular called party. This service includes hunting for all 24 channels. Credit is not given for channels removed from this hunting arrangement or deactivated. Call forwarding from existing telephone numbers and paths can be tailored to the Customer's request. This DID service is subject to the availability of facilities and numbers for a Customer request. Monthly recurring and installation charges apply. Installation charges for DID telephone numbers includes an unlimited number of DID numbers established at the same time on the same order. Expanded Calling Service is also provided at an additional cost.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.7 Unity Plus Service (Cont'd.)

3.7.1 Unity Plus Complete Bundle

Customers signing a two or three year term contract with local, Internet and LD service on this product can qualify for the T-1 loop pricing in Section 4.1.11 D:

All other terms, rates and conditions for Unity Plus apply.

3.7.2 Unity Plus Rural Bundle

Customers signing a two or three year term contract with local, Internet and LD service on this product can qualify for the T-1 loop pricing in Section 4.1.11 E:

All other terms, rates and conditions for Unity Plus apply

3.8 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Notice will be provided pursuant to Commission Rules and Regulations.

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3.9 Directory Assistance Services

3.9.1 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

A. Each call to Directory Assistance will be charged as follows:

Per Call: See Rate Schedule in Section 4.

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

B. A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call;
or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

C. Directory Assistance charges are not applicable to customers who have applied for and received Company certification as having a hearing, speech, or physical impairment that restricts their ability to use a printed directory. Applications for the Directory Assistance Disability Exemption must be accompanied by confirmation of the disability in writing on official letterhead of the physician, clinic, or group/agency verifying the disability.

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3.9 Directory Assistance Services (Cont'd.)

3.9.1 Directory Assistance (Cont'd.)

C. (Cont'd.)

This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

3.9.2 Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is an optional service available for business and residential Customers accessing the Company's Directory Assistance Service. Directory Assistance Customers may choose to have the Company Directory Assistance Operator complete the call to the telephone number requested without requiring the Customer to redial the number. A Directory Assistance Call Completion Surcharge will apply whether or not the call is answered by the called party or the calling party receives a busy signal. These charges are in addition to the Directory Assistance charge for determining the telephone number requested by the Customer and in addition to any applicable Operator Service charges associated with placing the call.

This service is available where facilities permit and may not be available to all Customers.

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3.10 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

Third Number Billing - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse in advance or when queried by the operator.

Person to Person - Calls completed with the assistance of any operator to a particular Station and specified by the Caller. The call may be billed to the called party.

Station to Station - Calls complete with assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance - The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 Telephone numbers, but does not request the operator to complete a call.

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3.10 Operator Assistance (Cont'd.)

3.10.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

3.10.2 Busy Line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

3.10.3 Rates: Rates for Busy Line Verification and Interrupt Service will apply under the following circumstances:

- A. The operator verifies the line is busy with a call in progress.
- B. The operator verifies the line is available for incoming calls.
- C. The operator verifies the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption. Charges are set forth in Section 4.

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3.11 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant local exchange carrier provided on the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station Numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

3.11.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.

3.11.2 The Company may refuse a listing which contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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3.11 Directory Listings (Cont'd.)

- 3.11.3 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules and respect thereto.
- 3.11.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- 3.11.5 Directory listings are provided in connection with each Customer service as specified herein.
- A. Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
 - B. Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for Additional listings are specified in Section 4.
 - C. Non-published Listings: Listings that are not printed in directories nor available from Directory Assistance.

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3.11 Directory Listings (Cont'd.)

3.11.5 (Cont'd.)

C. Non-Published Listings (Cont'd.)

A Non-published Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the liability provisions set forth in Section 2.1.4. Rates for Non-published listings are specified in Section 4.

D. Non-listed Numbers: A Non-listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for Non-listed Numbers are specified in Section 4.

E. Foreign Listings: Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the Guide Book published by the specific local exchange carrier providing the Foreign Listing.

F. Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

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3.11 Directory Listings (Cont'd.)

3.11.5 (Cont'd.)

- G. Reference Listings: A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone. Charges for reference listings are specified in Section 4.
- H. Recurring Charges: Monthly Recurring Charges associated with Directory Listings are set forth in Section 4.

3.12 Emergency Services:

Both Basic and Enhanced 911 (E911) allow Customers to reach appropriate emergency services including police, fire and medical services. Subject to availability, Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for the display at the Public Service Answering Point (PSAP).

3.13 Presubscriptions - 2 (PIC-2):

PIC-2 allows Customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. The rates specified in Section 7 will apply each time the Customer requests a change to their intraLATA PIC, subsequent to the initial designation. The Company reserves the right to waive a PIC charge. InterLATA Presubscription is available pursuant to DeltaCom, LLC, FCC Tariff No. 1.

3.14 Vanity Telephone Numbers:

Service currently not available. At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3.

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3.15 Telecommunications Relay Service (TRS):

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider(s) to complete such calls.

3.16 Individual Case Basis (ICB) Arrangements:

Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to request by Customers to the Company, for proposals or for competitive bids. Service offered under This Guide Book provision will be provided to the Customer pursuant to contract and subject to the Commission's rules and regulations. ICB contracts and cost supporting information will be filed with the Commission as may be required by the Commission. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of This Guide Book. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

3.17 Customized Code Restrictions (CCR)

3.17.1 General Regulations

- A. Customized Code Restriction is a service which enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted and is available to basic exchange customers with Individual Line Residence or Business Service or PBX Trunks, in either flat, message or measured rate services.

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3.17 Customized Code Restrictions (CCR) (Cont'd.)

3.17.1 General Regulations (Cont'd.)

- B. Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks.
- C. CCR is furnished only from central offices equipped to provide this service and where facilities permit.

When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges, whichever is appropriate, will apply to all lines/trunks equipped with this service.

- D. CCR does not provide restriction of non-chargeable calls to Company numbers, such as Customer Service, Public Emergency Service numbers (911), or 1-800 calling.
- E. Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- F. Customers who subscribe to CCR options which restrict operator access are required to place Company-provided stickers on each restricted telephone indicating the operator cannot be reached. In addition, it is the responsibility of the customer to notify all users of their service that an operator cannot be reached.
- G. The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes.

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3.17 Customized Code Restrictions (CCR) (Cont'd.)

3.17.2 Customized Code Restriction Options

The codes shown below are not all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company. Rates for CCR Options 1-6 are listed in Section 4.

Option	Codes Blocked
1	1+, 0+, 0-, 00-, 01+, 011+, (1+/0+)411, 976, 900, N11
2	0-, 0+, 00-, 01+, 976
3	1+, 0-, 0+, 00-, 011+, 001+, 900
4	900, 976
5	976
6	900, 976, N11
X	900, 976, International Call Blocking
Y	900, 976, International Call Blocking, N11
14	900, 976, 411

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3.19 Dual Service

Dual service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time for nondesigned services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.

Dual Service will be offered subject to the availability of facilities and technical limitations.

Dual Service will be limited to a maximum service period of thirty (30) days.

Billing for Dual Service includes the nonrecurring charge plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.20 Extension Service

Extension Service provides for speech communications where the extension service is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station or where two or more "premises" of the same subscriber are used in the conduct of one establishment or business.

3.21 Traffic Study Service

When requested by the customer, DeltaCom will conduct a traffic study to determine calling patterns and call demographics associated with the customer's telephone system.

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3.22 DeltaCom Frame Relay Service

3.23 DeltaCom MegaHub

MegaHub allows the Customer to interconnect via Primary Rate Interface (PRI) with the DeltaCom network. A mega-hub is a single point of presence on the DeltaCom network which gives the Customer virtual POP's in cities which sub-tend DeltaCom's switches. Installation charges may be waived for the initial installation at the discretion of the Company. Subsequent installation charges will apply to PRI's and/or T-1's. Monthly Recurring Charges do not include any additional federal or state taxes, access charges, or other miscellaneous mandated fees which will be applied in accordance with federal, state, or local laws and will be charged to the Customer. Recurring Charges are billed monthly, in advance.

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3.24 DeltaCom DUNE Service

Current DeltaCom Long Distance customers who have a T-1 access line are eligible to subscribe to DUNE Service which is a digital local service product that allows customers to purchase local service that is delivered to the premise with a Digital DS-1 loop. Customers will pay for the DS-1 loop and pay for each local channel. Hunting is given at no charge. Customers may also purchase the CLASS features itemized in Section 4.1.13 of This Guide Book for the rates quoted therein. This service requires that digital facilities be available to the customer's Location. Expanded Calling Service is also provided at an additional cost.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

3.24.1 DUNE Complete Bundle

Customers signing a two or three year term contract with local, Internet and LD service on this product can qualify for the T-1 loop pricing in Section 4.1.9 F:

All other terms, rates and conditions for DUNE apply.

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3.24 DeltaCom DUNE Service (Cont'd.)

3.24.2 DUNE Rural Bundle

Customers signing a two or three year term contract with local, Internet and LD service on this product can qualify for the T-1 loop pricing Section 4.1.9 G:

All other terms, rates and conditions for DUNE apply.

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3.25 Current Offerings

All new Unity Plus customers who subscribe to Unity Plus and DeltaCom long distance for a minimum of a one-year term can receive a monthly credit of \$450.00. All Existing Unity Product rules in Section 3.7 apply.

[AS OF AUGUST 1, 2004, THE UNITY PLUS MONTHLY CREDIT TERM INCENTIVE HAS BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.27 Select 100

Select 100 is a business service that is available to new customers who subscribe to a minimum of two (2) lines. Customers may choose from the following term commitment options: Month-to-Month, 12-Month Term, 24-Month Term, or 36-Month Term.

Customers who enter into 12, 24 or 36-month term contracts will receive a 7%, 12% or 17%, respectively, off the Infinity single line business rate as well as certain optional features, excluding Hunting. This discount does not apply to local and/or toll usage, per use charges, operator services or directory assistance charges.

(C)

Customers who enter into 12, 24 or 36-month term contracts will receive a 50%, 75% or 100% discount, respectively, on the monthly recurring charge for Hunting. This discount does not apply when Hunting is selected as part of the Select 100 Feature Package. No additional discounts apply.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

A monthly recurring fee will apply for subscription to this service; however, the fee can be waived if the customer subscribes to on-line billing through the Company.

Select 100 and/or certain optional features may not be available in all areas. Customers can contact one of DeltaCom's customer service representatives at 1-800-239-3000 to find out where this service is available in their area. Select 100 is available to customers with up to three (3) lines in Verizon territory and up to four (4) lines in Embarq territory.

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3.27 Select 100 (Cont'd.)

3.27.1 Select 100 Feature Package

Select 100 Customers may also add the Select 100 feature package to their Select 100 business service. Select 100 feature package allows customers to select unlimited numbers of compatible calling features at the rate specified in Section 4.1.20.A of This Guide Book. All calling features are subject to availability in the serving central office.

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3.28 N11 Dialing Service

N11 Dialing Services are three digit local dialing arrangements available in specified areas, with DeltaCom, LLC (“Company”) for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the N11 codes are assigned for access to community information and referral services. In addition, the N11 subscriber must comply with any orders and rules pertaining to N11, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

3.28.1 Application of Charges:

- A. A Service Establishment charge shall apply per basic local calling area.
- B. N11 subscribers will pay the normal Guide Booked charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the N11 subscriber’s designated premises.
- C. Applicable service order charges as specified in Section 4 will apply, in addition to the rates found in Section 4.1.12.E of This Guide Book.
- D. A Central Office Activation charge will apply per central office switch translated to the lead number.
- E. A charge will apply to changes to the point-to number at the subscriber’s request, per N11 Dialing Service, per central office switch within the basic calling area.

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3.30 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.

[AS OF OCTOBER 20, 2010 THE ASSOCIATIONS PROGRAM IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE FOR NEW CUSTOMERS.]

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3.31 T-PAC Service

T-PAC is a T-1 based product with Customer Premise Equipment for new customers who need local service, toll service & data connectivity. Although toll service is optional for this product, DeltaCom must be selected as the local and internet services provider for customers subscribing to this product. T-PAC Service consists of local business line charges, DID charges, internet access charges, and loop charges.

Customers may purchase T-PAC with a minimum of 10 channels. For example, a minimum of four (4) business lines must be ordered when 384K of internet is ordered; six (6) business lines must be ordered when 256K of internet is ordered. Non-recurring installation charges apply for lines added after the initial installation.

Each business line includes LATA-wide local calling, hunting, and customer choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge as reflected in Section 4.1.13 of This Guide Book.

Call Forward Busy Line	Repeat Dialing
Call Forward Don't Answer	Call Selector
Call Forward Don't Answer (Ring Control)	Preferred Call Forwarding
Call Forward Variable	RightRing I
Call Waiting	RightRing II
Speed Calling 30	Remote Access Call Forwarding
Three Way Calling	Custom Call Transfer
Message Waiting Indicator (Audible)	Signature Basic
Message Waiting Indicator (Visual)	Signature Deluxe
Call Return	Star 98 Access
Call Block	All Custom Code Restriction Options
Call Tracing	

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3.31 T-PAC Service (Cont'd.)

DID channels are available as an optional feature and will carry an additional monthly charge. DID channels cannot be ordered as a substitute for, and can only be ordered in addition to, the initial four (4) or six (6) local business lines.

Customers may add data connectivity (Frame Relay, Internet Access, IP VPN etc.) per their application needs according to Guide Booked rates where applicable. Internet Access rates are available for T-PAC customers as set forth in Section 4.1.11 of This Guide Book.

Volume Level Discounts may apply as set forth in Section 3.33.

T-PAC requires a 1-, 2- or 3-year term agreement, and term discounts are available to the Customer. Customers are eligible for either a 7% or 10% off monthly recurring package charges for T-PAC Service, excluding loop charges, for 2- and 3-year agreements, respectively.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.31 T-PAC Service (Cont'd.)

3.31.1 T-Remote

Customers purchasing T-PAC Service who require analog service at additional, smaller locations can purchase the T-Remote product. T-Remote requires a 2- or 3-year term agreement, and customers are eligible for term and volume discounts per the T-PAC Service description. Customers are also subject to the same discontinuance provisions as with the T-PAC Service. T-Remote can only be sold in conjunction with a host T-PAC site, and is not available as a stand-alone product option. Refer to the T-Remote product description for additional details.

3.31.2 Data Connectivity Option

Customers requiring the ability to connect remote locations to their main location to exchange internal data, in place of giving each location access to the Internet, may subscribe to the Data Connectivity Option for T-PAC. Pricing will apply only for locations with T-PAC and pricing remains the same regardless of host or remote port speeds

3.31.3 Secure Access Option

Customers requiring the ability to have both Internet Access and Data Connectivity/Frame Relay functionality on the same T1 at the host location may do so by adding the Secure Access Option to the host location.

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3.32 T1 Expedite Request Charge

Upon customer request, the Company will perform the work required to determine if a due date for a service installation of a T1 (i.e., a new service installation, or a move, or physical rearrangement of an existing service) can be provided that is in advance of the Company's standard installation interval for such service. Such requests shall be referred to as T1 Expedite Requests. All such requests shall incur, and the customer will be required to bear the cost of, a T1 Expedite Request Charge whether or not the Company can meet the expedited due date desired by the customer. The T1 Expedite Request Charge is in addition to all other applicable nonrecurring charges.

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3.33 Volume Level Discounts

Volume Level Discounts are available to new T-PAC, T-Remote, Simplici-T, Simplici-T PRI, Simplici-T Plus, Simplici-T 3.0, Simplici-T 3.0 PRI, IP Complete PRI, IVP, DVP, SimpliVoice and Simpli-Voice 2.0 local service Customers that purchase at least one additional product and sign a minimum one-year contract. Eligibility for the level of discount received is based on the number of local channels associated with a single Customer.

VL1	1%	Customers with 2 or more local channels or lines
VL2	2%	Customers with 3 or more local channels or lines
VL3	3%	Customers with 4 or more local channels or lines
VL4	4%	Customers with 5 or more local channels or lines
VL5	5%	Customers with 6 or more local channels or lines
VL6	10%	Customers with 7 or more local channels or lines
VL7	15%	Customers with 8 or more local channels or lines
VL8	20%	Customers with 9 or more local channels or lines
VL9	25%	Customers with 10 or more local channels or lines
VL10	30%	Customers with 11 or more local channels or lines
VL11	35%	Customers with 12 or more local channels or lines
VL12	40%	Customers with 13 or more local channels or lines
VL13	45%	Customers with 14 or more local channels or lines
VL14	50%	Customers with 15 or more local channels or lines
VL15	55%	Customers with 16 or more local channels or lines

Customers who enter into a term agreement may incur a Discontinuance Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.34 Simpli-T Service

Simpli-T is a medium to large business offering that allows for multi-site connectivity with host/remote site complements. This product provides customers with local, long distance and certain non-regulated features via local lines, trunks or integrated services on a single T-1 at a single location.

A minimum of ten (10) channels of local service (local lines) must be ordered with Simpli-T. The base monthly recurring charge includes the ten required local channels. Hunting is also included for up to ten lines and will be configured as defined by the customer. Additional lines can be added at an incremental charge per line. Local Trunk service requires a minimum of 24 channels, voice or integrated.

DID channels are available as an optional feature with the Simpli-T trunk package. DID channels will not be mixed or integrated with lines on the T-1. DID channels require DID number blocks which are priced in blocks of 20 numbers.

Simpli-T PRI

Simpli-T PRI was designed as an optional package to meet the needs of business customers that require ISDN PRI services. Each PRI has 23 local trunks, or "B" channels, and 1 "D" channel.

Simpli-T PRI is available only with trunks and only one trunk group will be supported per PRI. NFAS configurations are available at no additional charge for up to eight (8) individual Simpli-T PRI T-1 circuits. Transfer and Name Delivery, an optional feature, may be selected by the customer for an additional charge.

Simpli-T PRI requires DID number blocks which are priced in blocks of 20 numbers.

[AS OF July 25, 2005 SIMPLICI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.34 Simpli-T Service (Cont'd.)

Each Simpli-T and Simpli-T PRI local channel includes LATA-wide local calling; thus, DeltaCom must be selected as the customer's presubscribed intraLATA carrier on all channels.

All CLASS calling features, subject to availability in the serving central office and compatibility with other calling features, are included in the base package price for Simpli-T. Features are not automatically provisioned; the customer must determine what features will be needed for each line. No CLASS features are available with the Simpli-T PRI service.

Subscription to DeltaCom's interLATA long distance service is not required with Simpli-T or Simpli-T PRI, but the customer may subscribe to DeltaCom's T LD long distance product, T_5000 LD Plan or, if usage levels justify, DeltaCom's HorizonLD long distance product may be selected. Product descriptions, rules and regulations and pricing for each long distance product are set forth in DeltaCom's Interexchange Guide Book. If the customer has T LD at their main site, they must have T LD at all locations with DeltaCom long distance service. This rule also applies to Horizon LD. Other DeltaCom long distance services are not available in conjunction with Simpli-T or Simpli-T PRI services.

A special analog line may be supplemented with each Simpli-T and Simpli-T PRI circuit at the same location for use with alarm, fax or data services that require a line outside of the T-1. Up to three (3) fax/alarm lines may be purchased at a single Simpli-T or Simpli-T PRI site. Fax/Alarm Lines cannot be in a hunt group with lines on the T-1 and CLASS features and voicemail will not be an available option on these lines.

[AS OF July 25, 2005 SIMPLI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)**3.34 Simplici-T Service (Cont'd.)**

Alternatively, the T-Remote product is an available option for multi-location customers whose host or master location needs analog service but also needs CLASS features and/or voicemail service. See the T-Remote product description and pricing in This Guide Book for applicable rates, terms and conditions. Unlike Simplici-T and Simplici-T PRI customers, customers subscribing to T-Remote are required to designate DeltaCom as both their local and long distance service provider.

Dedicated Internet Access is available with Simplici-T and Simplici-T PRI at speeds from 256K to 768K. Monthly recurring charges depend on access speed. Access includes one (1) custom domain name registration and up to six (6) static IP addresses per T-1. Up to thirty (30) e-mail boxes are included and allowed per master account. Additional domain names and e-mail boxes may be purchased for an additional charge. Additional static IP addresses are available at no additional charge. Dynamic IP addresses are not available.

A package of services geared towards the multi-location customer with data connectivity needs is available for additional monthly recurring charges. This package will allow for interconnectivity with other Simplici-T, Simplici-T PRI or stand-alone Frame Relay sites.

Customers requiring the ability to connect remote locations to their main location to exchange internal data, in place of giving each location access to the Internet, may subscribe to the Data Connectivity Option for an additional monthly charge. Pricing set forth in the Rates section of This Guide Book is for simple, basic designs and will apply only for locations with Simplici-T or Simplici-T PRI. Locations that do not purchase

Customers in need of the ability to have both Internet Access and Data Connectivity/Frame Relay on the same T1 at the host location must also purchase the Secure Access Package at the host location for an additional monthly recurring charge as set forth in the Rates Section of This Guide Book.

[AS OF July 25, 2005 SIMPLICI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.34 Simplici-T Service (Cont'd.)

Customer Premise Equipment (“CPE”) is included as part of the basic Simplici-T and Simplici-T PRI packages and is determined by number of lines provisioned and line functionality. Equipment remains the property of DeltaCom. At the time customer cancels service with DeltaCom, equipment will be recovered. Only DeltaCom is allowed to service and maintain the equipment. The customer is not allowed to make changes to DeltaCom provided CPE.

Simplici-T and Simplici-T PRI both require a 1, 2 or 3-year term agreement. Customers electing to enter into 2 and 3-year agreements are eligible for term discounts of 7% or 10%, respectively, off monthly recurring package charges for Simplici-T Service.

Customers subscribing to this product may also be eligible for Volume Level Discount, Section 3.33, if at least one additional product is purchased and a minimum one-year contract is signed. Eligibility for the level of discount received is based on the number of local channels associated with a single customer.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

In addition, if the customer terminates the agreement after the initial 90 days of the Term Agreement, in addition to all accrued charges for usage and the discontinuance charges assessed under the Simplici-T/Simplici-T PRI service, the Company will seek recovery of Volume Level Discounts received as of the date of termination.

Simplici-T and Simplici-T PRI are available to new customers, existing customers with expired contracts who are currently subscribed to Dune, Unity, or Unity Plus, and also to customers who want to upgrade to T-1 product packages. However, these services are only available to customers located in the Schedule Areas specified in the Rates section of This Guide Book.

[AS OF July 25, 2005 SIMPLICI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.35 T-Remote

T-Remote is for multi-location T-1 based business Customers whose host or master location subscribes to T-PAC, Simpli-T or Simpli-T Plus Service but who also require analog service at additional, smaller locations. Customers, however, are allowed no more than seven (7) T-Remote locations per T-1.

Customers subscribing to T-Remote must sign a term agreement coterminous with that of the host/master location. Customers are eligible for term and volume discounts and are subject to the same discontinuance provisions associated with the local product to which the host account is subscribed. T-Remote can only be sold to locations linked to a T-1 based host site subscribed to the local products listed above, and is not available as a stand-alone product option.

Customers subscribing to T-Remote are required to designate the Company as both their local and long distance service provider. T LD, Converged Minutes, and Horizon LD are the Company's long distance services allowed for use with T-Remote, but consistency must be maintained between locations that are billed on the same account. If the Customer has T LD at the host/master location, their T-Remote locations must have T LD as well.

If Expanded Calling Service is included on the Customer's associated T-1 based product, Expanded Calling Service will also apply to T-Remote lines.

In addition, each T-Remote line includes the Customer's choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features.

Call Block	Message Waiting – Audible
Call Forward Busy	Repeat Dialing
Call Forward Don't Answer	RightRing
Call Forward Don't Answer (Ring Control)	Signature Basic
Call Forward Variable	Signature Deluxe
Call Forward Variable (Remote Access)	Signature Deluxe Multi-line Hunt Group
Call Return	Signature Enhanced
Call Selector	Speed Calling 30
Call Tracing	Star 98 Access
Call Waiting	Surrogate Client Number
Custom Code Restriction Options	Three-Way Calling/ Custom Call Transfer

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3.35 T-Remote (Cont'd.)

Features ordered beyond those listed above will carry the standard installation and monthly recurring charge, depending on customer location, as set forth in Section 4.1.13 of This Guide Book. Back-up Lines, Fax Overflow, alarm and/or security monitoring services, and Remote Call Forwarding are not available with T-Remote.

3.36 Simpli-T Plus Service

Simpli-T Plus is a small to medium-size business offering that utilizes T-1 delivery of line side local exchange service and internet service. The local service and data transmission share the available bandwidth of 1.228 Mbps, employing the use of the entire available bandwidth for data transmission when voice lines are not in use. Voice service takes precedence over data and, as voice transmission is required, internet bandwidth is reduced to accommodate voice needs.

A minimum of six (6) lines of local service must be ordered with the Simpli-T Plus. The base monthly recurring charge includes the six required local lines as well as the hunting functionality for up to six lines. Additional lines can be added at an incremental charge per line. Trunks, DID, Point-to-Point Data/Voice, and PRI services are not available with this product. Pricing, depending on customer location, is set for the in the Rates Section of This Guide Book.

Customer Premise Equipment ("CPE") is included as part of the basic Simpli-T Plus package and is available for use by the customer as an enabler to this application. Number of lines provisioned and the line functionality determines the CPE to be used. This equipment remains the property of DeltaCom. At the time customer cancels service with DeltaCom, this equipment will be recovered. Only DeltaCom is allowed to service and maintain the equipment. The customer is not allowed to make changes to DeltaCom provided CPE.

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3.36 Simpli-T Plus Service (Cont'd.)

Each business line includes LATA-wide local calling and Customer choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on Customer location, as set forth in Section 4.1.13 of This Guide Book.

Call Block	Custom Code Restriction Options
Call Forward Busy	Message Waiting – Audible
Call Forward Don't Answer	Repeat Dialing
Call Forward Don't Answer (Ring Control)	Signature Basic
Call Forward Variable	Signature Deluxe
Call Forward Variable (Remote Access)	Signature Deluxe Multi-line Hunt Group
Call Return	Speed Calling 30
Call Selector	Star 98 Access
Call Tracing	Three-Way Calling/ Custom Call Transfer
Call Waiting	

Subscription to the Company's long distance service is required with Simpli-T Plus. The Customer may subscribe to the Company's T LD long distance product, Converged Minutes, or, if usage levels justify, the Company's Horizon LD product may be selected. Product descriptions, rules and regulations and pricing for each long distance product are set forth in the Company's Long Distance Guide Book. Consistency must be maintained between locations that are billed on the same account. If the Customer has T LD at their main site, they must have T LD at all locations with the Company's long distance service. Other Company long distance services are not available in conjunction with Simpli-T Plus. Customers selecting toll free service are eligible for one toll free number at no charge. Additional toll free numbers can be added at an incremental charge per number.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.36 Simplici-T Plus Service (Cont'd.)

Alternatively, the T-Remote product is an available option for multi-location customers whose host or master location subscribes to Simplici-T Plus, but who also need analog service with CLASS features and/or voicemail service. See the T-Remote product description for applicable rates, terms and conditions.

A package of services geared towards the multi-location customer with data connectivity needs is available for additional monthly recurring charges. This service allows for multi-site connectivity through Frame Relay and is the same package offered with the TPAC and Simplici-T product. This package will allow for interconnectivity with other TPAC, Simplici-T or stand-alone frame sites based on the guidelines.

Customers requiring the ability to connect remote locations to their main location to exchange internal data, in place of giving each location access to the Internet, may subscribe to the Data Connectivity Option. Pricing for the Data Connectivity Option is for simple, basic designs and will apply only for locations with Simplici-T Plus. Locations that do not purchase Simplici-T Plus will be priced a-la-carte standard Frame Relay pricing.

Customer requiring the ability to have both Internet Access and Data Connectivity/Frame Relay on the same T1 at the host location must also purchase the Secure Access Package for an additional monthly recurring charge.

Simplici-T Plus requires a 1, 2 or 3-year term agreement. Customers electing to enter into 2 and 3-year agreements are eligible for term discounts of 7% or 10%, respectively, off monthly recurring package charges for Simplici-T Plus Service.

Volume Level Discounts may apply as set forth in Section 3.33.

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3.36 Simplici-T Plus Service (Cont'd.)

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

Healthcare Bundle Option

The Simplici-T Plus Healthcare Bundle option is available for any healthcare-related company whose SIC code begins with 80 January 16, 2020, who signs either a 2 or 3 year term commitment, and who is located in Simplici-T Plus Schedule Area A and Schedule Area X. The package includes a Simplici-T Plus unchannelized T1 with the ability to receive up to 24 lines, Secure Access and Data Assurance (data products), and a toll free number for a single monthly recurring charge.

Customers subscribing to this option may be eligible for discounts up to 10% based on data options. No additional discounts, including Volume Level Discounts, are available in conjunction with this option.

If the customer terminates the agreement after the initial 90 days of the Term Agreement, in addition to all accrued charges for usage and discontinuance charges assessed under the Simplici-T Plus product, the Company will seek recovery of any additional discounts received in connection with this option as of the date of termination.

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3.37 SimpliVoice

SimpliVoice is a small business bundled product available to new customers that provides the customer with local, long distance, and certain non-regulated features and products. Service is provisioned using a single 1FB-type line only. A monthly recurring fee will apply for subscription to this service; however, the fee can be waived if the customer subscribes to on-line billing through DeltaCom's free eBillMaster billing service.

Customers may choose service on a Month-to-Month basis, or enter into a 12-Month, 24-Month, or 36-Month Term Commitment. Customers who enter into a 12-month term contract will receive a 3% discount off the SimpliVoice line rate. Customers who enter into a 24 or 36-month term contract will receive a 5% discount off the SimpliVoice line rate. This discount does not apply to local and/or toll usage, per use charges, operator services, or directory assistance charges. Customers may also be eligible to receive additional discounts through DeltaCom's Volume Level Discounts, Section 3.33, and DeltaCom's SimpliVoice Affinity Program as described in Section 3.37.2 of This Guide Book. No other discounts are available with this product.

Each SimpliVoice line includes LATA-wide local calling and customer choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features. Features are not automatically provisioned; the customer must determine what features will be needed for each line. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on customer location, as reflected in Section 4 of This Guide Book.

Call Block	Repeat Dialing
Call Forward Busy Line	RightRing I
Call Forward Don't Answer	RightRing II
Call Forward Don't Answer (Ring Control)	Signature (Basic, Deluxe, or Enhanced)
Call Forward Variable	Star 98 Access
Call Return	Speed Calling 8
Call Selector	Speed Calling 30
Call Tracing	Surrogate Client Number
Call Waiting	Three Way Calling
Custom Call Transfer	Message Waiting Indicator (Audible)
Hunting	Message Waiting Indicator (Visual)
Preferred Call Forwarding	All Custom Code Restriction Options
Remote Access Call Forwarding	

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3.37 SimpliVoice (Cont'd.)

Subscription to DeltaCom's interLATA long distance is not required with SimpliVoice, but the customer may subscribe to DeltaCom's SimpliVoice Unlimited LD, SimpliVoice LD, or T LD long distance service, depending on the customer's usage. Product descriptions, rules, regulations, and pricing for each long distance product are set forth in DeltaCom's Interexchange Guide Book. Other DeltaCom long distance services are not available in conjunction with SimpliVoice services.

Service may be discontinued by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge." All Customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

SimpliVoice and/or certain optional features and products may not be available in all areas.

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3.37 SimpliVoice (Cont'd.)

3.37.1 SimpliVoice Fax

SimpliVoice Fax is available for the customer who needs a featureless line for fax or Internet usage. Only one SimpliVoice Fax line per SimpliVoice location is allowed, and is not available as a stand-alone product option.

3.37.2 SimpliVoice Affinity Program

The SimpliVoice Affinity Program is available to SimpliVoice customers who are members of a recognized professional or trade association. Eligible customers will receive an additional 2% 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 membership is required and will be verified periodically. Misrepresentation of membership could result in removal of discounts.

3.37.3 SimpliVoice ADSL

Dedicated Internet Access is available with SimpliVoice and Select 100 with maximum download speeds of 1.5Mbps or 3.0Mbps. Monthly recurring charges depend on access speed. Access includes one (1) custom domain name registration and one (1) static or dynamic IP address. Up to fifteen (15) e-mail boxes are included and allowed per master account. Additional domain names, e-mail boxes, and static or dynamic IP addresses may be purchased for an additional charge. The Customer must subscribe to SimpliVoice or Select 100 to be eligible for this product. This product is not available for businesses operating from a residency. Discounts will not apply to this service.

Customer Premise Equipment ("CPE") is included as part of the DSL service. The equipment remains the property of the Company. At the time customer cancels service with the Company, equipment will be recovered. Only the Company is allowed to service and maintain the equipment. The customer is not allowed to make changes to Company provided CPE. Company provided CPE carries a maintenance fee as set forth in the rates section of This Guide Book. This fee cannot be waived.

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3.38 Simplici-T 3.0

Simplici-T 3.0 is a medium to large business offering that allows for multi-site connectivity with host/remote site complements. This product provides customers with local, long distance and certain non-regulated features via local lines, trunks or integrated services on a single T-1 at a single location.

A minimum of six (6) channels of local service (local lines) must be ordered with Simplici-T 3.0. The base monthly recurring charge includes the six required local channels. Hunting is also included for up to six lines and will be configured as defined by the customer. Additional lines can be added at an incremental charge per line. Local Trunk service requires a minimum of 10 channels, voice or integrated.

DID channels are available as an optional feature with the Simplici-T 3.0 trunk package. DID channels will not be mixed or integrated with lines on the T-1. DID channels require DID number blocks which are priced in blocks of 20 numbers.

Simplici-T 3.0 PRI

Simplici-T 3.0 PRI was designed as an optional package to meet the needs of business customers that require ISDN PRI services. Each PRI has 23 local trunks, or "B" channels, and 1 "D" channel.

Simplici-T 3.0 PRI is available only with trunks and only one trunk group will be supported per PRI. NFAS configurations are available at no additional charge for up to eight (8) individual Simplici-T 3.0 PRI T-1 circuits. Transfer and Name Delivery, an optional feature, may be selected by the customer for an additional charge.

Simplici-T 3.0 PRI requires DID number blocks which are priced in blocks of 20 numbers.

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3.38 Simplici-T 3.0 (Cont'd.)

Each Simplici-T 3.0 and Simplici-T 3.0 PRI local channel includes LATA-wide local calling; thus, the Company must be selected as the Customer's presubscribed intraLATA carrier on all channels.

All CLASS calling features, subject to availability in the serving central office and compatibility with other calling features are included in the base package price for Simplici-T 3.0. Features are not automatically provisioned; the Customer must determine what features will be needed for each line. No CLASS features are available with the Simplici-T 3.0 PRI service.

Subscription to the Company's interLATA long distance service is not required with Simplici-T 3.0 or Simplici-T 3.0 PRI, but the Customer may subscribe to the Company's T LD long distance product, Converged Minutes, or, if usage levels justify, the Company's Horizon LD product may be selected. Product descriptions, rules and regulations and pricing for each long distance product are set forth in the Company's Interexchange Guide Book. Consistency must be maintained between locations that are billed on the same account. If the Customer has T LD at their main site, they must have T LD at all locations with the Company's long distance service. Other Company long distance services are not available in conjunction with Simplici-T 3.0 or Simplici-T 3.0 PRI services. Customers selecting toll free service are eligible for one toll free number at no charge. Additional toll free numbers can be added at an incremental charge per number.

Alternatively, the T-Remote product is an available option for multi-location Customers whose host or master location needs analog service but also needs CLASS features and/or voicemail service. See the T-Remote product description and pricing in This Guide Book for applicable rates, terms and conditions. Unlike Simplici-T 3.0 and Simplici-T 3.0 PRI Customers, Customers subscribing to T-Remote are required to designate the Company as both their local and long distance service provider.

Dedicated Internet Access is available with Simplici-T 3.0 and Simplici-T 3.0 PRI at speeds from 256Kbps to 1.024Mbps. Monthly recurring charges depend on access speed. Access includes one (1) custom domain name registration and up to six (6) static IP addresses per T-1. Up to thirty (30) e-mail boxes are included and allowed per master account. Additional domain names and e-mail boxes may be purchased for an additional charge. Additional static IP addresses are available at no additional charge. Dynamic IP addresses are not available.

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3.38 Simplici-T 3.0 (Cont'd.)

A package of services geared towards the multi-location customer with data connectivity needs is available for additional monthly recurring charges. This package will allow for interconnectivity with other Simplici-T 3.0, Simplici-T 3.0 PRI or stand-alone Frame Relay sites.

Customers requiring the ability to connect remote locations to their main location to exchange internal data, in place of giving each location access to the Internet, may subscribe to the Data Connectivity Option for an additional monthly charge. Pricing set forth in the Rates section of This Guide Book is for simple, basic designs and will apply only for locations with Simplici-T 3.0 or Simplici-T 3.0 PRI.

Customers in need of the ability to have both Internet Access and Data Connectivity/Frame Relay on the same T1 at the host location must also purchase the Secure Access Package at the host location for an additional monthly recurring charge as set forth in the Rates Section of This Guide Book.

Customer Premise Equipment ("CPE") is included as part of the basic Simplici-T 3.0 and Simplici-T 3.0 PRI packages and is determined by number of lines provisioned and line functionality. Equipment remains the property of DeltaCom. At the time customer cancels service with DeltaCom, equipment will be recovered. Only DeltaCom is allowed to service and maintain the equipment. The customer is not allowed to make changes to DeltaCom provided CPE.

Simplici-T 3.0 and Simplici-T 3.0 PRI both require a 1, 2 or 3-year term agreement. Customers electing to enter into 2 and 3-year agreements are eligible for term discounts of 7% or 10%, respectively, off monthly recurring package charges for Simplici-T 3.0 Service.

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3.38 Simplici-T 3.0 (Cont'd.)

Customers subscribing to this product may also be eligible for Volume Level Discounts, as set forth in Section 3.33, if at least one additional product is purchased and a minimum one-year contract is signed. Eligibility for the level of discount received is based on the number of local channels associated with a single customer.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

If the customer terminates the agreement after the initial 90 days of the Term Agreement, in addition to all accrued charges for usage and the discontinuance charges assessed under the Simplici-T 3.0 / Simplici-T 3.0 PRI service, the Company will seek recovery of Volume Level Discounts received as of the date of termination.

Simplici-T 3.0 and Simplici-T 3.0 PRI are available to new customers, existing customers with expired contracts who are currently subscribed to Dune, Unity, or Unity Plus, and also to customers who want to upgrade to T-1 product packages. However, these services are only available to customers located in the Schedule Areas specified in the Rates section of This Guide Book.

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3.39 IVP

IVP is an offering for new acquisition customers and existing customers, in the Company's facilities based local service markets, which require data bandwidth and a local voice lines. IVP provides a data connection back to the Company's IP network that gives the Customer full data transmission. In addition it provides a local voice line. The voice and data transmissions share the available bandwidth on the line. Data transmission is burstable, employing the use of the entire available bandwidth when the voice line is not in use. The maximum available bandwidth of the line is 1.228 Mbps.

The base monthly recurring charge includes the one local line. Trunks, DID, Point-to-Point Data/Video, and PRI services are not available with this product. Pricing, depending on the Customer location, is set forth in the Rates section of This Guide Book.

Customer Premise Equipment ("CPE") is included as a part of the IVP package. This equipment remains the property of the Company and is available for use by the Customer as an enabler to this application. At the time the Customer cancels service with the Company, the equipment will be recovered. The Customer is not allowed to make changes to Company provided CPE. Only the Company is allowed to service and maintain the equipment. The equipment is subjected to the Equipment Maintenance Coverage Fee.

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3.39 IVP (Cont'd.)

A local phone number that is specific to the Customers' rate center is provided. E911 services are provided on the line. Each business line includes LATA-wide local calling and Customer's choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on customer location, as set forth in the Rates Section of This Guide Book.

Call Block	Custom Code Restriction Options
Call Forward Busy	Message Waiting – Audible
Call Forward Don't Answer	Repeat Dialing
Call Forward Don't Answer (Ring Control)	Signature Basic
Call Forward Variable	Signature Deluxe
Call Forward Variable (Remote Access)	Signature Deluxe
Call Return	Multi-line Hunt Group
Call Selector	Speed Calling 30
Call Tracing	Star 98 Access
Call Waiting	Three-Way Calling / Custom Call Transfer

The product can be offered as a stand-alone service or sold with other Company products. The standard LD option for this line is T-LD. If the customer purchases a local T-1 product, as defined in the Company's Long Distance Guide Book, on the same account level, which qualifies for T_LD, they may select the applicable long distance plan on this line as well. Account level minute pooling, free minutes pooled and shared across all lines on the account, is allowed with IVP. T-1 plans will contribute towards free minutes. The Customer may also select Horizon LD on this line as well. Product descriptions, rules and regulations, and pricing for each long distance product are set forth in the Company's Long Distance Guide Book. Customers selecting toll free service are eligible for one toll free number at no charge. Additional toll free numbers can be added at an incremental charge per number.

Customers requiring the ability to have both Internet Access and Data Connectivity/Frame Relay on the same line at the host location are required to purchase the Secure Access Package for an additional monthly recurring charge.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.39 IVP (Cont'd.)

IVP requires a 1, 2 or 3-year term agreement. Customers electing to enter into 2 and 3-year agreements are eligible for term discounts of 7% or 10%, respectively, off monthly recurring package charges for IVP Service. Volume level discounts may also apply.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.40 DVP

DVP is an offering for new acquisition customers and existing customers, which are adding data services and require connectivity between network sites for data applications and voice lines. DVP is offered in the Company's facilities based local service markets where the product is available. DVP provides a data connection back to the Company's network that gives the Customer the capability of routing traffic privately between sites with a high level Quality of Service. In addition, it provides a local voice line. The voice and data transmissions share the available bandwidth on the line. Data transmission is burstable, employing the use of the entire available bandwidth when the voice line is not in use. The maximum available bandwidth of the line is 1.228 Mbps.

The base monthly recurring charge includes one local line. Trunks, DID, Point-to-Point Data/Video, and PRI services are not available with this product. Pricing, depending on the Customer location, is set forth in the Rates section of This Guide Book.

Customer Premise Equipment ("CPE") is included as a part of the DVP package. This equipment remains the property of the Company and is available for use by the customer as an enabler to this application. At the time the Customer cancels service with the Company, the equipment will be recovered. The Customer is not allowed to make changes to Company provided CPE. Only the Company is allowed to service and maintain the equipment. The equipment is subjected to the Equipment Maintenance Coverage Fee.

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3.40 DVP (Cont'd.)

A local phone number that is specific to the Customers' rate center is provided. E911 services are provided on the line. Each business line includes LATA-wide local calling and Customer's choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on Customer location, as set forth in the Rates Section of This Guide Book.

Call Block	Custom Code Restriction Options
Call Forward Busy	Message Waiting – Audible
Call Forward Don't Answer	Repeat Dialing
Call Forward Don't Answer (Ring Control)	Signature Basic
Call Forward Variable	Signature Deluxe
Call Forward Variable (Remote Access)	Signature Deluxe
Call Return	Multi-line Hunt Group
Call Selector	Speed Calling 30
Call Tracing	Star 98 Access
Call Waiting	Three-Way Calling / Custom Call Transfer

The product can be offered as a stand-alone service or sold with other Company products. The standard LD option for this line is T_LD. If the Customer purchases a local T-1 product, as defined in the Company's Long Distance Guide Book, on the same account level that qualifies for T_LD they may select the applicable LD plan on this line as well. Account level minute pooling, free minutes pooled and shared across all lines on the account, is allowed with DVP. T_1 plans will contribute toward free minutes. The Customer may also select Horizon LD on this line as well. Product descriptions, rules and regulations, and pricing for each long distance product are set forth in the Company's Long Distance Guide Book. Customers selecting toll free service are eligible for one toll free number at no charge. Additional toll free numbers can be added at an incremental charge per number.

Customers requiring the ability to have both Internet Access and Data Connectivity/Frame Relay on the same line at the host location are required to purchase the Secure Access Package for an additional monthly recurring charge.

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3.40 DVP (Cont'd.)

DVP requires a 1, 2 or 3-year term agreement. Customers electing to enter into 2 and 3-year agreements are eligible for term discounts of 7% or 10%, respectively, off monthly recurring package charges for DVP Service. Volume level discounts may also apply.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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3.41 Simpli Business T

Simpli Business T is an acquisition product offered to new and existing small and medium size business customers in the Company's facilities based local service markets. Simpli Business T provides Local, Data, and Long Distance services including a Hybrid Key System solution with the SimpliCIT Plus offering.

The Simpli Business T solution will be provisioned over a T-1 with a four (4)-line minimum in the Company's BellSouth footprint in the markets identified in Section 4.1.31.1.

The Simpli Business T local network package will mirror SimpliCIT Plus with a lower line minimum and a dynamic Internet offer. The local service will allow for the features below at no additional charge. All features are subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on customer location, as set forth in the Rates Section of This Guide Book.

Call Block	Repeat Dialing
Call Forward Busy Line	RightRing I
Call Forward Don't Answer	RightRing II
Call Forward Don't Answer (Ring Control)	Signature (Basic, Deluxe, or Enhanced)
Call Forward Variable	Star 98 Access
Call Return	Speed Calling 8
Call Selector	Speed Calling 30
Call Tracing	Surrogate Client Number
Call Waiting	Three Way Calling
Custom Call Transfer	Message Waiting Indicator (Audible)
Hunting	Message Waiting Indicator (Visual)
Preferred Call Forwarding	All Custom Code Restriction Options
Remote Access Call Forwarding	

[AS OF APRIL 18, 2007 SIMPLI-BUSINESS T IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.41 Simpli Business T (Cont'd.)

The features in the table below will be provisioned automatically at no additional charge on all Simpli Business T lines. All feature interaction rules and defaults apply.

Automatically Provisioned Features	
T ECS	T Hunting
T Speed Calling 30	T Call Return
T Repeat Dialing	T Call Block
T Call Selector	T Call Tracing
T Custom Code Restriction 4	T Custom Call Transfer
T Three Way Calling	T Signature Deluxe
T Call Forward Variable Remote Access	

Internet service parameters mirror the parameters of Internet service for SimpliPlus. The service included DNS hosting for one domain name with the option to purchase DNS hosting for additional domains. One Domain Name Registration will be included at no charge. Thirty (30) e-mail boxes will be included at no additional charge; additional e-mail boxes will be available for purchase. E-mail boxes may be on the hosted customer domain.

Customer Premise Equipment (“CPE”) is included as a part of the Simpli Business T package. This equipment remains the property of the Company and is available for use by the Customer as an enabler to this application. At the time the Customer cancels service with the Company, the equipment will be recovered. The Customer is not allowed to make changes to Company provided CPE. Only the Company is allowed to service and maintain the equipment.

[AS OF APRIL 18, 2007 SIMPLI-BUSINESS T IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.41 Simpli Business T (Cont'd.)

A local phone number that is specific to the Customers' rate center is provided for each line. E911 services are provided on the lines. Each business line includes LATA-wide local calling.

Subscription to the Company's long distance service is required with Simpli Business T. The Customer may subscribe to the Company's T_5000, T_2500, Converged Minutes, or T LD long distance service, depending on the Customer's usage. Product descriptions, rules, regulations, and pricing for each long distance product are set forth in the Company's Interexchange Guide Book. Other Company long distance services are not available in conjunction with Simpli Business T services.

Customers must select a 36-Month Term Commitment for Simpli Business T. Term discounts will not apply to this offering. Customers canceling prior to the end of the term are subject to Disconnect penalties.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in the Customer's Terms and Conditions, for early termination of an Initial Term or Renewal Term.

[AS OF APRIL 18, 2007 SIMPLI-BUSINESS T IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.42 Simpli Analog

A special analog line may be supplemented with each Simpli-T, Simpli-T Plus, Simpli-T 3.0, DVP, IVP, Simpli-Business T, Simpli Business T 2.0, Simpli-Business T v.3, Business Allegiance, Simpli-Business PRI, Simpli-Business PRI v.3 and IP Complete PRI (T) circuit at the same location for use with alarm, fax or data services that require a line outside of the T-1. Up to three (3) fax/alarm lines may be purchased at a single Simpli-T, Simpli-T Plus, Simpli-T 3.0, DVP, IVP, Simpli-Business T and Simpli Business T 2.0, Simpli-Business T v.3, Business Allegiance, Simpli-Business PRI, Simpli-Business PRI v.3, and IP Complete PRI (T) T1 site at the rates set forth in the Rates Section of This Guide Book, depending on customer location. These lines cannot be in a hunt group with lines on the T-1 and CLASS features and voicemail will not be an available option on these lines.

3.43 Installation Discounts

Customers who represent to the Company that they are in negotiations to utilize another service provider are eligible for a discount on the installation fees associated with the specific product purchased by the Customer. Customers must sign a one-year, two-year or three-year term plan to receive this discount. Customer discounts may be adjusted on an individual case basis in response to specific competitive circumstances. Customers may qualify for the discount based on term plan length or number of access lines purchased or their monthly revenue.

In accordance with the discontinuance charge, as described in Section 2, Customers will be responsible for reimbursement of the discounted installation fee should the customer discontinue service prior to the expiration of the term.

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3.44 Simpli-Business PRI

Simpli-Business PRI is a medium sized business offering that allows telecom functionality to best manage large or customer care-driven incoming call volumes. This product provides customers with local, long distance and certain non-regulated features via a T-1 trunk platform that accommodates one of two possible configurations: twenty-one (21) B channels, one (1) D-channel, and two (2) maintenance/management channels, or twenty-three (23) B channels, one (1) D-channel with an IVP T-1. The two configurations allow for voice-only PRI applications while allowing the standard Simpli-Business T service model with remote access to other auxiliary devices. Integrated PRI applications are not available with this offer.

Simpli-Business PRI is only available via trunk service. Only one trunk group will be supported per D channel. Simpli-Business PRI requires DID number blocks. One (1) block of twenty (20) DID numbers is included with Simpli-Business PRI. Additional blocks carry an additional cost.

Optional features may carry additional charges. Optional features are not required elements but are available to satisfy customers' needs in growth and multi-site connectivity. Simpli-Business PRI includes Hunting in the base package. The Hunting options will be configured as defined by the customer. Simpli-Business includes Expanded Calling Service (LATA-Wide Calling) in the base package. This service will be automatically configured on all trunks. To accommodate Expanded Calling Service, DeltaCom must be selected as the IntraLATA toll carrier. NFAS is not available with Simpli-Business PRI. 2B Channel Transfer is not available with Simpli-Business PRI.

[AS OF FEBRUARY 27, 2009, SIMPLI-BUSINESS PRI IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.44 Simpli-Business PRI (Cont'd.)

Subscription to the Company's InterLATA long distance service is not required with Simpli-Business PRI, but the Customer may subscribe to the Company's T LD long distance product, T_5000 LD Plan, T_2500, Converged Minutes, or, if usage levels justify, the Company's Horizon long distance product may be selected. Product descriptions, rules and regulations and pricing for each long distance product are set forth in the Company's Interexchange Guide Book. Consistency must be maintained between locations that are billed on the same account. If the Customer has T LD at their main site, they must have T LD at all locations with the Company's long distance service.

Other Company long distance services are not available in conjunction with Simpli-Business PRI.

Stand-alone Internet connectivity and Data Connectivity options are available with Simpli-Business PRI. These services are available as stand-alone options and are priced separately. Integrated Internet, for Customer use, is not available.

Customer Premise Equipment ("CPE") is included as part of the basic Simpli-Business PRI package and is determined by number of lines provisioned and line functionality. Equipment remains the property of the Company. At the time Customer cancels service with the Company, equipment will be recovered. If the Customer grows beyond the capabilities of this equipment and remains with the Company, a needs assessment will be made and an appropriate recommendation will be made. The Customer is not permitted to make changes to Company provided CPE. Only the Company is permitted to service and maintain the equipment. If the Customer makes changes to the equipment, they violate the policy as defined on the Agreement for Service.

Simpli-Business PRI requires a 3-year term agreement. Customers who enter into a term agreement may incur a Disconnect Charge, as described in the Customer's Terms and Conditions.

[AS OF FEBRUARY 27, 2009, SIMPLI-BUSINESS PRI IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.45 Simpli Business T 2.0

Simpli Business T 2.0 is an acquisition product offered to new and existing small and medium size business customers in the Company's facilities based local service markets. Simpli Business T 2.0 provides Local, Data, and Long Distance services including a Hybrid Key System solution with the SimpliCIT Plus offering.

The Simpli Business T 2.0 solution will be provisioned over a T-1 with a four (4)-line minimum in the Company's BellSouth footprint in the markets identified in Section 4.1.34.A.

The Simpli Business T 2.0 local network package will mirror SimpliCIT Plus with a lower line minimum and a dynamic Internet offer. The local service will allow for the features below at no additional charge. All features are subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on customer location, as set forth in the Rates Section of This Guide Book.

Call Block	Repeat Dialing
Call Forward Busy Line	RightRing I
Call Forward Don't Answer	RightRing II
Call Forward Don't Answer (Ring Control)	Signature (Basic, Deluxe, or Enhanced)
Call Forward Variable	Star 98 Access
Call Return	Speed Calling 8
Call Selector	Speed Calling 30
Call Tracing	Surrogate Client Number
Call Waiting	Three Way Calling
Custom Call Transfer	Message Waiting Indicator (Audible)
Hunting	Message Waiting Indicator (Visual)
Preferred Call Forwarding	All Custom Code Restriction Options
Remote Access Call Forwarding	

[AS OF FEBRUARY 3, 2009 SIMPLI-BUSINESS T 2.0 IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.45 Simpli Business T 2.0 (Cont'd.)

The features in the table below will be provisioned automatically at no additional charge on all Simpli Business T 2.0 lines. All feature interaction rules and defaults apply.

Automatically Provisioned Features	
T ECS	T Hunting
T Speed Calling 30	T Call Return
T Repeat Dialing	T Call Block
T Call Selector	T Call Tracing
T Custom Code Restriction 4	T Custom Call Transfer
T Three Way Calling	T Signature Deluxe
T Call Forward Variable Remote Access	

Internet service parameters mirror the parameters of Internet service for SimpliPlus. The service included DNS hosting for one domain name with the option to purchase DNS hosting for additional domains. One Domain Name Registration will be included at no charge. Thirty (30) e-mail boxes will be included at no additional charge; additional e-mail boxes will be available for purchase. E-mail boxes may be on the hosted customer domain.

Customer Premise Equipment (“CPE”) is included as a part of the Simpli Business T 2.0 package. This equipment remains the property of the Company and is available for use by the Customer as an enabler to this application. At the time the Customer cancels service with the Company, the equipment will be recovered. The Customer is not allowed to make changes to Company provided CPE. Only the Company is allowed to service and maintain the equipment.

[AS OF FEBRUARY 3, 2009 SIMPLI-BUSINESS T 2.0 IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.45 Simpli Business T 2.0 (Cont'd.)

A local phone number that is specific to the Customers' rate center is provided for each line. E911 services are provided on the lines. Each business line includes LATA-wide local calling.

Subscription to the Company's long distance service is required with Simpli Business T 2.0. The Customer may subscribe to the Company's T_5000, T_2500, Converged Minutes, or T LD long distance service, depending on the Customer's usage. Product descriptions, rules, regulations, and pricing for each long distance product are set forth in the Company's Interexchange Guide Book. Other Company long distance services are not available in conjunction with Simpli Business T 2.0 services.

Customers must select a 36-Month Term Commitment for Simpli Business T 2.0. Term discounts will not apply to this offering. Customers canceling prior to the end of the term are subject to Disconnect penalties.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in the Customer's Terms and Conditions, for early termination of an Initial Term or Renewal Term.

[AS OF FEBRUARY 3, 2009 SIMPLI-BUSINESS T 2.0 IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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3.46 Business Reach

Business Reach is a three (3) to five (5) line small business offering that utilizes T-1 delivery of local exchange service and Internet service. This service is only available to new customers or existing customers adding a new location. Local exchange service and data transmission share the available bandwidth, using all available bandwidth for data transmission when voice lines are not in use. Voice service takes precedence over data and, as voice transmission is required, Internet bandwidth is reduced to accommodate voice needs.

As part of the base package, each business line includes Expanded Calling Service (LATA-wide local calling). To accommodate Expanded Calling Service, the Company must be selected as the IntraLATA toll carrier. Each business line will automatically be configured with the following features:

- | | |
|--|------------------|
| Custom Code Restriction 4 | Call Block |
| Speed Calling 30 | Call Tracing |
| Three-Way Calling/Custom Call Transfer | Repeat Dialing |
| Call Return | Call Selector |
| Call Forward Variable (Remote Access) | Signature Deluxe |

Hunting is a feature included in the base package and will be configured as defined by the Customer. The following additional calling features are available for selection by the Customer and carry no additional charge; however, these features are subject to availability in the serving central office and must be compatible with other calling features:

- | | |
|--|------------------------------|
| Call Forward Busy | Signature Basic |
| Call Forward Don't Answer | Star 98 Access (*98) |
| Call Forward Don't Answer (Ring Control) | All Custom Code Restrictions |
| Call Forward Variable | Call Waiting |
| Message Waiting – Audible | |

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3.46 Business Reach (Cont'd.)

Up to two Simpli Analog lines may be supplemented with each Business Reach circuit at the same location for use with alarm, fax or data services that require a line separate from the T-1. Features and voice mail will not be available on the Simpli Analog lines. All other Simpli Analog provisions as set forth in Section 3.42 apply. The Simpli Analog line may be added to a single Business Reach T-1 site at the rates set forth in the Rates Section of This Guide Book.

T-Remote is an available option for multi-location customers whose master location subscribes to Business Reach, but who also need analog service with calling features and/or voicemail service. Business Reach customers are allowed no more than two (2) T-Remote locations per T-1 with a maximum of one (1) T-Remote line at each location. T-Remote lines sold in conjunction with Business Reach are eligible for a 7% discount for a 2-year term agreement or a 10% discount for a 3-year term agreement. All other T-Remote provisions as set forth in Section 3.35 apply. See Section 4.1.24 for applicable T-Remote rates.

Subscription to the Company's long distance service is required with Business Reach. The Customer must subscribe to Business Reach LD. Product description, rules and regulations and pricing for Business Reach LD are set forth in the Company's Long Distance Guide Book. Other Company long distance services are not available in conjunction with Business Reach. As part of the base package, one toll free number is included. Additional toll free numbers are available and carry an additional charge.

Business Reach requires a 2 or 3-year term agreement. The Business Reach VL Discount as outlined in the Rates Section of This Guide Book is the only discount that applies to Business Reach. The Business Reach VL Discount is determined based on the location of the end office serving the Customer, the length of the term and the number of lines purchased. The Customer will receive no other discount with Business Reach. However, Business Reach customers that sign a 3-year term agreement may be eligible to receive a one-time \$150.00 credit applied to their second month's invoice.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

Trunks, DID, Point-to-Point Data/Voice, PRI, MPLS, and multi-site data connectivity services are not available with this product. Pricing, depending on number of local lines, end office serving the Customer location, and length of term, is set forth in the Rates Section of This Guide Book.

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3.47 Simpli-Business T v.3

Simpli-Business T v.3 is an acquisition product offered to new and existing small and medium size business customers in the Company's facilities based local service markets. Simpli-Business T v.3 provides Local, Data, and Long Distance services including a Hybrid Key System solution.

The Simpli-Business T v.3 solution will be provisioned over a T-1 with a six (6)-line minimum in the Company's market identified in section 4.1.36.A.

The Simpli-Business T v.3 local network package will provide a dynamic Internet offering where the local service and data transmission share the available bandwidth of 1.288 Mbps. Voice lines take precedence over data transmissions; however, the entire bandwidth is used for data transmissions when voice lines are not in use.

The local service will allow for the features below at no additional charge. All features are subject to availability in the serving central office and compatibility with other calling features. Features ordered beyond those listed below will carry the standard installation and monthly recurring charge, depending on customer location, as set forth in Rates Section of This Guide Book.

Call Block	Custom Code Restriction Options 2, 4, and 5
Call Forward Busy Line	Hunting
Call Forward Don't Answer	Remote Access Call Forwarding
Call Forward Don't Answer (Ring Control)	Repeat Dialing
Call Return	Speed Calling 8
Call Selector	Speed Calling 30
Call Tracing	Three Way Calling
Call Waiting	Message Waiting Indicator (Audible)
Custom Call Transfer	

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3.47 Simpli-Business T v.3 (Cont'd.)

The features in the table below will be provisioned automatically at no additional charge on all Simpli-Business T v.3 lines. All feature interaction rules and defaults apply.

Automatically Provisioned Features	
ECS	Signature Deluxe

Simpli Analog lines may be supplemented with each Simpli-Business T v.3 circuit at the same location for use with alarm, fax or data services that require a line separate from the T-1. Features and voice mail will not be available on Simpli Analog lines. All other Simpli Analog provisions as set forth in Section 3.42 apply. Simpli Analog lines may be purchased at a single Simpli-Business T v.3 site at the rates set forth in the Rates Section of This Guide Book.

Alternatively, the T-Remote product is an available option for multi-location customers whose host or master location subscribes to Simpli-Business T v.3, but who also need analog service with CLASS features and/or voicemail service. See the T-Remote product description for applicable rates, terms and conditions.

Customer Premise Equipment (“CPE”) is included as a part of the Simpli-Business T v.3 package. This equipment remains the property of the Company and is available for use by the Customer as an enabler to this application. At the time the Customer cancels service with the Company, the equipment will be recovered. The Customer is not allowed to make changes to Company provided CPE. Only the Company is allowed to service and maintain the equipment.

A local phone number that is specific to the Customers’ rate center is provided for each line. E911 services are provided on the lines. Each business line includes LATA-wide local calling.

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3.47 Simpli-Business T v.3 (Cont'd.)

Subscription to the Company's long distance service is required with Simpli-Business T v.3. The Customer may subscribe to the Company's T LD, Converged Minutes, or Horizon LD long distance service, depending on the Customer's usage. Product descriptions, rules, regulations, and pricing for each long distance product are set forth in the Company's Interexchange Guide Book. Other Company long distance services are not available in conjunction with Simpli-Business T v.3 services. Customers selecting toll free service are eligible for one toll free number at no charge. Additional toll free numbers can be added at an incremental charge per number.

Customers must select a 36-Month or 48-Month Term Commitment for Simpli-Business T v.3. Term discounts will not apply to this offering.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in the Customer's Terms and Conditions, for early termination of an Initial Term or Renewal Term.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.48 Business Allegiance

Business Allegiance is a retention product offering that is available only to existing Simplici-T Plus dynamic bandwidth customers currently utilizing Company facilities. Business Allegiance is a three (3) to five (5) line small business offering that utilizes T-1 delivery of local exchange service and Internet service. Local exchange service and data transmission share the available bandwidth, using all available bandwidth for data transmission when voice lines are not in use. Voice service takes precedence over data and, as voice transmission is required, Internet bandwidth is reduced to accommodate voice needs.

As part of the base package, each business line includes Expanded Calling Service (LATA-wide local calling). To accommodate Expanded Calling Service, the Company must be selected as the IntraLATA toll carrier. Each business line will automatically be configured with the following features:

Custom Code Restriction 4	Call Block
Speed Calling 30	Call Tracing
Three-Way Calling/Custom Call Transfer	Repeat Dialing
Call Return	Call Selector
	Signature Deluxe

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.48 Business Allegiance (Cont'd.)

Hunting is a feature included in the base package and will be configured as defined by the Customer. The following additional calling features are available for selection by the Customer and carry no additional charge; however, these features are subject to availability in the serving central office and must be compatible with other calling features:

Call Forward Busy	Remote Access to Call Forwarding
Call Forward Don't Answer	Signature Basic
Call Forward Don't Answer (Ring Control)	Signature Deluxe
Call Forward Variable	Star 98 Access (*98)
Call Waiting	All Custom Code Restrictions
Message Waiting – Audible	

A Simpli Analog line may be supplemented with each Business Allegiance circuit at the same location for use with alarm, fax or data services that require a line separate from the T-1. Features and voice mail will not be available on the Simpli Analog line. All other Simpli Analog provisions as set forth in Section 3.42 apply. The Simpli Analog line may be added to a single Business Allegiance T-1 site at the rates set forth in the Rates Section of This Guide Book.

T-Remote is an available option for multi-location customers whose master location subscribes to Business Allegiance but who also need analog service with calling features and/or voicemail service. Business Allegiance customers are allowed no more than two (2) T-Remote locations per T-1 with a maximum of one (1) T-Remote line at each location. All other T-Remote provisions as set forth in Section 3.35 apply. See Section 4.1.24 for applicable T-Remote rates.

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3.48 Business Allegiance (Cont'd.)

Subscription to the Company's long distance service is required with Business Allegiance. The Customer must subscribe to Business Reach LD. Product description, rules and regulations and pricing for Business Reach LD are set forth in the Company's Long Distance Guide Book. Other Company long distance services are not available in conjunction with Business Allegiance.

Trunks, DID, Point-to-Point Data/Voice, PRI, MPLS, and multi-site data connectivity services are not available with this product. Pricing for Business Allegiance, which is set forth in the Rates Section of This Guide Book, is determined by the number of local lines, end office serving the Customer location, and length of term.

Business Allegiance requires a 2 or 3-year term agreement. The Business Allegiance VL Discount as outlined in the Rates Section of This Guide Book is the only discount that applies to Business Allegiance. The Business Allegiance VL Discount is determined based on the location of the end office serving the Customer, the length of the term and the number of lines purchased. The Customer will receive no other discount with Business Allegiance.

Customers who enter into a term agreement may incur a Discontinuance Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)**3.49 Simpli-Business PRI v.3**

Simpli-Business PRI v.3 is an acquisition product offered to business customers that are either new customers or existing customers whose initial term has expired. Simpli-Business PRI v.3 is only available in the Company's facilities based local service markets. Simpli-Business PRI v.3 provides Local and Long Distance services including a Hybrid Key System solution. This offering allows telecom functionality to best manage large or customer care-driven incoming call volumes. This product provides customers with local, long distance and certain non-regulated features via a T-1 trunk platform that accommodates one of two possible configurations: twenty-one (21) B channels, one (1) D-channel, and two (2) maintenance/management channels, or twenty-three (23) B channels, one (1) D-channel with an IVP T-1. The two configurations allow for voice-only PRI applications while allowing the standard Simpli-Business T service model with remote access to other auxiliary devices. Integrated PRI applications are not available with this offer.

Simpli-Business PRI v.3 is only available via trunk service. Only one trunk group will be supported per D channel. Simpli-Business PRI v.3 requires DID number blocks. One (1) block of twenty (20) DID numbers is included with Simpli-Business PRI v.3. Additional blocks carry an additional cost.

Simpli-Business PRI v.3 includes Expanded Calling Service (LATA-Wide Calling) in the base package. This service will be automatically configured on all trunks. To accommodate Expanded Calling Service, DeltaCom must be selected as the IntraLATA toll carrier. NFAS is not available with Simpli-Business PRI v.3. 2B Channel Transfer is not available with Simpli-Business PRI v.3.

Optional features may carry additional charges. Optional features are not required elements but are available to satisfy customers' needs in growth and multi-site connectivity. Simpli-Business PRI v.3 includes Hunting in the base package. The Hunting options will be configured as defined by the customer.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.49 Simpli-Business PRI v.3 (Cont'd.)

Subscription to the Company's InterLATA long distance service is not required with Simpli-Business PRI v.3, but the Customer may subscribe to the Company's T LD long distance product, Converged Minutes, or, if usage levels justify, the Company's Horizon LD long distance product may be selected. Product descriptions, rules and regulations and pricing for each long distance product are set forth in the Company's Interexchange Guide Book. Consistency must be maintained between locations that are billed on the same account. If the Customer has T LD at their main site, they must have T LD at all locations with the Company's long distance service. Other Company long distance services are not available in conjunction with Simpli-Business PRI v.3.

Simpli Analog lines may be supplemented with each Simpli-Business PRI v.3 circuit at the same location for use with alarm, fax or data services that require a line separate from the T-1. Features and voice mail will not be available on Simpli Analog lines. All other Simpli Analog provisions as set forth in Section 3.42 apply. Simpli Analog lines may be purchased at a single Simpli-Business PRI v.3 site at the rates set forth in the Rates Section of This Guide Book.

Alternatively, the T-Remote product is an available option for multi-location Customers whose host or master location subscribes to Simpli-Business PRI v.3, but who also need analog service with CLASS features and/or voicemail service. See the T-Remote product description for applicable rates, terms and conditions.

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3.49 Simpli-Business PRI v.3 (Cont'd.)

Stand-alone Internet connectivity and Data Connectivity options are available with Simpli-Business PRI v.3. These services are available as stand-alone options and are priced separately. Integrated Internet, for customer use, is not available.

Customer Premise Equipment ("CPE") is included as part of the basic Simpli-Business PRI v.3 package. Equipment remains the property of the Company. At the time customer cancels service with the Company, equipment will be recovered. The customer is not permitted to make changes to DeltaCom provided CPE. Only DeltaCom is permitted to service and maintain the equipment. If the customer makes changes to the equipment, they violate the policy as defined on the Agreement for Service.

Customers must select a 36-Month or 48-Month Term Commitment for Simpli-Business PRI v.3. Term discounts will not apply to this offering.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in the Customer's Terms and Conditions, for early termination of an Initial Term or Renewal Term.

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SECTION 3 - SERVICE DESCRIPTIONS (CONT'D.)

3.50 IP Complete PRI

IP Complete PRI is a business offering that provides local and Internet service, accommodating PRI and DID services, with dynamic bandwidth. The local service and data transmission share the available dynamic bandwidth, available in three increments, up to: 1.5 Mbps, 3.0 Mbps, and 4.5 Mbps, employing the use of the entire available bandwidth for data transmission when voice service is not in use. Voice service takes precedence over data and, as voice transmission is required, Internet bandwidth is reduced to accommodate voice needs.

The base package requires a minimum of six (6) channels. The base monthly recurring charge for IP Complete PRI includes the six (6) required local channels. Additional channels can be added at an incremental charge. A maximum of twenty-three (23) channels are available with IP Complete PRI. Only one trunk group will be supported per D channel.

IP Complete PRI requires DID numbers. One block of twenty (20) DID numbers is included and additional blocks can be added at an incremental charge.

IP Complete PRI includes PRI hunting in the base package and will be configured in consultation with the customer. Expanded Calling Service (LATA-Wide Calling) is included in the base package and will be automatically configured on all channels; thus, the Company must be selected as the customer's presubscribed intraLATA toll carrier on all channels. Calling Number and Name Delivery is included. NFAS configurations, PRI Rollover, and CLASS features are not available with IP Complete PRI.

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3.50 IP Complete PRI (Cont'd.)

Optional local services available with IP Complete PRI include Simpli-Analog and T-Remote.

Simpli Analog lines may be supplemented with each IP Complete PRI circuit at the same location for use with alarm, fax, or data services that require a line separate from the T-1. Features and voice mail will not be available on Simpli Analog lines. Simpli Analog provisions as set forth in Section 3.42 apply. Simpli Analog lines may be purchased at a single IP Complete PRI site at the rates set forth in the Rates Section of This Guide Book.

Alternatively, the T-Remote product is an available option for multi-location Customers whose host or master location subscribes to IP Complete PRI, but who also need analog service with CLASS features and/or voicemail service. T-Remote provisions as set forth in Section 3.35 apply. T-Remote lines may be purchased at the rates set forth in the Rates Section of This Guide Book.

Subscription to the Company's InterLATA long distance service is required with IP Complete PRI. The Customer must subscribe to the Company's Converged Minutes long distance service. Product description, rules, regulations, and pricing for Converged Minutes long distance are set forth in the Company's Interexchange Guide Book. Other Company long distance services are not available in conjunction with IP Complete PRI. Customers selecting toll free service are eligible for one toll free number at no charge. Additional toll free numbers can be added at an incremental charge per number.

Internet access is included with IP Complete PRI or the Customer may select data services in lieu of Internet service.

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3.50 IP Complete PRI (Cont'd.)

Customer Premise Equipment (“CPE”) is included as a part of the IP Complete PRI package. This equipment remains the property of the Company and is available for use by the Customer as an enabler to this application. At the time the Customer cancels service with the Company, the equipment will be recovered. The Customer is not allowed to modify or change Company provided CPE. Only the Company is allowed to service and maintain the equipment.

IP Complete PRI requires a 1, 2 or 3-year term agreement. Customers electing to enter into 2 and 3-year agreements are eligible for term discounts of 7% or 10%, respectively, off monthly recurring package charges for IP Complete PRI. Customers subscribing to this product may also be offered Volume Level Discounts. The Volume Level Discount is determined based on competitive circumstances and the location of the end office serving the Customer.

Customers who enter into a term agreement may incur a Discontinuance Charge, as described in Section 2.

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3.51 Simpli-Voice 2.0

Simpli-Voice 2.0 is a small business product that provides the Customer with local exchange service and certain non-regulated features and products. This product is available to new Customers who purchase service through the Company’s Small Business Group. Service is provisioned using a single business line-type only. Simpli-Voice 2.0 does not have a minimum line count requirement

A monthly account maintenance fee will apply for subscription to this service; however, the fee can be waived if the Customer subscribes to the Company’s on-line billing service in lieu of receiving paper copies of their monthly invoice.

Customers may choose service on a month-to-month basis, or enter into a 1-year, 2-year, or 3-year term commitment. Customers who enter into a 1-year term commitment will receive a 3% discount off the Simpli-Voice 2.0 line rate. Customers who enter into a 2 or 3-year term commitment will receive a 5% discount off the Simpli-Voice 2.0 line rate. This discount does not apply to local and/or toll usage, per use charges, operator services, or directory assistance charges. Customers may also be eligible to receive additional discounts through the Company’s Volume Level Discounts as described in Section 3.33 of This Guide Book. No other discounts are available with this product.

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Each Simpli-Voice 2.0 line includes LATA-wide local calling and Customer choice of calling features listed below, subject to availability in the serving central office and compatibility with other calling features. Features are not automatically provisioned; the Customer must determine what features will be needed for each line. Optional Features ordered beyond those listed below will carry the standard installation and monthly recurring charge as described in Section 4 of This Guide Book.

- | | |
|--|--|
| Call Block | Repeat Dialing |
| Call Forward Busy Line | RightRing I |
| Call Forward Don’t Answer | RightRing II |
| Call Forward Don’t Answer (Ring Control) | Signature (Basic, Deluxe, or Enhanced) |
| Call Forward Variable | Star 98 Access |
| Call Return | Speed Calling 8 |
| Call Selector | Speed Calling 30 |
| Call Tracing | Surrogate Client Number |
| Call Waiting | Three Way Calling |
| Custom Call Transfer | Message Waiting Indicator (Audible) |
| Hunting | Message Waiting Indicator (Visual) |
| Preferred Call Forwarding | All Custom Code Restriction Options |
| Remote Access Call Forwarding | |

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3.51 Simpli-Voice 2.0 (Cont'd.)

Subscription to the Company's interLATA long distance is not required with Simpli-Voice 2.0, but the Customer may subscribe to the Company's long distance service. Product descriptions, rules, regulations, and pricing for each long distance product are set forth in the Company's Interexchange Guide Book.

All Customer notices of discontinuance must be delivered to the Company in writing thirty (30) days prior to the discontinuance becoming effective.

Customers who enter into a term agreement may incur a Discontinuance Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

3.51.1 Simpli-Voice 2.0 ADSL

Dedicated Internet Access is available with Simpli-Voice 2.0 with maximum download speeds of 1.5Mbps or 3.0Mbps. Monthly recurring charges depend on access speed. Access includes one (1) custom domain name registration and one (1) static or dynamic IP address. Up to fifteen (15) e-mail boxes are included and allowed per master account. Additional domain names, e-mail boxes, and static or dynamic IP addresses may be purchased for an additional charge. The Customer must subscribe to Simpli-Voice 2.0 to be eligible for this product. This product is not available for businesses operating from a residence. Discounts will not apply to this service.

Customer Premise Equipment ("CPE") is included as part of the DSL service. The equipment remains the property of the Company. At the time Customer cancels service with the Company, equipment will be recovered. Only the Company is allowed to service and maintain the equipment. The Customer is not allowed to make changes to Company provided CPE. Company provided CPE carries a maintenance fee. This fee cannot be waived.

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3.52 Unbundled PRI

Unbundled PRI is a business offering for Customers that bill at least \$25,000 monthly with DeltaCom. This product provides Customers with local and long distance via trunks on a single T1 at a single location. Unbundled PRI is a voice-only, facility-based T1 product that offers 23 B-channels and 1 D-channel. Unbundled PRI is available to the following eligible Customer groups who bill the minimum monthly requirement: 1) new Customers; 2) existing Customers with expired contracts; and 3) Customers who want to upgrade to a T1 product.

Hunting is the only feature included and will be configured as defined by the Customer. No other CLASS features are available with Unbundled PRI.

DID channels are available for an incremental charge per circuit. DID channels require DID number blocks which are priced in blocks of 20 numbers.

Unbundled PRI will be provisioned with NI-1 service; however NI-2 is also available at an additional charge. NI-2 Service features Calling Name Delivery and Two B Channel Transfer. Calling Name Delivery provides the Customer with the ability to view the caller's name and number. The Two B Channel Transfer allows a more efficient utilization of the PRI trunks by allowing only one channel to be utilized during call forwarding/transfer, instead of two.

Each Unbundled PRI local channel includes the basic local calling plan. LATA-wide local calling is available as an option; however, DeltaCom must be selected as the Customer's presubscribed intraLATA carrier on all channels.

Subscription to the Company's interLATA long distance service is not required with Unbundled PRI, but the Customer may subscribe to any of the Company's applicable long distance products. If the Customer has multiple locations consistency must be maintained between locations that are billed on the same account. For instance, if the Customer has Converged Minutes at their main site, they must have Converged Minutes at all locations with the Company's long distance service.

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SECTION 4 - RATES

The rates provided in Section 4 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 7 - Non-Term Rates.

4.1 Business Rate Schedules

4.1.1	Monthly Recurring Charge for Infinity Service: (See exception localities on following page)	\$145.60	(I)
	Infinity ECS, per line:	\$31.86	(I)
A.	Infinity Local Trunks (See exception localities on following page)	\$130.01	(I)
1.	Infinity Local Trunks w/ Managed Services	\$31.86	(I)
B.	Trunk Enhancement	\$0.00	
C.	DID Monthly Recurring Charges for Infinity		
1.	DID Inward Trunk	\$135.25	(I)
	Per DID Trunk Option (In addition to the flat rate trunk charge to add DID to an analog trunk)	\$111.53	(I)
	Per DID Trunk Option/Call Transfer (Special DID Option only Available on AT&T #5 Central Offices)	\$172.10	(I)
2.	Non-consecutive DID Number	\$0.80	(I)
3.	Per Block of 20 DID Numbers	\$17.46	(I)
4.	Per DTMF DID Signaling	\$35.05	(I)
5.	Per MF DID Signaling	\$31.86	(I)
D.	DID Installation Charges for Infinity		
1.	Establishment of DID Number Block	\$55.00	
2.	DID Number Connection Charge	\$55.00	
E.	LNP Indicator	\$0.00	

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.1 Monthly Recurring Charge for Infinity Service:

F. Infinity Business Line and Trunks Exception localities

Exception Localities	Rate
Abbeville, Chackbay, Dubach, Erath, Lawtell, Leonville, Natchitoches, Port Barre, Robeline, Thibodaux, Vinton, Washington	\$150.42
Albany, Gibson, Hammond, Pearl River, Ponchatoula, Slidell, Springfield	\$157.70
Amite City, Arcadia, Bernice, Bunkie, Buras, Castor, Clinton, Colfax, Columbia, Converse, Coushatta, Crowville, Delhi, Donaldsonville, Dry Prong, Edgard, Farmerville, Ferriday, Florien, Fort Necessity, Franklinton, Georgetown, Gibsland, Grand Cane, Gueydan, Harrisonburg, Haynesville, Homer, Hornbeck, Jackson, Jeanerette, Jonesboro, Jonesville, Kentwood, Krotz Springs, Labadieville, Lake Providence, Lisbon, Lockport, Logansport, Lutcher, Mansfield, Marksville, Melville, Merryville, Monterey, Montgomery, Morganza, Morningsport, Mount Hermon, Napoleonville, Newellton, Oakdale, Oak Grove, Oil City, Pierre Part, Pine, Pointe a la Hache, Pollock, Port Sulphur, Raceland, Rayville, Saint Francisville, Saint Joseph, Saint Landry, Saint Martinville, Saline, Sicily Island, Tallulah, Tunica, Vacherie, Venice, Water Proof, Weeks Island, White Castle, Wilson, Winnfield, Winnsboro, Zwolle	\$146.74

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.1 Monthly Recurring Charge for Infinity Service:

G. Infinity Business DID Inward Trunk Exception Localities

Exception Localities	Rate
Amite City, Arcadia, Bernice, Bunkie, Buras, Castor, Clinton, Colfax, Columbia, Converse, Coushatta, Crowville, Delhi, Donaldsonville, Dry Prong, Edgard, Farmerville, Ferriday, Florien, Fort Necessity, Franklinton, Georgetown, Gibsland, Grand Cane, Gueydan, Harrisonburg, Haynesville, Homer, Hornbeck, Jackson, Jeanerette, Jonesboro, Jonesville, Kentwood, Krotz Springs, Labadieville, Lake Providence, Lisbon, Lockport, Logansport, Lutchter, Mansfield, Marksville, Melville, Merryville, Monterey, Montgomery, Mooringsport, Morganza, Mount Hermon, Napoleonville, Newellton, Oakdale, Oak Grove, Oil City, Pierre Part, Pine, Pointe a la Hache, Pollock, Port Sulphur, Raceland, Rayville, Saline, St. Francisville, St. Joseph, St. Landry, St. Martinville, Sicily Island, Tallulah, Tunica, Vacherie, Venice, Water Proof, Weeks Island, White Castle, Wilson, Winnfield, Winnsboro, Zwolle	\$146.74
Alexandria, Baton Rouge, Benton, Blanchard, Broussard, Calhoun, Carencro, Delacroix, Denham Springs, Duson, Greenwood, Haughton, Jesuit Bend, Keatchie, Keithville, Kenner, Lacombe, Lafayette, Lafitte, Lake Catherine, Lake Charles, LaPlace, LeCompte, Livingston, Luling, Monroe, New Orleans, Norco, Paradis, Port Allen, Rougon, Saint Bernard, Saint Gabriel, Shreveport, Sterlington, Sulphur, Sweet Lake, Youngsville, Yscloskey, Zachery	\$157.70

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4.1 Business Rate Schedules (Cont'd.)

4.1.1 Monthly Recurring Charge for Infinity Service:

G. Infinity Business DID Inward Trunk Exception Localities (Cont'd.)

Exception Localities	Rate	
Abbeville, Chackbay, Dubach, Erath, Lawtell, Leonville, Natchitoches, Port Barre, Robeline, Thibodaux, Vinton, Washington	\$150.42	(I)
Albany, Gibson, Hammond, Pearl River, Ponchatoula, Slidell, Springfield	\$157.70	(I)
Angie, Independence, Loreauville, New Iberia, Ruston	\$150.42	(I)
Baldwin, Centerville, Epps, Eunice, Franklin, Jennings, Lake Arthur, Many, New Roads, Plaquemine, Rayne	\$146.74	
Bastrop, Bogalusa, Bush, Convent, Crowley, DeRidder, Doyline, Minden	\$146.74	(I)
Boyce, Covington, Dulac, Folsom, Houma, Madisonville, Mandeville, Montegut	\$157.70	(I)
Delta, Pearlinton	\$160.09	(I)
Grambling, Leesville, Mer Rouge, Morgan City, Opelousas, Patterson, Vidalia	\$150.42	(I)
North Cornor	\$151.50	(I)

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4.1 Business Rate Schedules (Cont'd.)

4.1.2 [Reserved for Future Use]

4.1.3 IntraLata Toll Rate per Minute: \$0.095

(Rate applies only if the customer does not subscribe to DeltaCom Long Distance service.)

4.1.4 [Reserved For Future Use]

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4.1 Business Rate Schedules (Cont'd.)

	RATE	
4.1.5 Dual Service Charge Per Line or Trunk:	\$79.91	(I)
4.1.6 Extension Service		
A. Extension Local Channel	\$63.73	(I)
B. Mileage-Extension Line (Channel between buildings on premises, each 1/10 th mile)	\$7.97	(I)
C. Extension station-off prem	\$0.00	
D. Mileage Extension Line (Extension line on or off premises, same Central Office, each ¼ mile)	\$7.97	(I)
4.1.7 Secretarial Line Service		
A. Secretarial Line Mileage (Client is directly connected to the telephone answering firm)	\$58.26	(I)
B. Local Channel (Client is in same building as the telephone answering firm)	N/C	
C. Secretarial Local Channel	\$27.61	(I)
D. Secretarial Local Channel, Type 2106 (Client is directly connected to the Telephone Answering Firm)	\$21.29	(I)
E. Secretarial Line (Terminating directly from the CO or through the answering service.)	\$5.82	(I)
F. Secretarial Interoffice Channel 1 st ¼ Mile Each additional ¼ Mile	\$58.26 \$1.67	(I) (I)

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

		RATE	
4.1.7	Secretarial Line Service (Cont'd.)		
	G. Interexchange Channel 1 st Mile	\$279.65	(I)
	Each Additional Mile	\$48.28	(I)
	H. Interoffice Channel 1 st ¼ Mile between Terminations in different exchanges	\$19.58	(I)
	Each Additional ¼ Mile between Terminations located in different exchanges	\$2.96	(I)
	Each Additional ¼ Mile between Client's Wire Center and Wire Center of Telephone Answering Firm	\$1.67	(I)
	I. Concentrator Line Termination	\$21.29	(I)
	J. COCS Channel Type 2106	\$24.48	(I)
4.1.8	Traffic Study Service		
	A. Traffic Study	\$20.00	
	B. Traffic Study Service Charge	\$26.00	
4.1.9	DeltaCom DUNE Service		
	A. Local Channel	\$127.04	(I)
	B. Hunting	\$0.00	
	C. Expanded Calling Service	\$35.05	(I)

[AS OF JANUARY 11, 1999, COCS CHANNEL TYPE 2106 IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

		RATE	
4.1.9	DeltaCom DUNE Service (Cont'd.)		
	D. Integrated DID Channel	\$197.15	(I)
	E. T1 Installation Charge	\$1,500.00	
	F. DUNE Complete Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3	\$621.34	(I)
	G. DUNE Rural Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3 *	\$315.46	(I)
	Verizon 1-11 miles *	\$315.46	
	Verizon 12-22 miles **	\$939.95	
	Expanded Calling Service per line**	\$21.05	(I)

* Customers who a) purchase a full T-1 of internet and (1) have at least 12 channels on a second Integrated T and subscribe to local, long distance and internet services or (2) have at least 20 channels on a second Integrated T and subscribe to local and internet services, or (b) purchase a minimum of 12 channels on an Integrated T and subscribe to local, long distance and one or more data products can qualify for a \$0 T1 loop.

** Customers within the Verizon 12-22 mile area who a) purchase a full T-1 of internet and (1) have at least 12 channels on a second Integrated T and subscribe to local, long distance and internet services or (2) have at least 20 channels on a second Integrated T and subscribe to local and internet services, or (b) purchase a minimum of 12 channels on an Integrated T and subscribe to local, long distance and one or more data products will qualify for a \$195 T1 loop.

*** Rate increase applies to new subscribers only. Customers subscribed to DUNE Rural Bundle prior to January 30, 2002 will continue to be billed at the previous Guide Book rate of \$5.00.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.10 Unity Service

A.	Monthly Recurring Charges	<u>RATE</u>	
	Basic Unity Service option (plus applicable T-1 Charge)	\$2,475.32	(I)
	PRI and ANI delivery	\$700.96	(I)
	PRI Name Delivery & Call Transfer *	\$350.51	(I)
	Per local telephone number (per trunk group)	\$15.91	(I)
	Per block of 20 telephone Numbers	\$17.46	(I)
	Per additional number or path forwarded	\$1.58	(I)
	Non Consecutive DID Number	\$0.80	(I)
	DID Trunk Option	\$111.53	(I)
	Per DTMF DID Signaling (This charge is for DID signaling on an analog trunk.)	\$31.86	(I)
	Per MF DID Signaling (This charge is for DID signaling on an analog trunk.)	\$31.86	(I)

* Customer must also subscribe to PRI ISDN with ANI Delivery.

[AS OF AUGUST 1, 2004, UNITY SERVICE HAS BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.10 Unity Service (Cont'd.)

		RATE	
B.	Installation Charges		
	T1 Installation Charge	\$1,500.00	
	Establishment of DID telephone Numbers	\$55.00	
	Service connection fee applied for partitioning local trunk group	\$50.00	
	DID Number Connection Charge	\$55.00	
C.	Expanded Calling Service	\$841.18	(I)
D.	Unity Complete Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3	\$621.34	(I)

[AS OF AUGUST 1, 2004, UNITY SERVICE AND THE UNITY COMPLETE BUNDLE HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.10 Unity Service (Cont'd.)

E. Unity Rural Bundle

BellSouth Zones 1 & 2	\$0	
BellSouth Zone 3	\$315.46*	(I)
Verizon 1-11 miles	\$315.46*	
Verizon 12-22 miles	\$939.95**	
Expanded Calling Service, per line	\$21.05***	(I)

* Customers who a) purchase a full T-1 of internet and (1) have at least 12 channels on a second Integrated T and subscribe to local, long distance and internet services or (2) have at least 20 channels on a second Integrated T and subscribe to local and internet services, or (b) purchase a minimum of 12 channels on an Integrated T and subscribe to local, long distance and one or more data products can qualify for a \$0 T1 loop.

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*** Rate increase applies to new subscribers only. Customers subscribed to Unity Rural Bundle prior to January 30, 2002 will continue to be billed at the previous Guide Book rate of \$5.00.

[AS OF AUGUST 1, 2004, UNITY SERVICE AND THE UNITY RURAL BUNDLE HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.11 Unity Plus Service

	RATE	
A. Monthly Recurring Charges		
Basic Unity Plus Service plus Applicable T-1 Charge	\$4,052.48	(I)
PRI and ANI Delivery	\$700.96	(I)
PRI Name Delivery & Call Transfer *	\$350.51	(I)
Per block of 20 DID Telephone numbers	\$17.46	(I)
Additional RCF Paths	\$1.58	(I)
Non-Consecutive DID Number	\$0.80	(I)

*Customer must also subscribe to PRI ISDN with ANI Delivery.

[AS OF AUGUST 1, 2004, UNITY PLUS SERVICE HAS BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.11 Unity Plus Service (Cont'd.)

	RATE	
B. Installation Charges		
T1 Installation Charge	\$1,500.00	
Establishment of DID Telephone Numbers	\$55.00	
Establishment of 2 nd Trunk Group	\$50.00	
DID Number Connection Charge	\$55.00	
C. Expanded Calling Service	\$841.18	(I)
D. Unity Plus Complete Bundle		
BellSouth Zones 1 & 2	\$0.00	
BellSouth Zone 3	\$621.34	(I)

[AS OF AUGUST 1, 2004, UNITY PLUS SERVICE HAS BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.11 Unity Plus Service (Cont'd.)

E. Unity Plus Rural Bundle	RATE	
BellSouth Zones 1 & 2	\$0.00	
BellSouth Zone 3	\$315.46*	(I)
Verizon 1-11 miles	\$315.46*	
Verizon 12-22 miles	\$939.95**	
Expanded Calling Service, per line	\$21.05***	(I)

* Customers who a) purchase a full T-1 of internet and (1) have at least 12 channels on a second Integrated T and subscribe to local, long distance and internet services or (2) have at least 20 channels on a second Integrated T and subscribe to local and internet services, or (b) purchase a minimum of 12 channels on an Integrated T and subscribe to local, long distance and one or more data products can qualify for a \$0 T1 loop.

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[AS OF AUGUST 1, 2004, UNITY PLUS SERVICE AND THE UNITY PLUS COMPLETE AND RURAL BUNDLES HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.12 Non-Recurring Charges:

	First Occurrence	Each Additional Occurrence
Secondary Service Charge	\$0.00	\$0.00
Line/Account/Feature Charge	\$0.00	\$0.00
PIC Change Charge	\$0.00	\$0.00
A. Restoral Charge		Charge (per occurrence)
Line Restored Charge		\$125.00
Suspension of Service Restoral Charge		\$125.00
B. Premise Visit		
1-Hour Minimum:		\$150.00/hour
Additional 30 minutes:		\$75.00
C. Expediting Charges		
Simple:		\$35.00
Complex:		\$40.00

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.12 Non-Recurring Charges (Cont'd.)

D. Network Call Forwarding (Customer Request)

Charge applies when Customer initiates a request to the Company to call forward his telephone numbers when the Customer loses the ability to utilize the Company's service for any reason other than Company service outage. Charge does not apply when the Customer utilizes remote call forwarding without contacting the Company. Usage charges will apply to calls forwarded to toll-free and/or long distance telephone numbers.

	Rate
Non-recurring Charge	\$15.00

E. N11 Dialing Service

Service Establishment Charge Per Basic Local Calling Area:	\$389.90
---	----------

Central Office Activation Per Central Office:	\$182.00
--	----------

Change of Point-to Number by Subscriber Per Central Office:	\$13.50
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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.13 Optional Features

	Rate Per Line
Block Busy Connect Activation	\$0.00
Block Call Return	\$0.00
Block Repeat Dialing	\$0.00
Block Name/Number Delivery	\$0.00
Block Name/Number Delivery Per Activation	\$0.00
Block Three Way Call Activation	\$0.00
Call Block	\$19.72
Subsequent Call Block	\$19.72
Call Forwarding-Busy Line	\$12.73
Call Forwarding-Busy Line (Customer Controlled)	\$22.00
Call Forwarding-Busy Line (Multipath)	\$10.93
Call Forwarding-Don't Answer	\$12.73
Call Forwarding-Don't Answer (Ring Control)	\$12.16
Call Forwarding-Don't Answer (Customer Controlled)	\$22.00
Call Forwarding-Don't Answer (Multipath)	\$10.93
Call Forwarding-Variable (Multipath)	\$21.25
Call Forwarding-Variable	\$21.25
Call Forwarding-Variable (Remote Access)	\$21.25
Call Forwarding-Variable Combo 1-Prestige (Combination of Call Forwarding Don't Answer and Call Forwarding Busy)	\$23.50
Call Forwarding-(Preferred)	\$18.20
Call Forwarding-(Subsequent Preferred)	\$18.20
Call Return	\$19.72
Call Return (Subsequent)	\$19.72
CallSaver I	\$42.31
CallSaver II	\$42.31

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.13 Optional Features (Cont'd.)

	Rate Per Line
CallSaver III	\$42.31
CallSaver Basic (Facilities-based)	\$15.01
CallSaver Basic 100	\$106.24
CallSaver (Extension)	\$33.22
CallSaver Pager	\$30.18
CallSaver Auto-Attendant, per mailbox (Facilities-based)	\$30.18
CallSaver Auto-Attendant Set Up/Change Charge	\$303.44
CallSaver Family, per mailbox (Facilities-Based)	\$15.01
Call Selector	\$19.72
Call Selector (Subsequent)	\$19.72
Call Tracing	\$19.72
Call Waiting	\$21.25
Call Waiting Prestige	\$13.64
Custom Call Transfer	\$19.72
Hunting* (see exceptions below)	\$50.06
Intercom, Call Hold, Pickup, Transfer, Conference Combo (Available to Select 100 Customers only)	\$25.36
Message Waiting	\$1.81
Repeat Dialing	\$19.72
Repeat Dialing (Subsequent)	\$19.72
RightRing I	\$27.30
RightRing II	\$33.37
Signature (Basic)	\$33.37
Signature (Deluxe)	\$33.37
Signature (Enhanced)	\$51.52
Signature Enhanced w/ Call Management	\$51.60
Signature Enhanced w/ Call Management (Subsequent)	\$51.60

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.13 Optional Features (Cont'd.)

	Rate Per Line	
Star 98 Access	\$6.06	(I)
Speed Calling - 6 Code	\$13.64	
Speed Calling - 8 Code	\$15.19	
Speed Calling - 30 Code	\$15.19	
Speed Calling – 30 Code Prestige	\$15.91	(I)
Surrogate Client Number (Part of CallSaver 1, 2 and CallSaver Extension)	\$0.00	
Three-Way Conference Calling	\$19.72	(I)
Three-Way Conference/Call Transfer	\$20.94	(I)
Transfer Mailbox (to be used with CallSaver 1, 2 and CallSaver Extension)	\$0.00	
Virtual Call Forwarding Number	\$10.93*	(I)
Virtual Call Forwarding Receiver	\$0.00	
Virtual Mailbox Number	\$3.04	(I)
Custom Code Restriction 1	\$16.70	
Custom Code Restriction 2	\$16.70	
Custom Code Restriction 3	\$16.70	(I)
Custom Code Restriction 4	N/C	
Custom Code Restriction 5	N/C	
Custom Code Restriction 6	N/C	
Custom Code Restriction X	N/C	
Custom Code Restriction Y	N/C	
Custom Code Restriction 14	\$16.70	(I)
Non-recurring charge for Call Return and Repeat Dialing: \$0.75 per use		

*Excluding Business Allegiance, Business Reach and IP Complete PRI. Virtual Call Forwarding rates for these services are listed in Sections 4.1.35.5, 4.1.37.3, and 4.1.39.5.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.13 Optional Features (Cont'd.)

Hunting Exception Localities*

Exception Localities	Rate	
Delta, Pearlinton, North Cornor	\$30.35	(I)

- * The monthly recurring charge for this feature shall be discounted when Customer provides documentation to Company that Customer has been presented with a bona fide Guide Book offering, by a competing carrier capable of serving Customer, that discounts the monthly charge for this feature.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.13 Optional Feature (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE		FEATURE PLAN	RATE
Signature PLUS	\$63.73	(I)	Call Saver PLUS	\$77.53 (I)
Call Block			Call Forwarding Don't Answer	
Call Forwarding Don't Answer			Call Saver Extension	
Call Waiting			Call Waiting	
Signature Deluxe			Message Waiting	
Three-Way Calling			Three-Way Calling	
RightRing PLUS	\$65.24	(I)	CallMover	\$25.01 (I)
Call Forwarding Don't Answer			Call Transfer	
Call Waiting			Call Waiting	
Repeat Dialing			Three-Way Calling	
RightRing II				
Three-Way Calling				
ManyCall	\$31.84	(I)	FastCall	\$40.96 (I)
Call Waiting			Call Transfer	
Call Forwarding Variable			Call Waiting	
Three-Way Calling			Speed Calling - 30	

*All features are subject to availability and some feature interactions prohibit their simultaneous use.

[AS OF FEBRUARY 15, 2001, ALL LOCAL FEATURE PLANS HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedules (Cont'd.)

4.1.13 Optional Features (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE		FEATURE PLAN	RATE
Signature	\$45.53	(I)	RightRing	\$47.02 (I)
Call Forwarding Variable			Call Forwarding Variable	
Three-Way Calling			RightRing I	
Signature Basic			Three-Way Calling	
Call Saver	\$65.57	(I)		
Call Forwarding Variable				
CallSaver				
Message Waiting				
Three-Way Calling				

4.1.14 Mileage Zones

(apply in connection with service outside the base rate area)

A.	Zone 1 – (0 – 2 miles)	\$0.00
B.	Zone 2 – (2 – 4 miles)	\$0.00
C.	Misc. Zone	\$0.00

[AS OF FEBRUARY 15, 2001, ALL LOCAL FEATURE PLANS HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.17 Directory Listings

	Rate	
Recurring Charges		
Additional Listing (per listing)	\$17.46	(I)
Alternate Call Listing		
Nights, Sundays, Holidays	\$17.46	(I)
Other Alternate Listings	\$17.46	
Cross Reference Listing	\$17.46	
800 Listing	\$17.46	
Non-Listed Listing	\$17.46	(I)
Non-Listed w/ Special Conditions	\$ 0.00	
Non-Published Listing	\$17.46	(I)
Non-Published w/ Special Conditions	\$ 0.00	
All Uppercase Listing	\$17.46	(I)
Business Listing such as “No charge for Direct Dialed calls 911	\$17.46 N/C	(I)
Paging, Cell, Wireless Listing	\$ 0.00	
Answering Service Listing	\$17.46	(I)
Foreign Listings* (T)	\$17.46	
Cross Reference Listing	\$17.46	(I)
Alternative Listings (After Hours, No answer)	\$17.46	(I)
Foreign Special Text Listing* (T)	\$17.46	
Bus. Listing of Titles in excess of one	\$17.46	
Bus. Special text for clarity	\$17.46	(I)

* *Grandfathered to existing Customers at existing locations.*

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.18 DeltaCom MegaHub

Installation, per PRI or T-1 \$500.00**

Monthly Recurring Charges per PRI or T-1 \$1,517.26

(I)

** Installation charges will apply to PRI's and/or T-1's.

4.1.19 [Reserved For Future Use]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.20 Select 100 Rates

Depending on term plan chosen, customers subscribing to Select 100 local service will receive the following discounts off the Infinity single line business rate as well as certain optional features as described in Section 3.27 of This Guide Book. * Customers will also receive discounts to Hunting as specified below.

	Month-to-Month	12-Month	24-Month	36-Month
Local Lines & Features (excluding Hunting)	0%	7%	12%	17%
Hunting	0%	50%	75%	100%

A monthly recurring fee of \$24.12 will apply. However, this fee can be waived if the customer subscribes to on-line billing currently offered through the Company

(I)

* Select 100 and/or certain optional features may not be available in all areas. Customers can contact one of DeltaCom’s customer service representatives at 1-800-239-3000 to find out where this service is available in their area.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.20 Select 100 Rates, (Cont'd.)

A. Select 100 Feature Package Rates

Rate: \$56.88

(I)

Calling Features
Call Forward Busy Line
Call Forward Don't Answer
Call Forward Don't Answer Ring Control
Call Forward Variable
Call Waiting
Speed Calling 8
Speed Calling 30
Three Way Calling
Message Waiting Indicator – Audible
Message Waiting Indicator – Visual
Call Return
Call Block
Call Tracing
Repeat Dialing
Call Selector
Preferred Call forwarding
RightRing I
RightRing II
Remote Access Call Forwarding
Three Way Calling with Transfer
Signature Number Delivery
Enhanced Signature w/ Call Management w/ Anonymous Call Rejection (ACR)
Enhanced Signature w/ ACR and Call Forwarding Don't Answer

* All calling features are subject to availability in the serving central office.

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.20 Select 100 Rates, (Cont'd.)

A. Select 100 Feature Package Rates (Cont'd.)

Calling Features Continued
Enhanced Signature with ACR
Signature Name and Number Delivery with ACR
Signature Name and Number Delivery – Multiline Hunt Group
Surrogate Client Number
Star 98 Access
Hunting

* All calling features are subject to availability in the serving central office.

B. Select 100 Expanded Calling Service

Rate: \$31.86

(I)

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.21 T-PAC Service

- A. Package Installation: \$200.00
- B. T-PAC Additional Line and/or DID Channel Charges

<u>Service – Per line and/or DID Trunk</u>	<u>Monthly Recurring</u>	
Additional Line	\$255.72	(I)
Additional Channel	\$255.72	(I)
	Non-Recurring	
Connection Charge	\$50.00	

- C. T-PAC Access Loop Charges

Installation Charge:	Non-Recurring \$1,500.00
----------------------	-----------------------------

Monthly Recurring Charge:

Customers on this product qualify for the following T-1 loop pricing (*) based on total discounted local service monthly revenue commitment:

Total Monthly Revenue Commitment, After Discounts	Less than \$600	More than \$600
BellSouth Zone 1	\$0.00	\$0.00
BellSouth Zone 2	\$315.46 (I)	\$0.00
BellSouth Zone 3	\$952.68 (I)	\$315.46 (I)

* Loop Charges do not receive term discounts.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.21 T-PAC Service (Cont'd.)

D. Internet Access Charges

	<u>Monthly Recurring</u>	
T-PAC 6 Lines 256K Internet	\$2,066.38	(I)
T-PAC 4 Lines 384K Internet	\$1,767.50	
T-PAC 4 Lines 512K Internet	\$2,192.63	
T-PAC 4 Lines 768K Internet	\$2,617.69	
T-PAC 4 Lines 1.024M Internet	\$3,042.80	
T-PAC Full T	\$2,551.97	(I)

E. T-Remote Charges

Refer to the T-Remote product description for applicable rates, terms and conditions.

F. Data Connectivity Option

	<u>Monthly Recurring</u>	
Host Location	\$334.54	(I)
Remote Location, per location	\$334.54	(I)

G. Secure Access Option

	<u>Monthly Recurring</u>	
Host Location	\$331.19	(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.22 T1 Expedite Request Charge

T1 Expedite Request Charge - \$1500.00

4.1.23 Simplici-T Service

A. Schedule Areas

	Localities*
Schedule A	Baton Rouge, Broussard, Houma, Kenner, LaCombe, Lafayette, Lake Catherine, Mandeville, New Iberia, New Orleans, Slidell
Schedule B	N/A
Schedule C	Abbeville, Covington, Denham Springs
Schedule D	N/A

* May not include all rate centers.

B. Package Installation : \$200.00

C. Simplici-T/Simplici-T PRI Access Loop Charges

Installation Charge:	Non-Recurring \$1,500.00
----------------------	-----------------------------

[AS OF JULY 25, 2005 SIMPLICI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.23 Simpli-T Service (Cont'd.)

D. Simpli-T Package

Monthly Recurring Charges	Schedule A	Schedule B	Schedule C	Schedule D	
Voice Only line channels (min. 10)	\$2,749.54	\$2,924.76	\$3,100.02	\$3,625.74	(I)
Each additional channel	\$99.01	\$99.01	\$99.01	\$99.01	
Full T-1, Voice Only Trunk	\$3,232.33	\$3,407.60	\$3,582.85	\$4,108.56	
Full T-1, Integrated Trunk	\$3,232.33	\$3,407.60	\$3,582.85	*	(I)

* Schedule D Pricing for Simpli-T Full T-1 Trunk = Schedule A pricing + special access loop (ICB)

E. Simpli-T PRI Package

Monthly Recurring Charges	Schedule A	Schedule B	Schedule C	Schedule D	
Full PRI, Voice Only or Integrated	\$3,232.33	\$3,407.60	\$3,582.85	*	(I)
Optional B Channel Transfer & Name Delivery	\$350.51	\$350.51	\$350.51	\$350.51	(I)

* Schedule D Pricing for Simpli-T Full T-1 Trunk = Schedule A pricing + special access loop (ICB)

F. DID Channel Number Blocks (See Unity Plus pricing)

G. Fax/Alarm Line

Monthly Recurring Charges	Schedule A	Schedule B	Schedule C	Schedule D	
	\$141.05	\$174.36	\$240.95	\$255.72	(I)

[AS OF JULY 25, 2005 SIMPLICI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.23 Simplici-T Service (Cont'd.)

H. Internet Access Charges

	<u>Monthly Recurring</u>	
256K Internet	\$308.44	(I)
384K Internet	\$462.64	
512K Internet	\$616.85	
768K Internet	\$925.30	(I)

I. T-Remote Charges

Refer to the T-Remote product description for applicable rates, terms and conditions.

J. Data Connectivity Option

	<u>Monthly Recurring</u>	
Host Location	\$334.54	(I)
Remote Location, per location	\$334.54	(I)

K. Secure Access Option

	<u>Monthly Recurring</u>	
Host Location	\$331.19	(I)

4.1.24 T-Remote

Monthly Recurring Charge, per line	\$255.72	(I)
Non-recurring Charge, per line	\$50.00	

[AS OF July 25, 2005 SIMPLICI-T AND ALL ASSOCIATED PRODUCTS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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LOCAL EXCHANGE SERVICES GUIDE BOOK

SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.25 Simplici-T Plus Service

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia, Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine, Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclockey

* May not include all rate centers.

B. Simplici-T Plus Access Loop

Non-Recurring Installation Charge: \$1,800.00

C. Simplici-T Plus Package

	Monthly Recurring	
	<u>6 voice lines</u>	<u>24 voice lines</u>
Schedule A	\$2,272.87	\$3,718.64
Schedule B	\$2,623.38	\$4,069.10
Schedule C	\$2,973.83	\$4,419.60
Schedule D	\$3,499.57	\$4,945.37
Schedule X	\$1,875.97	\$3,321.77

D. Package Installation: \$200.00

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.25 Simplici-T Plus Service (Cont'd.)

E. Additional Lines - Simplici-T Plus 6 Voice Line Package
(above the six lines included in base package price)

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Per Voice Line, per order	\$144.55 (I)	\$56.24 (first)
	\$144.55 (I)	\$12.05 (add'l)

F. Data Connectivity Option

	<u>Monthly Recurring</u>
Host Location	\$334.54 (I)
Remote Location, per location	\$334.54 (I)

G. Secure Access Option

	<u>Monthly Recurring</u>
Host Location	\$331.19 (I)

H. Healthcare Bundle Option

	<u>Monthly Recurring</u>
Per Line	\$2,611.10 (I)

I. Additional Toll Free Number

	<u>Monthly Recurring</u>
Per Number	\$17.46 (I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.26 SimpliVoice

A. Schedule Areas

	Localities*
Schedule A	Alexandria, Baton Rouge, Broussard, Carencro Franklin, Hammond, Harahan, Houma, Kenner, Lafayette, Lake Charles, LaPlace, Luling, Lutcher, Mandeville, Monroe, Morgan City, New Iberia, New Orleans, Norco, Opelousas, Patterson, Plaquemine, Ponchatoula Ruston, Shreveport, Slidell, Sulphur, Thibodaux, Venice, Zachary
Schedule B	Madisonville
Schedule C	Abbeville, Denham Spring, Lacombe
Schedule D	(Reserved for future use)
Schedule X	(Reserved for future use)

* May not include all rate centers.

B. SimpliVoice Line Rates*

Monthly Charges	Recurring	Schedule A	Schedule B	Schedule C	Schedule D	Schedule X	
SimpliVoice Line							
Month-to-Month		\$135.41	\$148.50	\$161.60	\$187.76	\$122.33	(I)
12-Month Term		\$141.11	\$154.68	\$168.25	\$195.43	\$127.52	
24-Month Term		\$138.58	\$151.88	\$165.19	\$191.78	\$125.29	
36-Month Term		\$138.58	\$151.88	\$165.19	\$191.78	\$125.29	(I)
SimpliVoice Fax							
Month-to-Month		\$122.33	\$135.41	\$148.50	\$174.67	\$109.26	(I)
12-Month Term		\$127.52	\$141.11	\$154.68	\$181.86	\$113.93	
24-Month Term		\$125.29	\$138.58	\$151.88	\$178.50	\$111.95	
36-Month Term		\$125.29	\$138.58	\$151.88	\$178.50	\$111.95	(I)

* Line installation charges are not applicable on the initial order. After service is installed, standard connection charges will apply as described in Section 4 of This Guide Book.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.27 Simplici-T 3.0

A. Schedule Areas

Schedules	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	Morgan City
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine, Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclockey

* May not include all rate centers.

B. Package Installation: \$200.00

C. Simplici-T 3.0/Simplici-T 3.0 PRI Access Loop Charges

Non-Recurring Installation Charge: \$1,500.00

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.27 Simplici-T 3.0 (Cont'd.)

D. Simplici-T 3.0 Package

<u>Monthly Recurring Charges</u>	<u>Schedule A</u>	<u>Schedule B</u>	<u>Schedule C</u>	<u>Schedule D</u>	<u>Schedule X</u>
10 Line Voice Only (min. 6)	\$2,272.87	\$2,623.38	\$2,973.83	\$3,499.57	\$1,875.97
8 Line 128K	\$2,272.87	\$2,623.38	\$2,973.83	\$3,499.57	\$1,875.97
6 Line 256K	\$2,272.87	\$2,623.38	\$2,973.83	\$3,499.57	\$1,875.97
6 Line 384K	\$2,562.04	\$2,912.53	\$3,263.04	\$3,788.74	\$2,165.18
6 Line 512K	\$2,851.20	\$3,201.68	\$3,552.16	\$4,077.88	\$2,454.31
6 Line 768K	\$3,429.48	\$3,779.96	\$4,130.46	\$4,656.18	\$3,032.62
6 Line 1.024M	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
12 Line 768K	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
16 Line 512 K	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
18 Line 384 K	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
20 Line 256K	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
22 Line 128K	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
Trunk Voice Only	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk with 128K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk with 256K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk with 384K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk with 512K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk with 768K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full T-1, integrated Trunk with 1.024M	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
24 Line Package	\$3,718.64	\$4,069.10	\$4,419.60	\$4,945.37	\$3,321.77
Additional DID channel	\$144.55	\$144.55	\$144.55	\$144.55	\$144.55
Each additional channel	\$144.55	\$144.55	\$144.55	\$144.55	\$144.55

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.27 Simplici-T 3.0 (Cont'd.)

E. Simplici-T 3.0 PRI Package

<u>Monthly Recurring Charges</u>	Schedule <u>A</u>	Schedule <u>B</u>	Schedule <u>C</u>	Schedule <u>D</u>	Schedule <u>X</u>
Full PRI with Voice Only	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI NFAS with Voice Only	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 128K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 256K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 384K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 512K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 768K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 960K	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Full PRI with 1.024M	\$2,979.14	\$3,329.60	\$3,581.95	\$4,107.70	\$2,803.90
Optional B Channel Transfer & Name Delivery	\$350.51	\$350.51	\$350.51	\$350.51	\$350.51

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.27 Simplici-T 3.0 (Cont'd.)

F. DID Channel Number Blocks

Monthly Recurring
Block of 20 numbers:

\$17.46

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G. T-Remote Charges

Refer to the T-Remote product description for applicable rates, terms and conditions.

H. Data Connectivity Option

Host Location
Remote Location, per location

Monthly Recurring

\$334.54

(I)

\$334.54

(I)

I. Secure Access Option

Host Location

Monthly Recurring

\$331.19

(I)

J. Additional Toll Free Number

Per Number

Monthly Recurring

\$17.46

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.28 T1 Overflow

(See Section 2.1.6.6 for Regulations concerning this charge.)

T1 Overflow	Monthly Recurring Rate \$0.00
Overflow Call Forwarding Arrangement	Per Minute Rate
Local Calls	No charge
Long Distance Calls	Billed at appropriate toll rate

4.1.29 IVP

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine , Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Yscklockey

* May not include all rate centers.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.29 IVP (Cont'd.)

B. IVP Access Loop

Installation Charge: Non-Recurring
\$1,800.00

C. IVP Package

Schedule Monthly Recurring*
Schedule X \$1,705.48 (I)
Schedule A \$2,066.28 |
Schedule B \$2,384.91 |
Schedule C \$2,703.53 |
Schedule D \$3,181.46 (I)

* Discount may apply

D. Data Connectivity Option

Host Location Monthly Recurring* (I)
Remote Location, per Location \$334.54 (I)
*Discounts may apply

E. Secure Access Option

Host Location Monthly Recurring* (I)
\$331.19
*Discounts may apply

F. Additional Toll Free Number

Per Number Monthly Recurring * (I)
\$17.46
*Discounts may apply

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.30 DVP

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine , Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclokey

* May not include all rate centers.

B. DVP Access Loop

Non-Recurring Installation Charge: \$1,800.00

C. DVP Package

Schedule	<u>Monthly Recurring*</u>	
Schedule X	\$1,705.48	(I)
Schedule A	\$2,066.28	
Schedule B	\$2,384.90	
Schedule C	\$2,703.53	
Schedule D	\$3,181.46	(I)

* Discount may apply

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.30 DVP (Cont'd.)

D. Secure Access Option

Host Location
*Discounts may apply

Monthly Recurring*
\$331.19

(I)

E. Additional Toll Free Number

Per Number
*Discounts may apply

Monthly Recurring*
\$17.46

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.31 Simpli Business T

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia, Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine, Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclokey

* May not include all rate centers.

B. Simpli Business T Offerings Installation Charges:

Non-Recurring Installation Charge: \$1500.00*
*Installation charge may be waived

C. Simpli Business T

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$1,908.56	(I)
Schedule A	\$2,067.85	
Schedule B	\$2,386.50	
Schedule C	\$2,864.44	
Schedule D	\$3,342.35	(I)

[AS OF APRIL 18, 2007 SIMPLI-BUSINESS T IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.31 Simpli-Business T (Cont'd.)

D. Other Charges

Item	Monthly Recurring	
Additional Analog Line	\$63.73	(I)
Additional IP Addresses		
05 Additional	\$31.86	
13 Additional	\$63.73	
29 Additional	\$95.60	
61 Additional	\$127.44	
Additional Domain Name Registrations	\$111.53	
Additional e-mail boxes	\$6.38	(I)

[AS OF APRIL 18, 2007 SIMPLI-BUSINESS T IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.32 Simpli Analog

Fax/Alarm Line	<u>Monthly Recurring</u>	
Schedule A	\$151.44	(I)
Schedule B	\$184.70	
Schedule C	\$251.30	
Schedule D	\$266.05	
Schedule X	\$151.44	(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.33 Simpli-Business PRI

A. Schedule Areas

Schedule A	Localities Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine , Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclokey

* May not include all rate centers.

[AS OF FEBRUARY 27, 2009, SIMPLI-BUSINESS PRI IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.33 Simpli-Business PRI

B. Simpli-Business PRI Installation Charges:

Installation Charge:	<u>Non-Recurring</u>
	\$1500.00*

* Installation charge may be waived

C. Simpli-Business PRI

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$4,027.39	(I)
Schedule A	\$4,186.73	
Schedule B	\$4,505.35	
Schedule C	\$4,983.26	
Schedule D	\$5,461.22	(I)

[AS OF FEBRUARY 27, 2009, SIMPLI-BUSINESS PRI IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.34 Simpli Business T 2.0

A. Schedule Areas

	Localities*
Schedule A	Covington, Denham Springs, Hammond, La Place
Schedule B	Abbeville, Carencro, Madisonville, Ponchatoula, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Baton Rouge, Broussard, Delacroix, Delta, Harahan, Houma, Kenner, Lafayette, Lake Catherine, Lake Charles, Mandeville, New Iberia, New Orleans, Opelousas, Plaquemine, PT Hache, Slidell, ST Bernard, Sulphur, Ysclokey

* May not include all rate centers.

B. Simpli Business T 2.0 Offerings Installation Charges:

Installation Charge:	<u>Non-Recurring</u> \$1500.00*
----------------------	------------------------------------

* Installation charge may be waived

C. Simpli Business T 2.0

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$1,908.56	(I)
Schedule A	\$2,067.85	
Schedule B	\$2,386.50	
Schedule C	\$2,864.44	
Schedule D	\$3,342.35	(I)

[AS OF FEBRUARY 3, 2009 SIMPLI-BUSINESS T 2.0 IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.34 Simpli Business T 2.0 (Cont'd.)

D. Other Charges

<u>Item</u>	<u>Monthly Recurring</u>	
Additional Analog Line	\$63.73	(I)
Additional IP Addresses		
05 Additional	\$31.86	
13 Additional	\$63.73	
29 Additional	\$95.60	
61 Additional	\$127.44	
Additional Domain Name Registrations	\$111.53	
Additional e-mail boxes	\$6.38	(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.35 Business Reach

A. Monthly Base Rates

	<u>3 Lines</u>	<u>4 Lines</u>	<u>5 Lines</u>	
Month-to-Month	\$939.92	\$1,003.64	\$1,067.39	(I)
2-Year Term	\$718.39	\$767.09	\$815.78	
3-Year Term	\$669.67	\$711.08	\$752.46	(I)

B. Business Reach VL Discounts

End Office	2 Year Term (%)			3 Year Term (%)		
	3 Lines	4 Lines	5 Lines	3 Lines	4 Lines	5 Lines
NWORLASCDS0, NWORLASWDS0, SLIDLAMADS0 BTRGLAGWDS0, BTRGLAGWDS1, BTRGLASBDS0, KNNRLABRDS0, KNNRLAHNDS0,	10	10	10	10	10	15
LFYTLAMACG1, LFYTLAMADS0, LKCHLADTDS0, NWORLAMCRS1, NWORLAMTDS0	10	10	10	15	15	15

C. Package Installation: \$99.00*
* Installation charge may be waived

D. Non-Recurring T1 Installation Charge: \$1,500.00*
* Installation charge may be waived

E. Additional Optional Features

Feature	<u>Monthly Recurring Charge</u>	
Virtual Call Forwarding	\$15.91	(I)
Additional Toll Free Number, per number	\$17.46	(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.36 Simpli-Business T v.3

A. Schedule Areas

Schedules	Localities*
Schedule A	Abbeville, Covington, Denham Springs, Hammond, La Place
Schedule B	Carencro, Madisonville, Pearlinton, Ponchatoula, Zachary
Schedule C	Morgan City
Schedule D	(Reserved for future use)
Schedule X	Baton Rouge, Broussard, Delacroix, Delta, Harahan, Houma, Kenner, Lafayette, Lake Catherine, Lake Charles, Mandeville, Metairie, New Iberia, New Orleans, Opelousas, Plaquemine, PT Hache, Slidell, ST Bernard, Sulphur, Yscloukey

* May not include all rate centers.

B. Simpli Business T v.3 Offerings Installation Charges:

Installation Charge:	Non-Recurring \$1500.00*
----------------------	-----------------------------

* Installation charge may be waived

C. Simpli Business T v.3 Monthly Base Rates

Schedule	Month-to-Month	3-Year Term	4-Year Term	
Schedule X	\$1,908.56	\$1,458.68	\$1,168.87	(I)
Schedule A	\$2,067.85	\$1,580.44	\$1,266.30	
Schedule B	\$2,386.50	\$1,823.95	\$1,461.12	
Schedule C	\$2,864.44	\$2,189.23	\$1,753.34	
Schedule D	\$3,342.35	\$2,554.52	\$2,045.56	(I)

D. Additional Toll Free Number, per number	\$17.46	(I)
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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.37 Business Allegiance

Business Allegiance service may be offered on a special service arrangement in areas other than the end offices designated below based on the availability of cost-effective facilities to the Company and the duration of the Customer's term of service for their Simpli-T Plus dynamic bandwidth service.

A. Monthly Base Rates

	<u>3 Lines</u>	<u>4 Lines</u>	<u>5 Lines</u>	
Month-to-Month	\$939.92	\$1,003.64	\$1,067.39	(I)
2-Year Term	\$718.39	\$767.09	\$815.78	
3-Year Term	\$669.67	\$711.08	\$752.46	(I)

B. Business Allegiance VL Discounts

End Office	2 Year Term (%)			3 Year Term (%)		
	3 Lines	4 Lines	5 Lines	3 Lines	4 Lines	5 Lines
NWORLASCDS0, NWORLASWDS0, SLIDLAMADS0, BTRGLAGWDS0, BTRGLAGWDS1, BTRGLASBDS0, KNNRLABRDS0, KNNRLAHNDS0,	10	10	10	10	10	15
LFYTLAMACG1, LFYTLAMADS0, LKCHLADTDS0, NWORLAMCRS1, NWORLAMTDS0	10	10	10	15	15	15

C. Additional Optional Features

Feature	<u>Monthly Recurring Charge</u>	
Virtual Call Forwarding	\$15.91	(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.38 Simpli-Business PRI v.3

A. Schedule Areas

Schedules	Localities*
Schedule A	Abbeville, Covington, Denham Springs, Hammond, La Place
Schedule B	Carencro, Madisonville, Pearlinton, Ponchatoula, Zachary
Schedule C	Morgan City
Schedule D	(Reserved for future use)
Schedule X	Baton Rouge, Broussard, Delacroix, Delta, Harahan, Houma, Kenner, Lafayette, Lake Catherine, Lake Charles, Mandeville, Metairie, New Iberia, New Orleans, Opelousas, Plaquemine, Port Hache, Slidell, ST Bernard, Sulphur, Yscklockey

* May not include all rate centers.

B. Simpli Business PRI v.3 Offerings Installation Charges:

Installation Charge:	Non-Recurring \$1500.00*
----------------------	-----------------------------

* Installation charge may be waived

C. Simpli Business PRI v.3 Monthly Base Rates

Schedule	Month-to-Month	3-Year Term	4-Year Term	
Schedule X	\$4,027.39	\$3,078.07	\$2,464.40	(I)
Schedule A	\$4,186.72	\$3,199.85	\$2,556.96	
Schedule B	\$4,505.34	\$3,443.39	\$2,756.63	
Schedule C	\$4,983.26	\$3,808.62	\$3,043.99	
Schedule D	\$5,461.21	\$4,173.94	\$3,341.08	(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.39 IP Complete PRI

A. Schedule Areas

Schedules	Localities *
Schedule A	Baton Rouge, Broussard, Delacroix, Hammond, Houma, Kenner, Lafayette, La Place, Lake Catherine, Mandeville, New Iberia, New Orleans, Opelousas, Sulphur
Schedule B	Plaquemine
Schedule C	Lake Charles, Morgan City
Schedule D	Carencro, Denham Springs, Madisonville, Ponchatoula, Zachary
Schedule X	Covington, Delta, Harahan, Kenner, Metairie, Slidell

* May not include all rate centers.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.39 IP Complete PRI (Cont'd.)

B. Monthly Base Rates

	Base Package Price*	Each Additional 1.5 MB	
Schedule X	\$1,752.44	\$1,194.86	(I)
Schedule A	\$1,911.73	\$1,354.14	
Schedule B	\$2,230.37	\$1,672.74	
Schedule C	\$2,549.00	\$1,991.38	
Schedule D	\$3,026.92	\$2,310.01	(I)

* Base Package Price includes up to 1.5 MB bandwidth

Discounts may apply

C. Additional Pricing

Additional T1 channel, per channel	\$31.86	(I)
Additional DID Number Blocks, per block	\$15.91	(I)

Discounts may apply

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.39 IP Complete PRI (Cont'd.)

D. T1 Installation Charge, per T-1

Installation Charge:

Non-Recurring
\$1500.00*

* Installation charge may be waived

E. Additional Optional Features

Feature	Monthly Recurring	
Virtual Call Forwarding	\$15.91	(I)
Additional Toll Free Number, per number	\$17.46	(I)

Monthly Recurring

\$15.91

(I)

\$17.46

(I)

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.40 Simpli-Voice 2.0

A. Schedule Areas

SCHEDULE	END OFFICES			
Schedule A	RESERVED FOR FUTURE USE			
Schedule B	CVTNLAMA			
Schedule C	ALXNLAMA, BTRGLABK, BTRGLABS, BTRGLAIS, BTRGLAMA, BTRGLAOH, BTRGLASW, BTRGLAWN, PASNLABV, FKLNLAMA, HMNDLAMA, NWORLAAV, LPLCLAMA, LKCHLADT, LKCHLAMW, LKCHLAUN, LLNGLABU, LTCHLAMA, MNVLLAMA, MONRLAMA, MRCYLAIN, NWORLAAR, NWORLABM, NWORLACA, NWORLACM, NWORLAFR, NWORLALK, NWORLAMC, NWORLAMR, NWORLAMU, NWORLARV, NWORLASC, NWORLASK, NWORLASW, NORCLAMN, OPLSLATL, PASNLAMN, PLQMLAMA, RSTNLAMA, SHPTLABS, SHPTLAEL, SHPTLAHD, SHPTLAMA, SHPTLAQB, SHPTLASG, SLPHLAMA, THBDLAMA, VENCLAMA			
Schedule D	ABVLLAMA, ALBYLAMA, ALXNLADV, ALXNLATG, AMITLAMA, ANGILAMA, ARCDLABW, ARCDLAMA, BLDWLAMA, BSTRLAMA, BTRGLAHR, BNTNLAMA, BERNLAMA, BERNLASP, BLNCLAMA, BGLSLAMA, BOYCLAMA, BUNKLAMA, BUSHLAMA, CLHNLAMA, CRNCLAMA, CASTLAMA, CNVLLAMA, CHBYLAMA, CLTNLAMA, CLFXLAMA, CLMALAMA, CNVNLAMA, CNVRLAMA, CSHTLAMA, CRWYLAMA, CWVLLAMA, DELHLAMA, DNSPLAMA, DRDRLAMA, DNVLLAMA, DYLNLAAMA, DRPGLAMA, DBCHLAMA, DULCLAMA, DUSNLAMA, EDGRLAMA, EPPSLAMA, ERTHLAMA, EUNCLAMA, FRVLLADV, FRVLLAMA, FRDYLAMA, FLRNLAMA, FLSMLAMA, FTNCLAMA, FKTNLAMA, GRTWLAMA, GBLDLAMN, GBSNLAMA, GRNGLAMA, GRCNLAMA, GNWDLAMA, GYDNLAMA, HRBGLAMA, HGTNLAKN, HGTNLAMA, HYVLLAMA, HOMRLAMA, HRNBLAMA, INDPLAMA, JCSNLAMA, JNRTLAMA, JNGSLAMA, JSBNLAMA, JNBOLAMA, JNVLLAMA, KTCHLAMA, KTVLLAMA, KNWDLAMA, KRSPLAMA, LBVLLAMA, LCMBLAMA, LFTTLAMA, LKARLAMA, LKPRLAAL, LKPRLAMA, LWTLLAMA, LCMPLAMA,			

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.40 Simpli-Voice 2.0 (Cont'd.)

A. Schedule Areas (Cont'd.)

SCHEDULE	END OFFICES
Schedule D	LEVLLABF, LEVLLAFP, LEVLLAMA, LEVLLASN, LOVLLAMA, LSBNLAMA, LVTNLAMA, LKCHLAMB, LCPTLAMA, LGPTLAMA, LRVLLAMA, LLNGLAHV, MDVILAMA, MNFDLAMA, MANYLAMA, MKVLLAHM, MKVLLAMN, MEVLLAMA, MRRGLAMA, MYVLLAMA, MINDLAMA, MONRLADS, MONRLAWM, MTGTLAMA, MTRYLAMA, MTGMLAMA, MRCYLAAM, MRGZLAMA, MTHRLAMA, NPVLLAMA, NTCHLACR, NTCHLAMA, NWTNLAMA, NWRDLAMA, OKDLLAMA, OKGVLAMA, OLCYLAMA, PRDSLAMA, PRRVLAMA, PRPRLAMA, PINELAMA, PLQMLACR, PLLCLAMA, PNCHLAMA, PTBRLAMA, PTSLLAMA, RCLDLAMA, RAYNLAMA, RYVLLAMA, RBLNLAMA, ROGNLAMA, SFVLLAMA, STGBLAMA, STJSLAMA, STLNLAMA, SMVLLAMA, SALNLAMA, SCISLAMA, SPFDLAMA, STTNLAMA, SWLKLAMA, TLLHLAMA, TUNCLAMA, VCHRLAMA, VDALLAMA, VNTNLAMA, WASHLAMA, WTPRLAMA, WKISLAMA, WHCSLAMA, WLSNLAMA, WNFDLACA, WNFDLAMA, WNBOLAMA, ZCHRLAMA, ZWLLLAMA
Schedule X	BTRGLAGW, BTRGLASB, BRSSLAMA, HOUMLAMA, KNNRLABR, KNNRLAHN, LFYTLAMA, LFYTLAVM, NWIBLAMA, NWORLAMA, NWORLAMT, SLIDLAMA

B. SimpliVoice Line Rates*

Monthly Recurring Charges	Schedule	Schedule	Schedule	Schedule	Schedule	
<u>Simpli-Voice 2.0 Line</u>	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>X</u>	
Month-to-Month	N/A	\$143.95	\$166.72	\$200.84	\$98.42	(I)
1 Year	N/A	\$149.63	\$173.23	\$208.67	\$102.41	
2 Year	N/A	\$146.71	\$169.84	\$204.58	\$100.44	
3 Year	N/A	\$146.71	\$169.84	\$204.58	\$100.44	(I)

* Line installation charges are not applicable on the initial order. After service is installed, standard connection charges will apply as described in Section 4 of This Guide Book.

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.40 Simpli-Voice 2.0 (Cont'd.)

C. SimpliVoice Monthly Recurring Charges

Item	<u>Monthly Recurring</u>	
ADSL Internet Service Dynamic IP Address with 1.5 Downstream Speed	\$311.44	(I)
ADSL Internet Service Static IP Address with 1.5 Downstream Speed	\$311.44	(I)
ADSL Internet Service Dynamic IP Address with 3.0 Downstream Speed	\$348.10	(I)
ADSL Internet Service Static IP Address with 3.0 Downstream Speed	\$348.10	(I)
ADSL Additional IP		
5 Additional IP	\$31.86	(I)
13 Additional IP	\$63.73	
29 Additional IP	\$95.60	
61 Additional IP	\$127.44	
Additional E-mail Box	\$6.38	(I)
Rent Std DSL CPE	\$0.00	

D. SimpliVoice ADSL Installation Charges

Item	Charge
ADSL Activation	\$100.00
Complementary Domain Name Registration	\$0.00
Additional Domain Name Registration	\$35.00

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SECTION 4 – RATES (CONT'D.)

4.1 Business Rate Schedule (Cont'd.)

4.1.41 Unbundled PRI

	<u>Monthly Recurring</u>	
Full PRI, Voice Only	\$1,115.20	(I)
DID Number Blocks, blocks of 20 number	\$17.46	
NI2	\$79.64	(I)
LATA-wide local calling area	\$0.00	
Access Loop Installation Charges		Non-Recurring Charge
Installation Charge:	\$1500.00	

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule

4.2.1 Infinity Service:

Infinity Trunks	Monthly Recurring \$14.54
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4.2.2 IntraLATA Toll Rate

per Minute:	\$0.095
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(Rate applies only if the customer does not subscribe to DeltaCom Long Distance service.)

4.2.3 Dual Service Charge

Per line or Trunk	\$20.90
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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.4 Non-Recurring Charges:

	First Occurrence	Each Additional Occurrence
Secondary Service Charge	\$0.00	\$0.00
Line Connection Charge	\$0.00	\$0.00
Line/Account/Feature Charge	\$0.00	\$0.00
PIC Change Charge	\$0.00	\$0.00

A. Restoral Charge

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

B. Premise Visit

2-Hour Minimum:	\$85.00/hour
Additional 15 minutes:	\$21.25

C. Intrastate Subscriber Line Charge

Per Line	\$1.00
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D. Network Call Forwarding (Customer Request)

Charge applies when Customer initiates a request to the Company to call forward his telephone numbers when the Customer loses the ability to utilize the Company's service for any reason other than Company service outage. Charge does not apply when the Customer utilizes remote call forwarding without contacting the Company. Usage charges will apply to calls forwarded to toll-free and/or long distance telephone numbers.

Non-recurring Charge	Rate \$15.00
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4.2 Residential Rate Schedule (Cont'd.)

4.2.5 Optional Features

	Rate Per Line
Block BusyConnect Activation	\$0.00
Block Call Return	\$0.00
Block Repeat Dialing	\$0.00
Call Block	\$5.00
Call Forwarding-Busy Line	\$1.50
Call Forwarding-Busy Line (Customer Controlled)	\$3.50
Call Forwarding-Don't Answer	\$1.50
Call Forwarding-Don't Answer (Ring Control)	\$1.50
Call Forwarding-Don't Answer (Customer Controlled)	\$4.00
Call Forwarding-Multipath	\$3.00
Call Forwarding Busy-Multipath	\$3.00
Call Forwarding Don't Answer Multipath	\$3.00
Call Forwarding-Variable	\$5.95
Call Forwarding-Variable-Prestige	\$3.45
Call Forwarding-Variable (Remote Access)	\$7.00
Call Forwarding Variable-Multipath	\$4.00
Call Return	\$6.95
CallSaver I	\$13.95
CallSaver II	\$13.95
CallSaver Basic (Facilities-based)	\$3.95
CallSaver Basic 100	\$35.00
CallSaver (Extension)	\$17.25
CallSaver Pager	\$7.75
CallSaver Family, per mailbox (Facilities-Based)	\$4.95
Call Selector	\$5.00
Call Tracing	\$5.00

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.5 Optional Features (Cont'd.)

	Rate Per Line
Call Waiting	\$6.00
Call Waiting Prestige	\$4.10
Call Waiting (Deluxe)	\$7.50
Custom Call Transfer	\$6.50
Hunting	\$5.00
Message Waiting	\$0.50
Repeat Dialing	\$5.00
RightRing I	\$5.00
RightRing II	\$7.00
Signature (Basic)	\$8.00
Signature (Deluxe)	\$9.00
Speed Calling - 6 Code Prestige	\$3.45
Speed Calling - 8 Code	\$4.50
Speed Calling - 30 Code	\$5.00
Speed Calling – 30 Code Prestige	\$4.00
Surrogate Client Number (Part of CallSaver 1, 2 and CallSaver Extension)	\$0.00
Three-Way Conference Calling	\$6.00
Three-Way Conference/Call Transfer Prestige	\$4.20
Transfer Mailbox (to be used with CallSaver 1, 2 and CallSaver Extension)	\$0.00
Custom Code Restriction 1	\$3.00
Custom Code Restriction 2	\$3.00
Custom Code Restriction 3	\$3.00
Custom Code Restriction 4	N/C
Custom Code Restriction 5	N/C
Custom Code Restriction 6	N/C
Non-recurring charge for Call Return and Repeat Dialing, per use:	\$1.50

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.5 Optional Features (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE	FEATURE PLAN	RATE
Signature PLUS	\$13.80	Call Saver PLUS	\$20.75
Call Block		Call Forwarding Don't Answer	
Call Forwarding Don't Answer		Call Saver Extension	
Call Waiting		Call Waiting	
Signature Deluxe		Message Waiting	
Three-Way Calling		Three-Way Calling	
RightRing PLUS	\$10.25	CallMover	\$5.90
Call Forwarding Don't Answer		Call Transfer	
Call Waiting		Call Waiting	
Repeat Dialing		Three-Way Calling	
RightRing II			
Three-Way Calling			
ManyCall	\$8.20	FastCall	\$9.40
Call Waiting		Call Transfer	
Call Forwarding Variable		Call Waiting	
Three-Way Calling		Speed Calling - 30	

*All features are subject to availability and some feature interactions prohibit their simultaneous use.

[AS OF FEBRUARY 15, 2001, ALL LOCAL FEATURE PLANS HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS]

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.5 Optional Features (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE	FEATURE PLAN	RATE
Signature	\$11.30	RightRing	\$9.25
Call Forwarding Variable		Call Forwarding Variable	
Three-Way Calling		RightRing I	
Signature Basic		Three-Way Calling	
CallSaver	\$19.30		
Call Forwarding Variable			
CallSaver			
Message Waiting			
Three-Way Calling			

* All features are subject to availability and some feature interactions prohibit their simultaneous use.

** Although All Local Feature Plans are no longer available to new customers, these plans are still available to DeltaCom Employees under the Employee Discount Program as described in Section 4.5 of This Guide Book.

[AS OF FEBRUARY 15, 2001, ALL LOCAL FEATURE PLANS HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.5 Optional Features (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE
Infinity Plus	\$37.95
Call Block	Call Selector
Call Forward Busy	Call Tracing
Call Forwarding Busy - (Customer Controlled)	RightRing II
Call Forwarding Don't Answer	Signature Deluxe
Call Forwarding Don't Answer- (Customer Controlled)	Speed Calling – 30
Call Return	Three-Way Calling
Call Forwarding Don't Answer - (Ring Control)	Call Waiting
Call Forwarding Variable	Call Waiting Deluxe
Call Forwarding Variable – (Remote Access)	RightRing I
Preferred Call Forwarding	Signature Basic
Repeat Dialing	Speed Calling – 8
CallSaver I	Privacy Manager
Star 98 Access	Custom Code Restriction 1
Surrogate Client Number	Custom Code Restriction 2
Message Waiting	Custom Code Restriction 3
Hunting	Custom Code Restriction 4
CallSaver Extension	Custom Code Restriction 5
	Custom Code Restriction 6

* All features are subject to availability and some feature interactions prohibit their simultaneous use.

** Although All Local Feature Plans are no longer available to new customers, these plans are still available to DeltaCom Employees under the Employee Discount Program as described in Section 4.5 of This Guide Book.

[AS OF FEBRUARY 15, 2001, ALL LOCAL FEATURE PLANS HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.5 Optional Features (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE
Infinity Plus Two-Line Credit	(\$26.05)

Residential customers that have two individual lines set up with Infinity Plus on the same account and at the same location are eligible to receive the above Infinity Plus Two-Line Credit.

*All features are subject to availability and some feature interactions prohibit their simultaneous use.

**Although All Local Feature Plans are no longer available to new customers, these plans are still available to DeltaCom Employees under the Employee Discount Program as described in Section 4.5 of This Guide Book.

[AS OF FEBRUARY 15, 2001, ALL LOCAL FEATURE PLANS HAVE BEEN RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.6 Mileage Zones

(apply in connection with service outside the base rate area)

Zone 1 – (0-2 miles)	\$0.00
Zone 2 – (2-4 miles)	\$0.00
Misc. Zone	\$0.00

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.7 Operator Services

Operator service rates are based on full minute initial increments and subsequent full minute increments.

Mileage	Initial Minute	Each Additional Minute
1-10	\$0.14	\$0.09
11-16	\$0.24	\$0.19
17-22	\$0.25	\$0.24
23+	\$0.25	\$0.25

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.8 Surcharges:

	Rate
Directory Assistance	
Inside Basic Calling Area	\$1.35
Within LATA	\$1.35
Outside LATA	\$1.35
Directory Assistance Call Completion	
Per Call Completion Rate	\$0.45
Usage Charges	
<p>The per minute rate shall be the per minute rate of the 1+ plan that the Customer is subscribed to or enrolled in at the time of the call.</p>	
Operator Assistance Surcharges	
Station-to-Station	\$0.80
Operator services assisted	\$2.19
Person-to-Person	\$3.75
Operator Dialed Surcharge	\$0.96
Busy Line Verification (each request)	\$2.42
Busy Line Interrupt (each request)	\$4.84

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SECTION 4 – RATES (CONT'D.)

4.2 Residential Rate Schedule (Cont'd.)

4.2.9 Directory Listings

	Rate
Recurring Charges	
Additional Listing (per listing)	\$1.50
Alternate Call Listing	
Night, Sunday, Holiday	\$2.25
Other Alternate Listing	\$2.25
Cross Reference Listing	\$1.50
Non-published Listing	\$4.50
Non-listed Listing	\$2.30
Non-Published w/ Special Conditions	N/C
Non-Listed w/ Special Conditions	N/C
Direct Dialed Calls	\$3.75
All Uppercase Listing	\$2.61
Paging, Cell, Wireless Listing	\$0.00
Answering Service Listing	\$2.10
Foreign Listings	\$1.50
Cross Reference Listing	\$1.50
Alternative Listings	
After Hours	\$1.50
No Answer, etc.	\$1.50
Bold Listing	\$2.50
Bold Plus	\$3.50
Script Listing	\$2.40
Script Plus	\$3.50
Designer Listing	
Designer Line Standard	\$3.50
Designer Line Bold	\$4.50
Designer Line Script	\$4.50
Excess in Title Listing	\$1.50

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SECTION 4 – RATES (CONT'D.)

4.3 Tax Surcharges:

(To be determined)

4.4 Area Calling Service

Rates for Area Calling Service are set forth in Section A3.6 of BellSouth’s Louisiana Guide Book.

4.5 Employee Discount Program

Current Company employees are eligible to receive discounted residential local exchange access service subject to credit approval. In the event the employee terminates employment or is dismissed, the former employee is no longer eligible for this program.

4.6 Reserved For Future Use

4.7 Associations Program

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.

[AS OF OCTOBER 20, 2010, THE ASSOCIATIONS PROGRAM IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE FOR NEW CUSTOMERS.]

4.8 Idle T1 Charge

(See Section 2.1.6.5 for Regulations concerning this charge.)

Monthly Recurring Charge:	\$621.34	(I)
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4.9 Move Fee

Move Fee	\$1,000.00
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SECTION 5 – GOVERNMENTAL CONTRACTS

The rates provided in Section 5 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 7 - Non-Term Rates.

5.1 Local Service

DeltaCom will provide local telecommunications service to the State of Louisiana as set forth in the rate table below:

Resale Exception Localities (Rate Center)	Infinity Line Rates	
Abbeville, Chackbay, Dubach, Erath, Lawtell, Leonville, Natchitoches, Port Barre, Robeline, Thibodaux, Vinton, Washington	\$76.61	(I)
Albany, Gibson, Hammond, Pearl River, Ponchatoula, Slidell, Springfield	\$82.43	(I)
Amite City, Arcadia, Bernice, Bunkie, Buras, Castor, Clinton, Colfax, Columbia, Converse, Coushatta, Crowville, Delhi, Donaldsonville, Dry Prong, Edgard, Farmerville, Ferriday, Florian, Fort Necessity, Franklinton, Georgetown, Gibsland, Grand Cane, Gueydan, Harrisonburg, Haynesville, Homer, Hornbeck, Jackson, Jeanerette, Jonesboro, Jonesville, Kentwood, Krotz Springs, Labadieville, Lake Providence, Lisbon, Lockport, Logansport, Lutcher, Mansfield, Marksville, Melville, Merryville, Monterey, Montgomery, Morganza, Morringsport, Mount Hermon, Napoleonville, Newellton, Oakdale, Oak Grove, Oil City, Pierre Part, Pine, Pointe a la Hache, Pollock, Port Sulphur, Raceland, Rayville, Saint Francisville, St. Joseph, St. Landry, Saint Martinville, Saline, Sicily Island, Tallulah, Tunica, Vacherie, Venice, Water Proof, Weeks Island, White Castle, Wilson, Winnfield, Winnsboro, Zwolle	\$70.80	(I)
Angie, Independence, Loreauville, New Iberia, Ruston	\$80.51	(I)
Baldwin, Centerville, Epps, Eunice, Franklin, Jennings, Lake Arthur, Many, New Roads, Plaquemine, Rayne	\$72.71	(I)
Bastrop, Bogalusa, Bush, Convent, Crowley, De Ridder, Doyline, Minden	\$74.70	(I)
Boyce, Covington, Dulac, Folsom, Houma, Madisonville, Mandeville, Montegut	\$82.74	(I)
Grambling, Leesville, Mer Rouge, Morgan City, Opelousas, Patterson, Vidalia	\$78.56	
All other locations	\$83.15	(I)
* Intra-lata toll Rate:	\$0.0566	(I)

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SECTION 6 - DELTACOM SERVICES, RATES AND CHARGES (CONT'D.)

6.1 [Reserved For Future Use] (Cont'd.)

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SECTION 6 - DELTACOM SERVICES, RATES AND CHARGES (CONT'D.)

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SECTION 6 - DELTACOM SERVICES, RATES AND CHARGES (CONT'D.)

6.1 [Reserved For Future Use] (Cont'd.)

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SECTION 7 – NON-TERM RATES

The rates provided in this section only apply to Customers that are being provided Month to Month services through an expired Service Term agreement or who have never had a Service Term Agreement with the Company. Customers still under a current Service Term agreement with the Company will find the rates for their services in Section 4 – Rates or Section 5 - Governmental Contracts.

7.1 Business Rate Schedules

7.1.1 Monthly Recurring Charge for Infinity Service

Monthly Recurring Charge, per line (See exception localities on following page)	\$218.40	(I)
Infinity ECS, per line:	\$47.82	(I)
A. Infinity Local Trunks (See exception localities on following page)	\$195.00	(I)
1. Infinity Local Trunks w/ Managed Services	\$47.82	(I)
B. Trunk Enhancement	\$0.00	
C. DID Monthly Recurring Charges for Infinity		
1. DID Inward Trunk	\$202.88	(I)
Per DID Trunk Option (In addition to the flat rate trunk charge to add DID to an analog trunk)	\$167.34	(I)
Per DID Trunk Option/Call Transfer (Special DID Option only Available on AT&T #5 Central Offices)	\$258.13	(I)
2. Non-consecutive DID Number	\$1.19	(I)
3. Per Block of 20 DID Numbers	\$26.20	(I)
4. Per DTMF DID Signaling	\$52.58	(I)
5. Per MF DID Signaling	\$47.82	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.1 Monthly Recurring Charge for Infinity Service (Cont'd.)

D. Infinity Business Line and Trunks Exception localities

Exception Localities	Rate
Abbeville, Chackbay, Dubach, Erath, Lawtell, Leonville, Natchitoches, Port Barre, Robeline, Thibodaux, Vinton, Washington	\$225.60
Albany, Gibson, Hammond, Pearl River, Ponchatoula, Slidell, Springfield	\$236.56
Amite City, Arcadia, Bernice, Bunkie, Buras, Castor, Clinton, Colfax, Columbia, Converse, Coushatta, Crowville, Delhi, Donaldsonville, Dry Prong, Edgard, Farmerville, Ferriday, Florien, Fort Necessity, Franklinton, Georgetown, Gibsland, Grand Cane, Gueydan, Harrisonburg, Haynesville, Homer, Hornbeck, Jackson, Jeanerette, Jonesboro, Jonesville, Kentwood, Krotz Springs, Labadieville, Lake Providence, Lisbon, Lockport, Logansport, Lutcher, Mansfield, Marksfield, Melville, Melville, Merryville, Monterey, Montgomery, Morganza, Morringsport, Mount Hermon, Napoleonville, Newellton, Oakdale, Oak Grove, Oil City, Pierre Part, Pine, Pointe a la Hache, Pollock, Port Sulphur, Raceland, Rayville, Saint Francisville, Saint Joseph, Saint Landry, Saint Martinville, Saline, Sicily Island, Tallulah, Tunica, Vacherie, Venice, Water Proof, Weeks Island, White Castle, Wilson, Winnfield, Winnsboro, Zwolle	\$220.09

(I)

(I)

(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.1 Monthly Recurring Charge for Infinity Service (Cont'd.)

D. Infinity Business Line and Trunks Exception localities (Cont'd.)

Exception Localities	Rate	
Angie, Independence, Loreauville, New Iberia, Ruston	\$225.60	(I)
Baldwin, Centerville, Epps, Eunice, Franklin, Jennings, Lake Arthur, Many, New Roads, Plaquemine, Rayne	\$220.09	(I)
Bastrop, Bogalusa, Bush, Convent, Crowley, De Ridder, Doyline, Minden	\$220.09	(I)
Boyce, Covington, Dulac, Folsom, Houma, Madisonville, Mandeville, Montegut	\$236.56	(I)
Grambling, Leesville, Mer Rouge, Morgan City Opelousas, Patterson, Vidalia	\$225.60	(I)
North Cornor	\$227.26	(I)
Delta, Pearlinton	\$240.14	(I)
Alexandria, Baton Rouge, Benton, Blanchard, Broussard, Carencro, Calhoun, Delacroix, Denham Springs, Duson, Greenwood, Haughton, Jesuit Bend, Keatchie, Keithville, Kenner, Lacombe, Lafayette, Lake Catherine, Lake Charles, LaPlace, LeCompte, Livingston, Luling, Monroe, New Orleans, Norco, Paradis, Port Allen, Rougon, Saint Bernard, Saint Gabriel, Shreveport, Sterlington, Sulphur, Sweet Lake, Youngsville, Yscloskey, Zachary	\$236.56	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.1 Monthly Recurring Charge for Infinity Service (Cont'd.)

E. Infinity Business DID Inward Trunk Exception Localities

Exception Localities	Rate
Amite City, Arcadia, Bernice, Bunkie, Buras, Castor, Clinton, Colfax, Columbia, Converse, Coushatta, Crowville, Delhi, Donaldsonville, Dry Prong, Edgard, Farmerville, Ferriday, Florien, Fort Necessity, Franklinton, Georgetown, Gibsland, Grand Cane, Gueydan, Harrisonburg, Haynesville, Homer, Hornbeck, Jackson, Jeanerette, Jonesboro, Jonesville, Kentwood, Krotz Springs, Labadieville, Lake Providence, Lisbon, Lockport, Logansport, Lutchter, Mansfield, Marksville, Melville, Merryville, Monterey, Montgomery, Mooringsport, Morganza, Mount Hermon, Napoleonville, Newellton, Oakdale, Oak Grove, Oil City, Pierre Part, Pine, Pointe a la Hache, Pollock, Port Sulphur, Raceland, Rayville, Saline, St. Francisville, St. Joseph, St. Landry, St. Martinville, Sicily Island, Tallulah, Tunica, Vacherie, Venice, Water Proof, Weeks Island, White Castle, Wilson, Winnfield, Winnsboro, Zwolle	\$220.09
Alexandria, Baton Rouge, Benton, Blanchard, Broussard, Calhoun, Carencro, Delacroix, Denham Springs, Duson, Greenwood, Haughton, Jesuit Bend, Keatchie, Keithville, Kenner, Lacombe, Lafayette, Lafitte, Lake Catherine, Lake Charles, LaPlace, LeCompte, Livingston, Luling, Monroe, New Orleans, Norco, Paradis, Port Allen, Rougon, Saint Bernard, Saint Gabriel, Shreveport, Sterlington, Sulphur, Sweet Lake, Youngsville, Yscloskey, Zachery	\$236.56

(I)

(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.1 Monthly Recurring Charge for Infinity Service (Cont'd.)

E. Infinity Business DID Inward Trunk Exception Localities (Cont'd.)

Exception Localities	Rate	
Abbeville, Chackbay, Dubach, Erath, Lawtell, Leonville, Natchitoches, Port Barre, Robeline, Thibodaux, Vinton, Washington	\$225.60	(I)
Albany, Gibson, Hammond, Pearl River, Ponchatoula, Slidell, Springfield	\$236.56	(I)
Angie, Independence, Loreauville, New Iberia, Ruston	\$225.60	(I)
Baldwin, Centerville, Epps, Eunice, Franklin, Jennings, Lake Arthur, Many, New Roads, Plaquemine, Rayne	\$220.09	(I)
Bastrop, Bogalusa, Bush, Convent, Crowley, DeRidder, Doyline, Minden	\$220.09	(I)
Boyce, Covington, Dulac, Folsom, Houma, Madisonville, Mandeville, Montegut	\$236.56	(I)
Delta, Pearlinton	\$240.14	(I)
Grambling, Leesville, Mer Rouge, Morgan City, Opelousas, Patterson, Vidalia	\$225.60	(I)
North Cornor	\$227.26	(I)

7.1.2 IntraLata Toll Rate per Minute: \$0.095

(Rate applies only if the customer does not subscribe to DeltaCom Long Distance service.)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.3 Dual Service Charge

	RATE	
Per Line or Trunk:	\$119.88	(I)

7.1.4 Extension Service

A. Extension Local Channel	\$95.60	(I)
B. Mileage-Extension Line (Channel between buildings on premises, each 1/10 th mile)	\$11.94	(I)
C. Extension station-off prem	\$0.00	
D. Mileage Extension Line (Extension line on or off premises, same Central Office, each ¼ mile)	\$11.94	(I)

7.1.5 Secretarial Line Service

A. Secretarial Line Mileage (Client is directly connected to the telephone answering firm)	\$87.38	(I)
B. Local Channel (Client is in same building as the telephone answering firm)	N/C	
C. Secretarial Local Channel	\$41.44	(I)
D. Secretarial Local Channel, Type 2106 (Client is directly connected to the Telephone Answering Firm)	\$31.96	(I)
E. Secretarial Line (Terminating directly from the CO or through the answering service.)	\$8.77	(I)
F. Secretarial Interoffice Channel 1 st ¼ Mile	\$87.38	(I)
Each additional ¼ Mile	\$2.47	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

		RATE	
7.1.5	Secretarial Line Service (Cont'd.)		
G.	Interexchange Channel 1 st Mile	\$419.45	(I)
	Each Additional Mile	\$72.40	(I)
H.	Interoffice Channel 1 st ¼ Mile between Terminations in different exchanges	\$29.38	(I)
	Each Additional ¼ Mile between Terminations located in different exchanges	\$4.48	(I)
	Each Additional ¼ Mile between Client's Wire Center and Wire Center of Telephone Answering Firm	\$2.47	(I)
I.	Concentrator Line Termination	\$31.96	(I)
J.	COCS Channel Type 2106	\$36.72	(I)
7.1.6	Traffic Study Service		
A.	Traffic Study	\$20.00	
B.	Traffic Study Service Charge	\$26.00	
7.1.7	DeltaCom DUNE Service		
A.	Local Channel	\$190.56	(I)
B.	Hunting	\$0.00	
C.	Expanded Calling Service	\$52.58	(I)

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7.1 Business Rate Schedules (Cont'd.)

		RATE	
7.1.7	DeltaCom DUNE Service (Cont'd.)		
	D. Integrated DID Channel	\$295.75	(I)
	E. T1 Installation Charge	\$1,500.00	
	F. DUNE Complete Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3	\$932.02	(I)
	G. DUNE Rural Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3 *	\$473.17	(I)
	Verizon 1-11 miles *	\$473.17	
	Verizon 12-22 miles **	\$1,409.93	
	Expanded Calling Service per line**	\$31.56	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.8 Unity Service

		RATE	
A.	Monthly Recurring Charges		
	Basic Unity Service option (plus applicable T-1 Charge)	\$3,712.97	(I)
	PRI and ANI delivery	\$1,051.46	
	PRI Name Delivery & Call Transfer *	\$525.76	
	Per local telephone number (per trunk group)	\$23.89	
	Per block of 20 telephone Numbers	\$26.20	
	Per additional number or path forwarded	\$2.41	
	Non Consecutive DID Number	\$1.19	
	DID Trunk Option	\$167.34	
	Per DTMF DID Signaling (This charge is for DID signaling on an analog trunk.)	\$47.82	
	Per MF DID Signaling (This charge is for DID signaling on an analog trunk.)	\$47.82	(I)

* Customer must also subscribe to PRI ISDN with ANI Delivery.

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7.1 Business Rate Schedules (Cont'd.)

7.1.8 Unity Service (Cont'd.)

		RATE	
B.	Expanded Calling Service	\$1,261.75	(I)
C.	Unity Complete Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3	\$932.02	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.8 Unity Service (Cont'd.)

D. Unity Rural Bundle

BellSouth Zones 1 & 2	\$0.00	
BellSouth Zone 3	\$473.17	(I)
Verizon 1-11 miles	\$473.17	
Verizon 12-22 miles	\$1,409.93	
Expanded Calling Service, per line	\$31.56	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.9 Unity Plus Service

		RATE	
A.	Monthly Recurring Charges		
	Basic Unity Plus Service plus Applicable T-1 Charge	\$6,078.73	(I)
	PRI and ANI Delivery	\$1,051.46	(I)
	PRI Name Delivery & Call Transfer *	\$525.76	(I)
	Per block of 20 DID Telephone numbers	\$26.20	(I)
	Additional RCF Paths	\$2.41	(I)
	Non-Consecutive DID Number	\$1.19	(I)
	*Customer must also subscribe to PRI ISDN with ANI Delivery.		
B.	Expanded Calling Service	\$1,261.75	(I)
C.	Unity Plus Complete Bundle		
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3	\$932.02	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.9 Unity Plus Service (Cont'd.)

D.	Unity Plus Rural Bundle	RATE	
	BellSouth Zones 1 & 2	\$0.00	
	BellSouth Zone 3	\$473.17	(I)
	Verizon 1-11 miles	\$473.17	
	Verizon 12-22 miles	\$1,409.93	
	Expanded Calling Service, per line	\$31.56	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.10 Optional Features

	Rate Per Line	
Block Busy Connect Activation	\$0.00	
Block Call Return	\$0.00	
Block Repeat Dialing	\$0.00	
Block Name/Number Delivery	\$0.00	
Block Name/Number Delivery Per Activation	\$0.00	
Block Three Way Call Activation	\$0.00	
Call Block	\$29.56	(I)
Subsequent Call Block	\$29.56	
Call Forwarding-Busy Line	\$19.13	
Call Forwarding-Busy Line (Customer Controlled)	\$33.00	
Call Forwarding-Busy Line (Multipath)	\$16.38	
Call Forwarding-Don't Answer	\$19.13	
Call Forwarding-Don't Answer (Ring Control)	\$18.20	
Call Forwarding-Don't Answer (Customer Controlled)	\$33.00	
Call Forwarding-Don't Answer (Multipath)	\$16.38	
Call Forwarding-Variable (Multipath)	\$31.86	
Call Forwarding-Variable	\$31.86	
Call Forwarding-Variable (Remote Access)	\$31.86	
Call Forwarding-Variable Combo 1-Prestige (Combination of Call Forwarding Don't Answer and Call Forwarding Busy)	\$35.24	
Call Forwarding-(Preferred)	\$27.30	
Call Forwarding-(Subsequent Preferred)	\$27.30	
Call Return	\$29.56	
Call Return (Subsequent)	\$29.56	
CallSaver I	\$63.49	
CallSaver II	\$63.49	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.10 Optional Features (Cont'd.)

	Rate Per Line	(I)
CallSaver III	\$63.49	
CallSaver Basic (Facilities-based)	\$22.52	
CallSaver Basic 100	\$159.34	
CallSaver (Extension)	\$49.82	
CallSaver Pager	\$45.26	
CallSaver Auto-Attendant, per mailbox (Facilities-based)	\$45.26	
CallSaver Family, per mailbox (Facilities-Based)	\$22.52	
Call Selector	\$29.56	
Call Selector (Subsequent)	\$29.56	
Call Tracing	\$29.56	
Call Waiting	\$31.86	
Call Waiting Prestige	\$20.48	
Custom Call Transfer	\$29.56	
Hunting* (see exceptions below)	\$75.10	
Intercom, Call Hold, Pickup, Transfer, Conference Combo (Available to Select 100 Customers only)	\$38.02	
Message Waiting	\$2.74	
Repeat Dialing	\$29.56	
Repeat Dialing (Subsequent)	\$29.56	
RightRing I	\$40.99	
RightRing II	\$50.08	
Signature (Basic)	\$50.08	
Signature (Deluxe)	\$50.08	
Signature (Enhanced)	\$77.27	
Signature Enhanced w/ Call Management	\$77.38	
Signature Enhanced w/ Call Management (Subsequent)	\$77.38	

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7.1 Business Rate Schedules (Cont'd.)

7.1.10 Optional Features (Cont'd.)

	Rate Per Line	
Star 98 Access	\$9.10	(I)
Speed Calling - 6 Code	\$20.48	
Speed Calling - 8 Code	\$22.75	
Speed Calling - 30 Code	\$22.75	
Speed Calling – 30 Code Prestige	\$23.89	(I)
Surrogate Client Number (Part of CallSaver 1, 2 and CallSaver Extension)	\$0.00	
Three-Way Conference Calling	\$29.56	(I)
Three-Way Conference/Call Transfer	\$31.39	(I)
Transfer Mailbox (to be used with CallSaver 1, 2 and CallSaver Extension)	\$0.00	
Virtual Call Forwarding Number	\$16.38	(I)
Virtual Call Forwarding Receiver	\$0.00	
Virtual Mailbox Number	\$4.56	(I)
Custom Code Restriction 1	\$25.01	
Custom Code Restriction 2	\$25.01	
Custom Code Restriction 3	\$25.01	(I)
Custom Code Restriction 4	N/C	
Custom Code Restriction 5	N/C	
Custom Code Restriction 6	N/C	
Custom Code Restriction X	N/C	
Custom Code Restriction Y	N/C	
Custom Code Restriction 14	\$25.01	(I)
Non-recurring charge for Call Return and Repeat Dialing: \$0.75 per use		

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.10 Optional Features (Cont'd.)

Hunting Exception Localities*

Exception Localities	Rate	
Delta, Pearlinton, North Cornor	\$45.53	(I)

- * The monthly recurring charge for this feature shall be discounted when Customer provides documentation to Company that Customer has been presented with a bona fide Guide Book offering, by a competing carrier capable of serving Customer, that discounts the monthly charge for this feature.

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.10 Optional Feature (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE		FEATURE PLAN	RATE
Signature PLUS	\$95.60	(I)	Call Saver PLUS	\$116.28 (I)
Call Block			Call Forwarding Don't Answer	
Call Forwarding Don't Answer			Call Saver Extension	
Call Waiting			Call Waiting	
Signature Deluxe			Message Waiting	
Three-Way Calling			Three-Way Calling	
RightRing PLUS	\$97.86	(I)	CallMover	\$37.54 (I)
Call Forwarding Don't Answer			Call Transfer	
Call Waiting			Call Waiting	
Repeat Dialing			Three-Way Calling	
RightRing II				
Three-Way Calling				
ManyCall	\$47.81	(I)	FastCall	\$61.45 (I)
Call Waiting			Call Transfer	
Call Forwarding Variable			Call Waiting	
Three-Way Calling			Speed Calling - 30	

*All features are subject to availability and some feature interactions prohibit their simultaneous use.

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.10 Optional Features (Cont'd.)

Purchasing multiple features on the same telephone number will entitle the Customer to the following discounts according to the feature plan purchased.

FEATURE PLAN	RATE		FEATURE PLAN	RATE
Signature	\$68.28	(I)	RightRing	\$70.55 (I)
Call Forwarding Variable			Call Forwarding Variable	
Three-Way Calling			RightRing I	
Signature Basic			Three-Way Calling	
Call Saver	\$98.32	(I)		
Call Forwarding Variable				
CallSaver				
Message Waiting				
Three-Way Calling				

7.1.11 Mileage Zones

(apply in connection with service outside the base rate area)

A.	Zone 1 – (0 – 2 miles)	\$0.00
B.	Zone 2 – (2 – 4 miles)	\$0.00
C.	Misc. Zone	\$0.00

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.12 Directory Listings

	Rate	
Recurring Charges		
Additional Listing (per listing)	\$26.20	(I)
Alternate Call Listing		
Nights, Sundays, Holidays	\$26.20	(I)
Other Alternate Listings	\$26.20	
Cross Reference Listing	\$26.20	
800 Listing	\$26.20	
Non-Listed Listing	\$26.20	(I)
Non-Listed w/ Special Conditions	\$ 0.00	
Non-Published Listing	\$26.20	(I)
Non-Published w/ Special Conditions	\$ 0.00	
All Uppercase Listing	\$26.20	(I)
Business Listing such as “No charge for Direct dialed Calls 911	\$26.20 N/C	(I)
Paging, Cell, Wireless Listing	\$ 0.00	
Answering Service Listing	\$26.20	(I)
Foreign Listings*	\$22.78	
Cross Reference Listing	\$22.78	(I)
Alternative Listings (After Hours, No answer)	\$22.78	(I)
Foreign Special Text Listing*	\$22.78	
Bus. Listing of Titles in excess of one	\$26.20	
Bus. Special text for clarity	\$26.20	(I)

* *Grandfathered to existing Customers at existing locations.*

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7.1 Business Rate Schedules (Cont'd.)

7.1.13 DeltaCom MegaHub

Monthly Recurring Charges per PRI or T-1	\$2,275.88	(I)
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7.1.14 Select 100 Rates

A monthly recurring fee of \$36.19 will apply. However, this fee can be waived if the customer subscribes to on-line billing currently offered through the Company (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.14 Select 100 Rates (Cont'd.)

A. Select 100 Feature Package Rates

Rate: \$85.31 **(I)**

Calling Features
Call Forward Busy Line
Call Forward Don't Answer
Call Forward Don't Answer Ring Control
Call Forward Variable
Call Waiting
Speed Calling 8
Speed Calling 30
Three Way Calling
Message Waiting Indicator – Audible
Message Waiting Indicator – Visual
Call Return
Call Block
Call Tracing
Repeat Dialing
Call Selector
Preferred Call forwarding
RightRing I
RightRing II
Remote Access Call Forwarding
Three Way Calling with Transfer
Signature Number Delivery
Enhanced Signature w/ Call Management w/ Anonymous Call Rejection (ACR)
Enhanced Signature w/ ACR and Call Forwarding Don't Answer

* All calling features are subject to availability in the serving central office.

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.14 Select 100 Rates, (Cont'd.)

A. Select 100 Feature Package Rates (Cont'd.)

Calling Features Continued
Enhanced Signature with ACR
Signature Name and Number Delivery with ACR
Signature Name and Number Delivery – Multiline Hunt Group
Surrogate Client Number
Star 98 Access
Hunting

* All calling features are subject to availability in the serving central office.

B. Select 100 Expanded Calling Service

Rate: **\$47.82 (I)**

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.15 T-PAC Service

A. T-PAC Additional Line and/or DID Channel Charges

Service – Per line and/or DID Trunk	<u>Monthly Recurring</u>
Additional Line	\$383.56 (I)
Additional Channel	\$383.56 (I)

B. T-PAC Access Loop Charges

Monthly Recurring Charge:

Customers on this product qualify for the following T-1 loop pricing (*) based on total discounted local service monthly revenue commitment:

Total Monthly Revenue Commitment, After Discounts	Less than \$600	More than \$600
BellSouth Zone 1	\$0.00	\$0.00
BellSouth Zone 2	\$473.17 (I)	\$0.00
BellSouth Zone 3	\$1,429.04 (I)	\$473.17 (I)

* Loop Charges do not receive term discounts.

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7.1 Business Rate Schedules (Cont'd.)

7.1.15 T-PAC Service (Cont'd.)

C. Internet Access Charges

	<u>Monthly Recurring</u>	
T-PAC 6 Lines 256K Internet	\$3,099.59	(I)
T-PAC 4 Lines 384K Internet	\$2,651.28	
T-PAC 4 Lines 512K Internet	\$3,288.94	
T-PAC 4 Lines 768K Internet	\$3,926.53	
T-PAC 4 Lines 1.024M Internet	\$4,564.20	
T-PAC Full T	\$3,827.95	(I)

D. T-Remote Charges

Refer to the T-Remote product description for applicable rates, terms and conditions.

E. Data Connectivity Option

	<u>Monthly Recurring</u>	
Host Location	\$501.83	(I)
Remote Location, per location	\$501.83	(I)

F. Secure Access Option

	<u>Monthly Recurring</u>	
Host Location	\$496.80	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.16 Simplici-T Service

A. Schedule Areas

	Localities*
Schedule A	Baton Rouge, Broussard, Houma, Kenner, LaCombe, Lafayette, Lake Catherine, Mandeville, New Iberia, New Orleans, Slidell
Schedule B	N/A
Schedule C	Abbeville, Covington, Denham Springs
Schedule D	N/A

* May not include all rate centers.

(N)

(N)

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7.1 Business Rate Schedules (Cont'd.)

7.1.16 Simpli-T Service (Cont'd.)

B. Simpli-T Package

<u>Monthly Recurring Charges</u>	<u>Schedule A</u>	<u>Schedule B</u>	<u>Schedule C</u>	<u>Schedule D</u>	
Voice Only line channels (min. 10)	\$4,124.30	\$4,387.14	\$4,650.04	\$5,438.62	(I)
Each additional channel	\$148.50	\$148.50	\$148.50	\$148.50	
Full T-1, Voice Only Trunk	\$4,484.52	\$5,111.41	\$5,374.31	\$6,162.88	
Full T-1, Integrated Trunk	\$4,484.52	\$5,111.41	\$5,374.31	*	(I)

* Schedule D Pricing for Simpli-T Full T-1 Trunk = Schedule A pricing + special access loop (ICB)

C. Simpli-T PRI Package

<u>Monthly Recurring Charges</u>	<u>Schedule A</u>	<u>Schedule B</u>	<u>Schedule C</u>	<u>Schedule D</u>	
Full PRI, Voice Only or Integrated	\$4,848.52	\$5,111.41	\$5,374.31	*	(I)
Optional B Channel Transfer & Name Delivery	\$525.76	\$525.76	\$525.76	\$525.76	(I)

* Schedule D Pricing for Simpli-T Full T-1 Trunk = Schedule A pricing + special access loop (ICB)

D. DID Channel Number Blocks (See Unity Plus pricing)

E. Fax/Alarm Line

	<u>Schedule A</u>	<u>Schedule B</u>	<u>Schedule C</u>	<u>Schedule D</u>	
Monthly Recurring Charges	\$211.60	\$261.53	\$361.48	\$383.56	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.16 Simplici-T Service (Cont'd.)

F. Internet Access Charges

	<u>Monthly Recurring</u>	
256K Internet	\$462.65	(I)
384K Internet	\$693.95	
512K Internet	\$925.26	
768K Internet	\$1,387.97	(I)

G. T-Remote Charges

Refer to the T-Remote product description for applicable rates, terms and conditions.

H. Data Connectivity Option

	<u>Monthly Recurring</u>	
Host Location	\$501.83	(I)
Remote Location, per location	\$501.83	(I)

I. Secure Access Option

	<u>Monthly Recurring</u>	
Host Location	\$496.80	(I)

7.1.17 T-Remote

Monthly Recurring Charge, per line	\$383.56	(I)
------------------------------------	----------	-----

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7.1 Business Rate Schedules (Cont'd.)

7.1.18 Simplici-T Plus Service

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine , Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Yslockey

* May not include all rate centers.

B. Simplici-T Plus Package

	Monthly Recurring	
	6 voice lines	24 voice lines
Schedule A	\$3,409.31	\$5,577.96
Schedule B	\$3,935.10	\$6,103.70
Schedule C	\$4,460.77	\$6,629.42
Schedule D	\$5,249.35	\$7,418.04
Schedule X	\$2,813.99	\$4,982.63

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.18 Simplici-T Plus Service (Cont'd.)

C. Additional Lines - Simplici-T Plus 6 Voice Line Package
(above the six lines included in base package price)

	<u>Monthly Recurring</u>	
Per Voice Line, per order	\$216.86	(I)
	\$216.86	(I)

D. Data Connectivity Option

	<u>Monthly Recurring</u>	
Host Location	\$501.83	(I)
Remote Location, per location	\$501.83	(I)

E. Secure Access Option

	<u>Monthly Recurring</u>	
Host Location	\$496.80	(I)

F. Healthcare Bundle Option

	<u>Monthly Recurring</u>	
Per Line	\$3,916.64	(I)

G. Additional Toll Free Number

	<u>Monthly Recurring</u>	
Per Number	\$26.20	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.19 SimpliVoice

A. Schedule Areas

	Localities*
Schedule A	Alexandria, Baton Rouge, Broussard, Carencro Franklin, Hammond, Harahan, Houma, Kenner, Lafayette, Lake Charles, LaPlace, Luling, Lutchter, Mandeville, Monroe, Morgan City, New Iberia, New Orleans, Norco, Opelousas, Patterson, Plaquemine, Ponchatoula Ruston, Shreveport, Slidell, Sulphur, Thibodaux, Venice, Zachary
Schedule B	Madisonville
Schedule C	Abbeville, Denham Spring, Lacombe
Schedule D	(Reserved for future use)
Schedule X	(Reserved for future use)

* May not include all rate centers.

B. SimpliVoice Line Rates*

Monthly Recurring Charges	Schedule A	Schedule B	Schedule C	Schedule D	Schedule X	
SimpliVoice Line Month-to-Month	\$203.12	\$222.74	\$242.40	\$281.63	\$183.47	(I)
SimpliVoice Fax Month-to-Month	\$183.47	\$203.12	\$222.74	\$262.00	\$163.87	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.20 SimpliVoice ADSL

Item	<u>Monthly Recurring Fee</u>	
ADSL Internet Service Dynamic IP Address with 1.5 Downstream Speed	\$467.14	(I)
ADSL Internet Service Static IP Address with 1.5 Downstream Speed	\$467.14	(I)
ADSL Internet Service Dynamic IP Address with 3.0 Downstream Speed	\$522.17	(I)
ADSL Internet Service Static IP Address with 3.0 Downstream Speed	\$522.17	(I)
ADSL Additional IP		
5 Additional IP	\$47.82	(I)
13 Additional IP	\$95.60	
29 Additional IP	\$143.42	
61 Additional IP	\$191.17	
Additional E-mail Box	\$9.56	(I)
Rent Std DSL CPE	\$0.00	

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.21 Simplici-T 3.0

A. Schedule Areas

Schedules	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	Morgan City
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine, Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclokey

* May not include all rate centers.

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.21 Simplici-T 3.0 (Cont'd.)

B. Simplici-T 3.0 Package

Monthly Recurring Charges	Schedule A	Schedule B	Schedule C	Schedule D	Schedule X
10 Line Voice Only (min. 6)	\$3,409.31	\$3,935.10	\$4,460.77	\$5,249.35	\$2,813.99
8 Line 128K	\$3,409.31	\$3,935.10	\$4,460.77	\$5,249.35	\$2,813.99
6 Line 256K	\$3,409.31	\$3,935.10	\$4,460.77	\$5,249.35	\$2,813.99
6 Line 384K	\$3,843.10	\$4,368.80	\$4,894.55	\$5,683.13	\$3,247.76
6 Line 512K	\$4,276.79	\$4,802.51	\$5,328.28	\$6,116.82	\$3,681.48
6 Line 768K	\$5,577.96	\$5,669.95	\$6,195.68	\$6,984.26	\$4,548.91
6 Line 1.024M	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
12 Line 768K	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
16 Line 512 K	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
18 Line 384 K	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
20 Line 256K	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
22 Line 128K	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
Trunk Voice Only	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk with 128K	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk with 256K	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk with 384K	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk with 512K	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk with 768K	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
Full T-1, integrated Trunk with 1.024M	\$4,468.70	\$4,994.40	\$5,372.93	\$6,161.54	\$4,205.84
24 Line Package	\$5,577.96	\$6,103.70	\$6,629.42	\$7,418.04	\$4,982.63
Additional DID channel	\$216.86	\$216.86	\$216.86	\$216.86	\$216.86
Each additional channel	\$216.86	\$216.86	\$216.86	\$216.86	\$216.86

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7.1 Business Rate Schedules (Cont'd.)

7.1.21 Simplici-T 3.0 (Cont'd.)

D. DID Channel Number Blocks

Monthly Recurring

Block of 20 numbers: \$26.20 (I)

E. T-Remote Charges

Refer to the T-Remote product description for applicable rates, terms and conditions.

F. Data Connectivity Option

Monthly Recurring

Host Location \$501.83 (I)

Remote Location, per location \$501.83 (I)

G. Secure Access Option

Monthly Recurring

Host Location \$496.80 (I)

H. Additional Toll Free Number

Monthly Recurring

Per Number \$26.20 (I)

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7.1 Business Rate Schedules (Cont'd.)

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7.1.22 T1 Overflow

(See Section 2.1.6.6 for Regulations concerning this charge.)

T1 Overflow	Monthly Recurring Rate \$0.00
Overflow Call Forwarding Arrangement	Per Minute Rate
Local Calls	No charge
Long Distance Calls	Billed at appropriate toll rate

7.1.23 IVP

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine, Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclockey

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.23 IVP (Cont'd.)

B. IVP Package

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$2,558.21	(I)
Schedule A	\$3,099.41	
Schedule B	\$3,577.34	
Schedule C	\$4,055.28	
Schedule D	\$4,772.18	(I)

C. Data Connectivity Option

	<u>Monthly Recurring</u>	
Host Location	\$501.83	(I)
Remote Location, per Location	\$501.83	(I)

D. Secure Access Option

	<u>Monthly Recurring</u>	
Host Location	\$496.80	(I)

E. Additional Toll Free Number

	<u>Monthly Recurring</u>	
Per Number	\$26.20	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.24 DVP

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine , Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclokey

* May not include all rate centers.

B. DVP Package

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$2,558.21	(I)
Schedule A	\$3,099.41	
Schedule B	\$3,577.34	
Schedule C	\$4,055.28	
Schedule D	\$4,772.18	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.24 DVP (Cont'd.)

C. Secure Access Option

Host Location

Monthly Recurring
\$496.80

(I)

D. Additional Toll Free Number

Per Number

Monthly Recurring
\$26.20

(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.25 Simpli Business T

A. Schedule Areas

	Localities*
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine , Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Yslockey

* May not include all rate centers.

B. Simpli Business T

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$2,862.83	(I)
Schedule A	\$3,101.80	
Schedule B	\$3,579.72	
Schedule C	\$4,296.66	
Schedule D	\$5,013.54	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.25 Simpli-Business T (Cont'd.)

C. Other Charges

Item	<u>Monthly Recurring</u>	
Additional Analog Line	\$95.60	(I)
Additional IP Addresses		
05 Additional	\$47.82	(I)
13 Additional	\$95.60	
29 Additional	\$143.42	
61 Additional	\$191.17	
Additional Domain Name Registrations	\$167.34	
Additional e-mail boxes	\$9.56	(I)

7.1.26 Simpli Analog

Fax/Alarm Line	<u>Monthly Recurring</u>	
Schedule A	\$227.15	(I)
Schedule B	\$277.04	
Schedule C	\$376.96	
Schedule D	\$399.07	
Schedule X	\$227.15	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.27 Simpli-Business PRI

A. Schedule Areas

	Localities
Schedule A	Abbeville, Baton Rouge, Broussard, Covington, Denham Springs, Hammond, Lafayette, La Place, New Iberia Opelousas
Schedule B	Carencro, Delta, Lake Charles, Madisonville, Plaquemine, Ponchatoula, Sulphur, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Delacroix, Harahan, Houma, Kenner, Lake Catherine, Mandeville, New Orleans, PT Hache, Slidell, ST Bernard, Ysclokey

* May not include all rate centers.

B. Simpli-Business PRI

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$6,041.09	(I)
Schedule A	\$6,280.12	
Schedule B	\$6,758.05	
Schedule C	\$7,474.91	
Schedule D	\$8,191.86	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.28 Simpli Business T 2.0

A. Schedule Areas

	Localities*
Schedule A	Covington, Denham Springs, Hammond, La Place
Schedule B	Abbeville, Carencro, Madisonville, Ponchatoula, Zachary
Schedule C	(Reserved for future use)
Schedule D	(Reserved for future use)
Schedule X	Baton Rouge, Broussard, Delacroix, Delta, Harahan, Houma, Kenner, Lafayette, Lake Catherine, Lake Charles, Mandeville, New Iberia, New Orleans, Opelousas, Plaquemine, PT Hache, Slidell, ST Bernard, Sulphur, Ysclokey

* May not include all rate centers.

B. Simpli Business T 2.0

Schedule	<u>Monthly Recurring</u>	
Schedule X	\$2,862.83	(I)
Schedule A	\$3,101.80	
Schedule B	\$3,579.72	
Schedule C	\$4,296.66	
Schedule D	\$5,013.54	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.28 Simpli Business T 2.0 (Cont'd.)

C. Other Charges

<u>Item</u>	<u>Monthly Recurring</u>	
Additional Analog Line	\$95.60	(I)
Additional IP Addresses		
05 Additional	\$47.82	(I)
13 Additional	\$95.60	
29 Additional	\$143.42	
61 Additional	\$191.17	
Additional Domain Name Registrations	\$167.34	
Additional e-mail boxes	\$9.56	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.29 Business Reach

A. Monthly Base Rates

	<u>3 Lines</u>	<u>4 Lines</u>	<u>5 Lines</u>
Month-to-Month	\$1,174.93	\$1,254.58	\$1,334.24

B. Additional Optional Features

<u>Feature</u>	<u>Monthly Recurring Charge</u>	
Virtual Call Forwarding	\$23.89	(I)
Additional Toll Free Number, per number	\$26.20	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.30 Simpli-Business T v.3

A. Schedule Areas

Schedules	Localities*
Schedule A	Abbeville, Covington, Denham Springs, Hammond, La Place
Schedule B	Carencro, Madisonville, Pearlinton, Ponchatoula, Zachary
Schedule C	Morgan City
Schedule D	(Reserved for future use)
Schedule X	Baton Rouge, Broussard, Delacroix, Delta, Harahan, Houma, Kenner, Lafayette, Lake Catherine, Lake Charles, Mandeville, Metairie, New Iberia, New Orleans, Opelousas, Plaquemine, PT Hache, Slidell, ST Bernard, Sulphur, Ysclockey

* May not include all rate centers.

B. Simpli Business T v.3 Monthly Base Rates

Schedule	<u>Month-to-Month</u>	
Schedule X	\$2,862.83	(I)
Schedule A	\$3,101.80	
Schedule B	\$3,579.72	
Schedule C	\$4,296.66	
Schedule D	\$5,013.54	(I)

C.	Additional Toll Free Number, per number	\$26.20	(I)
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7.1 Business Rate Schedules (Cont'd.)

7.1.31 Business Allegiance

A. Monthly Base Rates

	<u>3 Lines</u>	<u>4 Lines</u>	<u>5 Lines</u>	
Month-to-Month	\$1,409.92	\$1,505.50	\$1,601.09	(I)

B. Additional Optional Features

Feature		<u>Monthly Recurring Charge</u>	
Virtual Call Forwarding		\$23.89	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.32 Simpli-Business PRI v.3

A. Schedule Areas

Schedules	Localities*
Schedule A	Abbeville, Covington, Denham Springs, Hammond, La Place
Schedule B	Carencro, Madisonville, Pearlinton, Ponchatoula, Zachary
Schedule C	Morgan City
Schedule D	(Reserved for future use)
Schedule X	Baton Rouge, Broussard, Delacroix, Delta, Harahan, Houma, Kenner, Lafayette, Lake Catherine, Lake Charles, Mandeville, Metairie, New Iberia, New Orleans, Opelousas, Plaquemine, Port Hache, Slidell, ST Bernard, Sulphur, Ysclokey

* May not include all rate centers.

B. Simpli Business PRI v.3 Monthly Base Rates

Schedule	<u>Month-to-Month</u>	
Schedule X	\$6,041.09	(I)
Schedule A	\$6,280.04	
Schedule B	\$6,758.02	
Schedule C	\$7,474.91	
Schedule D	\$8,191.80	(I)

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7.1 Business Rate Schedules (Cont'd.)

7.1.33 IP Complete PRI

A. Schedule Areas

Schedules	Localities *
Schedule A	Baton Rouge, Broussard, Delacroix, Hammond, Houma, Kenner, Lafayette, La Place, Lake Catherine, Mandeville, New Iberia, New Orleans, Opelousas, Sulphur
Schedule B	Plaquemine
Schedule C	Lake Charles, Morgan City
Schedule D	Carencro, Denham Springs, Madisonville, Ponchatoula, Zachary
Schedule X	Covington, Delta, Harahan, Kenner, Metairie, Slidell

* May not include all rate centers.

B. Monthly Base Rates

	Base Package Price*	Each Additional 1.5 MB	
Schedule X	\$2,628.68	\$1,792.27	(I)
Schedule A	\$2,867.63	\$2,031.23	
Schedule B	\$3,345.58	\$2,509.14	
Schedule C	\$3,823.49	\$2,987.06	
Schedule D	\$4,540.40	\$3,465.02	(I)

* Base Package Price includes up to 1.5 MB bandwidth

C. Additional Pricing

Additional T1 channel, per channel	\$47.82	(I)
Additional DID Number Blocks, per block	\$23.89	(I)

D. Additional Optional Features

Feature	<u>Monthly Recurring</u>	
Virtual Call Forwarding	\$23.89	(I)
Additional Toll Free Number, per number	\$26.20	(I)

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Little Rock, AR 72212
Issued by: Senior Regulatory Counsel
Toll-Free: 800-239-3000

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rate Schedules (Cont'd.)

7.1.34 Simpli-Voice 2.0

A. SimpliVoice Line Rates*

Monthly Recurring Charges	Schedule A	Schedule B	Schedule C	Schedule D	Schedule X	
Simpli-Voice 2.0 Line						
Month-to-Month	N/A	\$215.93	\$250.04	\$301.26	\$147.64	(I)

B. SimpliVoice Monthly Recurring Charges

Item	Monthly Recurring	
ADSL Internet Service Dynamic IP Address with 1.5 Downstream Speed	\$467.14	(I)
ADSL Internet Service Static IP Address with 1.5 Downstream Speed	\$467.14	(I)
ADSL Internet Service Dynamic IP Address with 3.0 Downstream Speed	\$522.17	(I)
ADSL Internet Service Static IP Address with 3.0 Downstream Speed	\$522.17	(I)
ADSL Additional IP		
5 Additional IP	\$47.82	(I)
13 Additional IP	\$95.60	
29 Additional IP	\$143.42	
61 Additional IP	\$191.17	
Additional E-mail Box	\$9.56	(I)
Rent Std DSL CPE	\$0.00	

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7.1 Business Rate Schedules (Cont'd.)

7.1.35 Unbundled PRI

	<u>Monthly Recurring</u>	
Full PRI, Voice Only	\$1,672.80	(I)
DID Number Blocks, blocks of 20 number	\$23.89	
NI2	\$119.45	(I)
LATA-wide local calling area	\$0.00	

7.1.36 Idle T1 Charge

(See Section 2.1.6.5 for Regulations concerning this charge.)

Monthly Recurring Charge: \$776.68

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.2 Governmental Contracts

7.2.1 Local Service

DeltaCom will provide local telecommunications service to the State of Louisiana as set forth in the rate table below:

Resale Exception Localities (Rate Center)	Infinity Line Rates	
Abbeville, Chackbay, Dubach, Erath, Lawtell, Leonville, Natchitoches, Port Barre, Robeline, Thibodaux, Vinton, Washington	\$114.91	(I)
Albany, Gibson, Hammond, Pearl River, Ponchatoula, Slidell, Springfield	\$123.06	(I)
Amite City, Arcadia, Bernice, Bunkie, Buras, Castor, Clinton, Colfax, Columbia, Converse, Coushatta, Crowville, Delhi, Donaldsonville, Dry Prong, Edgard, Farmerville, Ferriday, Florien, Fort Necessity, Franklinton, Georgetown, Gibsland, Grand Cane, Gueydan, Harrisonburg, Haynesville, Homer, Hornbeck, Jackson, Jeanerette, Jonesboro, Jonesville, Kentwood, Krotz Springs, Labadieville, Lake Providence, Lisbon, Lockport, Logansport, Lutcher, Mansfield, Marksville, Melville, Merryville, Monterey, Montgomery, Morganza, Morringsport, Mount Hermon, Napoleonville, Newellton, Oakdale, Oak Grove, Oil City, Pierre Part, Pine, Pointe a la Hache, Pollock, Port Sulphur, Raceland, Rayville, Saint Francisville, St. Joseph, St. Landry, Saint Martinville, Saline, Sicily Island, Tallulah, Tunica, Vacherie, Venice, Water Proof, Weeks Island, White Castle, Wilson, Winnfield, Winnsboro, Zwolle	\$106.18	(I)
Angie, Independence, Loreauville, New Iberia, Ruston	\$120.78	(I)
Baldwin, Centerville, Epps, Eunice, Franklin, Jennings, Lake Arthur, Many, New Roads, Plaquemine, Rayne	\$109.06	(I)
Bastrop, Bogalusa, Bush, Convent, Crowley, De Ridder, Doyline, Minden	\$112.04	(I)
Boyce, Covington, Dulac, Folsom, Houma, Madisonville, Mandeville, Montegut	\$124.10	(I)
Grambling, Leesville, Mer Rouge, Morgan City, Opelousas, Patterson, Vidalia	\$117.84	(I)
All other locations	\$124.72	(I)
* Intra-lata toll Rate:	\$0.0566	

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