

The Other Phone Company, LLC

Louisiana Local Service Guide
Original Title Page

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

FURNISHED BY

THE OTHER PHONE COMPANY, LLC

WITHIN THE STATE OF LOUISIANA

With Headquarters at
4001 Rodney Parham Rd.
Little Rock, AR 72212

All Services and Rates listed in this Price Guide are grandfathered and only available to existing Customers at existing location prior to June 6, 2011.

CHECK SHEET

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original Price Guide that are in effect on the date shown on each page.

| <u>Page</u> | | | <u>Page</u> | | <u>Page</u> | | |
|---------------|-----------------|---|---------------|-----------------|---------------|-----------------|----------|
| <u>Number</u> | <u>Revision</u> | | <u>Number</u> | <u>Revision</u> | <u>Number</u> | <u>Revision</u> | |
| Title Page | Original | | 31 | First | * | 62 | Original |
| 1 | First | * | 32 | Original | | 63 | Original |
| 2 | Original | | 33 | Original | | 64 | Original |
| 3 | Original | | 34 | Original | | 65 | Original |
| 4 | Original | | 35 | Original | | 66 | Original |
| 5 | Original | | 36 | Original | | 67 | Original |
| 6 | Original | | 37 | Original | | 68 | Original |
| 7 | Original | | 38 | Original | | 69 | Original |
| 8 | Original | | 39 | Original | | 70 | Original |
| 9 | Original | | 40 | Original | | 71 | Original |
| 10 | Original | | 41 | Original | | 72 | Original |
| 11 | Original | | 42 | Original | | 73 | Original |
| 12 | Original | | 43 | Original | | 74 | Original |
| 13 | Original | | 44 | Original | | 75 | Original |
| 14 | Original | | 45 | Original | | 76 | Original |
| 15 | Original | | 46 | Original | | 77 | Original |
| 16 | Original | | 47 | Original | | 78 | Original |
| 17 | Original | | 48 | Original | | 79 | Original |
| 18 | Original | | 49 | Original | | 80 | Original |
| 19 | Original | | 50 | Original | | 81 | Original |
| 20 | Original | | 51 | Original | | 82 | Original |
| 21 | Original | | 52 | Original | | 83 | Original |
| 22 | Original | | 53 | Original | | 84 | Original |
| 23 | Original | | 54 | Original | | 85 | Original |
| 24 | Original | | 55 | Original | | 86 | Original |
| 25 | Original | | 56 | Original | | 87 | Original |
| 26 | Original | | 57 | Original | | 88 | Original |
| 27 | Original | | 58 | Original | | 89 | Original |
| 28 | Original | | 59 | Original | | 90 | Original |
| 29 | Original | | 60 | Original | | 91 | Original |
| 30 | Original | | 61 | Original | | 92 | Original |

* - Indicates pages submitted with most recent filing.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 5, 2011

CHECK SHEET (CONT'D)

| <u>Page</u> | | | <u>Page</u> | | | <u>Page</u> | |
|----------------------|------------------------|---|----------------------|------------------------|--|----------------------|------------------------|
| <u>Number</u> | <u>Revision</u> | | <u>Number</u> | <u>Revision</u> | | <u>Number</u> | <u>Revision</u> |
| 93 | Original | * | | | | | |
| 94 | Original | * | | | | | |
| 95 | Original | * | | | | | |
| 96 | Original | * | | | | | |
| 97 | Original | * | | | | | |
| 98 | Original | * | | | | | |
| 99 | Original | * | | | | | |
| 100 | Original | * | | | | | |
| 101 | Original | * | | | | | |
| 102 | Original | * | | | | | |
| 103 | Original | * | | | | | |
| 104 | Original | * | | | | | |
| 105 | Original | * | | | | | |
| 106 | Original | * | | | | | |

* - Indicates pages submitted with most recent filing.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

TABLE OF CONTENTS

Description

| | |
|---|-----|
| CHECK SHEET | 1 |
| TABLE OF CONTENTS | 3 |
| SUBJECT MATTER INDEX..... | 4 |
| EXPLANATION OF SYMBOLS | 8 |
| APPLICATION OF PRICE GUIDE | 9 |
| 1.0 - TECHNICAL TERMS AND ABBREVIATIONS | 10 |
| 2.0 - RULES AND REGULATIONS | 13 |
| 3.0 - SERVICE AREAS | 44 |
| 4.0 - SERVICE CHARGES and SURCHARGES | 45 |
| 5.0 - NETWORK SERVICE DESCRIPTIONS | 47 |
| 6.0 - LOCAL SERVICES PRICE LIST | 65 |
| 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES | 92 |
| 8.0 - LOCAL OPERATOR SERVICES | 97 |
| 9.0 - LONG DISTANCE SERVICES | 100 |
| 10.0 - MISCELLANEOUS SERVICES | 102 |
| 11.0 - PROMOTIONAL OFFERINGS | 106 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SUBJECT INDEX

| <u>Subject</u> | <u>Page</u> |
|--|--------------------|
| Access Lines for Customer Provided Pay Telephones | 86 |
| Advance Payments | 28 |
| Allowances for Interruptions in Service | 35 |
| Allowances for Interruptions in Service-General | 35 |
| Application of Rates and Charges | 47 |
| Application of Credits for Interruptions in Service | 38 |
| Basic OPC Long Distance Service | 100 |
| Billing and Collection of Charges | 30 |
| Busy Line Verification and Line Interrupt Service | 99 |
| Call Timing for Usage Sensitive Services | 49 |
| Cancellation of Application for Service | 34 |
| Carrier Presubscription-General | 103 |
| Carrier Presubscription-Rules and Regulations | 104 |
| Changes in Service Requested | 35 |
| Check Sheet | 1 |
| Customer Deposits and Advance Payments | 28 |
| Customer Equipment and Channels | 26 |
| Customer Equipment and Channels-General | 26 |
| Customer Liability for Fraud and Unauthorized Use of the Network | 41 |
| Customer Liability for Unauthorized Use of the Network | 41 |
| Deposits | 29 |
| Direct Inward Dialing (DID) Service -Description | 53 |
| Direct Inward Dialing (DID) Service -Rates | 77 |
| Directory Assistance | 62 |
| Directory Assistance and Listing Services | 92 |
| Directory Assistance Services | 96 |
| Directory Listings-General | 92 |
| Discounts | 100 |
| Distance Calculations | 50 |
| Exchange Service Areas | 48 |
| Emergency Services Calling Plan | 49 |
| Explanation of Symbols | 8 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SUBJECT INDEX, (Cont'd.)

| <u>Subject</u> | <u>Page</u> |
|---|--------------------|
| Feature Descriptions | 54 |
| Features Offered on a Usage Sensitive Basis | 89 |
| Free Listings | 93 |
| Inspections | 27 |
| Joint Use Arrangements | 42 |
| Liability of the Customer | 25 |
| Limitations of Allowances | 37 |
| Limitations on Liability | 16 |
| Listing Services | 62 |
| Local Operator Assisted Services | 97 |
| Local Operator Services | 97 |
| Local Operator Services-General | 89 |
| Long Distance Services | 100 |
| Long Distance Services-General | 100 |
| Long Distance Services-Per Call Service Charges | 101 |
| Long Distance Services-Usage Charges | 101 |
| Maintenance Visit Charges | 45 |
| Miscellaneous Services | 64 |
| Network Service Descriptions | 47 |
| Network Services Descriptions-General | 47 |
| Nonlisted Service | 95 |
| Nonpublished Service | 94 |
| Nonroutine Installation | 21 |
| Notice to Company for Cancellation of Service | 34 |
| Notices and Communications | 43 |
| Notification of Service-Affecting Activities | 19 |
| Obligations of the Customer | 23 |
| Obligations of the Customer-General | 23 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SUBJECT INDEX, (Cont'd.)

| <u>Subject</u> | <u>Page</u> |
|--|--------------------|
| Operator Assisted Service | 101 |
| Optional Calling Features | 81 |
| Ownership of Facilities | 22 |
| Pay Per Call Blocking/Unblocking | 102 |
| Payment Arrangements | 30 |
| Payments for Service | 30 |
| PBX Trunk Service-Description | 52 |
| Presubscription Charges | 105 |
| Presubscription Options | 103 |
| Presubscription Procedures | 104 |
| Prohibited Uses | 22 |
| Promotional Offerings | 98 |
| Provision of Equipment and Facilities | 20 |
| Rate Groups | 44 |
| Rate Periods for Time of Day Sensitive Services | 51 |
| Resale and Sharing | 42 |
| Restoration of Service | 46 |
| Return Check Charge | 35 |
| Rules and Regulations | 13 |
| Scope | 13 |
| Service Areas | 44 |
| Service Charges and Surcharges | 45 |
| Service Order and Change Charges | 45 |
| Services Offered | 47 |
| Shortage of Equipment or Facilities | 13 |
| Special Construction | 21 |
| Special Promotions | 106 |
| Standard Business Line-Description | 52 |
| Standard Business Local Exchange Service | 76 |
| Standard Business Local Exchange Service-Monthly Recurring Charges | 72 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SUBJECT INDEX, (Cont'd.)

| <u>Subject</u> | <u>Page</u> |
|--|--------------------|
| Standard Residence Line-Description | 66 |
| Table of Contents | 3 |
| Technical Terms and Abbreviations | 10 |
| Termination Liability | 40 |
| Terms and Conditions | 14 |
| Transfers and Assignments | 42 |
| Undertaking of the Company | 13 |
| Use of Another Means of Communications | 37 |
| Use of Customer's Service by Others | 42 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

EXPLANATION OF SYMBOLS

The following symbols shall be used in this Price Guide for the purpose indicated below:

- (C) To signify changed regulation.
 - (D) Delete or Discontinue.
 - (I) Change Resulting in an Increase to a rate.
 - (M) Moved from Another Price Guide Location.
 - (N) New.
 - (R) Change Resulting in a Reduction to a rate.
 - (S) Matter Appearing Elsewhere or Repeated for Clarification.
 - (T) Change in Text But no Change to Rate or Charge.
 - (V) Signifies Vintage Price Guide.
 - (Z) Correction.
-

The Other Phone Company, LLC

Louisiana Local Service Guide
Original Page 9

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

APPLICATION OF PRICE GUIDE

This Price Guide sets forth the service offerings, rates, terms and conditions applicable to the local exchange, exchange access, and intrastate toll communications services within the State of Louisiana. This Price Guide is governed and interpreted according to the laws of Louisiana.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS

For the purpose of this Price Guide, the following definitions will apply:

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

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

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

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

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

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

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

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

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

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

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

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

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

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

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

OPC: The Other Phone Company, LLC , the issuer of this Price Guide.

NPA: Numbering plan area or area code.

PBX: Private Branch Exchange

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

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

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

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

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

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

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

2.1.2 Shortage of Equipment or Facilities

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.3 Terms and Conditions

- (A) Service is provided on the basis of a minimum period of at least thirty days, 24-hours per day. For the purpose of computing charges in this Price Guide, a month is considered to have thirty (30) days.
 - (B) Customers may be required to enter into written or verbal service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Price Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
 - (C) Except as otherwise stated in the Price Guide, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon thirty (30) days notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Price Guide prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
 - (D) This Price Guide shall be interpreted and governed by the laws of the State of Louisiana without regard for its choice of laws provision.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.3 Terms and Conditions, (cont'd.)

- (E)** Other carriers may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
 - (F)** To the extent that either the Company or any other carrier exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other carrier shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
 - (G)** The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume and/or term discounts.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability, (cont'd.)

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability, (cont'd.)

(D) (cont'd)

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.4 Limitations on Liability, (cont'd.)

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

2.1.5 Notification of Service-Affecting Activities

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.6 Provision of Equipment and Facilities

- (A) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
 - (B) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
 - (C) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
 - (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with this service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
 - (E) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Price Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Price Guide and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
 - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
 - (2) the reception of signals by Customer-provided equipment; or
 - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.7 Nonroutine Installation

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

2.1.8 Special Construction

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

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
 - (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
 - (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
 - (D) in a quantity greater than that which the Company would normally construct;
 - (E) on an expedited basis;
 - (F) on a temporary basis until permanent facilities are available;
 - (G) involving abnormal costs; or
 - (H) in advance of its normal construction.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.1.9 Ownership of Facilities

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

2.2 Prohibited Uses

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

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this Price Guide;
 - (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
 - (C) providing at no charge, as specified from time to time by the Company, any needed equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
 - (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.3.1 General, (cont'd.)

- (E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
 - (F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
 - (G) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
 - (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.3.2 Liability of the Customer

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels

2.4.1 General

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

2.4.2 Station Equipment

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.4 Customer Equipment and Channels, (Cont'd.)

2.4.3 Inspections

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
 - (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
 - (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.5 Customer Deposits and Advance Payments

2.5.1 Advance Payments

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.5 Customer Deposits and Advance Payments, (Cont'd.)

2.5.2 Deposits

- (A) To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges in accordance with Louisiana Public Service Commission Rules. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two and one-half months of the estimated charge for the service for the ensuing twelve months. A deposit may be required in addition to an advance payment.
 - (B) Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.
 - (C) Deposits will accrue interest annually at the rate of 5% per annum in accordance with Louisiana Public Service Commission Rules on all deposits held for more than 6 months. Upon request of the Customer, accrued interest shall be annually credited to the Customer by deducting such interest from the amount of the next bill for service following the accrual date.
 - (D) The Company shall annually and automatically refund the deposits of Customers who have paid bills for eighteen consecutive months without having had service discontinued for nonpayment or had more than one occasion on which a bill was not paid within the period prescribed and are not then delinquent in payment.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.1 Payment for Service

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

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices.

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

2.6.2 Billing and Collection of Charges

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

- (A) Nonrecurring charges are due and payable upon receipt of the Company's invoice by the Customer. A bill is considered late if it remains unpaid 20 days after the billing date.
 - (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable upon receipt. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
 - (C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
-

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

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

(D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Price Guide or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

(E) If any portion of the payment is not received by the Company within 20 days of receipt of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination. (R)

(F) The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Louisiana Public Service Commission in accordance with the Commission's rules of procedure.

(G) If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates in Section 4.3 of this Price Guide.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.3 Discontinuance of Service for Cause

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

Upon the Company's discontinuance of service to the Customer under Section 2.6.3(A) or 2.6.3(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Price Guide, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.3 Discontinuance of Service for Cause

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.4 Notice to Company for Cancellation of Service

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

2.6.5 Cancellation of Application for Service

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
 - (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
 - (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
 - (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.
-

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.6 Payment Arrangements, (Cont'd.)

2.6.6 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

2.6.7 Returned Check Charge

A service charge equal to \$15.00 will be assessed in accordance with Louisiana law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

2.7 Allowances for Interruptions in Service

2.7.1 General

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this Price Guide.
 - (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.7.1 General, (cont'd.)

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.7.2 Limitations of Allowances

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.7.2 Limitations of Allowances

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

2.7.3 Use of Another Means of Communications

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

2.7.4 Application of Credits for Interruptions in Service

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

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

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

(D) Interruptions of 24 Hours or Less

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

(E) Interruptions Over 24 Hours and Less Than 72 Hours

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

(F) Interruptions Over 72 Hours

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.8 Cancellation of Service/Termination Liability

If a Customer cancels a service order or terminates services before the completion of the term or where the Company breaches the terms in the service contract, Customer may be requested by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

2.8.1 Termination Liability

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.9 Customer Liability for Unauthorized Use of the Network

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

2.9.1 Customer Liability for Fraud and Unauthorized Use of the Network

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.10 Use of Customer's Service by Others

2.10.1 Resale and Sharing

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

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

2.10.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this Price Guide. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

2.11 Transfers and Assignments

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)

2.12 Notices and Communications

- 2.12.2** The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.12.3** The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.4** Except as otherwise stated in this Price Guide, all notices or other communications required to be given pursuant to this Price Guide will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.5** 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.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 3.0 - SERVICE AREAS

3.1 Exchange Service Areas

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

3.2 Rate Groups

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 4.0 - SERVICE CHARGES AND SURCHARGES

4.1 Service Order and Change Charges

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

4.1.1 In BellSouth Service Areas

| | Residence | Business |
|----------------------------------|-----------|----------|
| Line Install / Move / Add | | |
| First Line | \$55.00 | \$55.00 |
| Each Additional Line, Same Order | \$25.00 | \$40.00 |
| Line Change Charge | | |
| First Line | \$25.00 | \$25.00 |
| Each Additional Line, Same Order | \$25.00 | \$25.00 |
| Line Disconnect Charge | \$10.00 | \$10.00 |

4.2 Maintenance Visit Charges

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

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

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

Duration of time, per technician

| | |
|-------------------------------------|---------|
| Initial 15 minute increment | \$23.00 |
| Each Additional 15 minute increment | \$11.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 4.0 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)

4.3 Restoration of Service

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

4.3.1 In BellSouth Service Areas

| | Residence | Business |
|----------------------|-----------|----------|
| Per occasion: | | |
| First Line | \$35.00 | \$50.00 |
| Each Additional Line | \$20.00 | \$25.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS

5.1 General

5.1.1 Services Offered

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

- Standard Residence Line Service
- Standard Business Line Service
- PBX Trunk Service
- Digital Voice Grade DS-1 Trunk Service
- Direct Inward Dial (DID) Service
- Optional Calling Features
- IntraLATA Toll Services (see The Other Phone Company, LLC GA Price Guide No. (1)
- Toll Free Access to Telecommunications Relay Services

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

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

5.1.2 Application of Rates and Charges

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.1 General, (Cont'd.)

5.1.3 Emergency Services Calling Plan

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.2 Call Timing for Usage Sensitive Services

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

- 5.2.1** Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
 - 5.2.2** Call timing for collect calls begins when the called party agrees to accept the charges for the call. Timing on all other calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). No charges apply to busy or unanswered calls.
 - 5.2.3** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
 - 5.2.4** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
 - 5.2.5** All times refer to local time.
 - 5.2.6** No charges apply to incomplete calls.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.3 Distance Calculations

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

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

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

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

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

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

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

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

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

5.3.3 The formula for distance calculations is:
$$\text{SQRT} \left\{ \frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10} \right\}$$

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.4 Rate Periods for Time of Day Sensitive Services

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

A. In BellSouth Service Areas

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

* Up to but not including.

Peak - 8:00 AM to, but not including 8:00 PM Monday through Friday (excluding holidays)

Off-Peak - All other times.

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.5 Standard Residence Line

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

5.6 Standard Business Line

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

5.7 PBX Trunk Service

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.8 Direct Inward Dialing (DID) Service

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features

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

5.9.1 Feature Descriptions

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

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

- (I) Call Forwarding Don't Answer w/ Customer Control:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
 - (J) Call Forwarding Busy Line, Basic:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
 - (K) Call Forwarding Busy Line w/ Customer Control:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
 - (L) Call Waiting - Basic:** Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

- (M) Call Waiting - Deluxe:** Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;
Answer the waiting call and disconnecting from the first party;
Direct the waiting caller to hold via a recording
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

- (N) Caller ID - Basic:** Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

- (W) **Multiple Directory Number Distinctive Ringing:** This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.
- (X) **Preferred Call Forwarding:** Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.
- (Y) **Repeat Dialing:** Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:
- Calls to 800 Service numbers
 - Calls to 900 Service numbers
 - Calls preceded by an interexchange carrier access code
 - International Direct Distance Dialed calls
 - Calls to Directory Assistance
 - Calls to 911
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.9 Optional Calling Features, (Cont'd.)

5.9.1 Feature Descriptions, (cont'd.)

- (Z) Speed Calling:** Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the a speed calling list without assistance from the Company.
 - (AA) Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.10 Listing Services

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

5.10.1 Nonpublished Service

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

5.10.2 Nonlisted Service

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

5.11 Directory Assistance

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.12 Operator Services

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

5.13 Long Distance Services

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 5.0 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

5.14 Miscellaneous Services

5.14.1 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 700, 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

5.14.2 Presubscription Services

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

5.14.3 Telecommunications Relay Service

This feature is available to all users of local switched services, by which a hearing-impaired caller using a telecommunications device for the deaf can contact a non-hearing-impaired party using standard station equipment by going third a party relay operator. Access to the relay service is at no charge to the Customer. Discounted long distance rates are offered by the long distance provider selected by the Customer.

The Other Phone Company, LLC

Louisiana Local Service Guide
Original Page 65

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES

6.1 [Reserved for Future Use]

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.2 Standard Residence Local Exchange Service

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

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

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

Each Standard Residence Local Exchange Service Customer is entitled to one local telephone directory and one white page listing at no charge.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service

(A) General

(1) The Company offers basic local exchange service only as part of a bundle or package of telecommunications services to small business and/or residential Customers. Talk America's bundled residential services are available only for residential voice use, and may not be used for other purposes, including but not limited to, placing calls using automatic dialing devices, for data transmission, placing calls for the purpose of telemarketing products or services, or in conjunction with the operation of a business.

(2) End-User Common Line (EUCL) Recovery Charge

A monthly recurring charge applies to recovery of End User Common Line charges billed to the Company by the Incumbent LEC, pursuant to the Company's federal rate schedules.

(3) Combination Charge

A Combination Charge may be applied to each line to allow the Company to combine elements into a service offering available to Customers in the State of Louisiana.

| | |
|---------------------------------|----------------|
| | <u>Monthly</u> |
| UNE-P Combination Charge | \$10.00 |
| Total Resale Combination Charge | \$10.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(A) General, (Cont'd.)

(4) Additional Lines

Bundled Service Customers may purchase multiple lines or add lines to existing services, up to a total of ten (10) lines. The bundles rates below apply to the primary line. Each additional line will be billed at the additional rate specified in the Local Bundle package(s) below.

(5) Feature Installation Charge

When the Local Bundle Customer adds Custom Calling or CLASS features to an existing service or to an additional line, a nonrecurring charge applies per order, per line. The nonrecurring Feature Installation charge is listed in Section 6.8.2(B) of this Price Guide.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(A) General, (Cont'd.)

(6) Vacation Hold Discount

Vacation Hold Discount provides local residential bundled service customers a 40% discount off of their monthly recurring usage charges when they are not using their bundled service. Customers will be eligible for Vacation Hold Service after three (3) months of service and if their account is in good standing. The minimum period for Vacation Hold Discount is one (1) month and the maximum length of time the discount can be applied is six (6) consecutive months per year. Customers can only receive the discount one time per year based on the anniversary date. A one time fee applies to initiate the Vacation Hold Discount. The Vacation Hold Discount will automatically be disconnected upon usage or at the end of the specified end period whichever comes first. Lines on the Vacation Hold Discount will be blocked from making long distance calls during the period of the discount.

Nonrecurring Charge \$15.00

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(B) United 1000 Plan

(1) United 1000 Plan includes the following services:

- 1000 minutes of local voice calling, per line / per month (calls in excess of the allowance are \$0.01 per minute);
- Three Custom Calling or CLASS features (subject to availability), excluding the Custom Calling features that are priced on a per call basis (additional features may be purchased individually); and
- Unlimited minutes of free local, intraLATA or interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

(2) Per Minute Rate

| | <u>Per Minute</u> |
|--|-------------------|
| Local Calling in excess of the 1000 minute allowance | \$0.010 |

(3) Monthly Recurring Charge:

a. Initial Line

| | |
|--------|---------|
| Zone 1 | \$31.95 |
| Zone 2 | \$51.95 |
| Zone 3 | \$98.95 |

b. Each Additional Line

| | |
|--------|---------|
| Zone 1 | \$31.95 |
| Zone 2 | \$51.95 |
| Zone 3 | \$98.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(C) United Unlimited Plan

(1) United Unlimited Plan includes the following services:

- Unlimited local voice calling, per line, per month;
- unlimited Custom Calling and/or CLASS features (subject to availability), excluding the Custom Calling features that are priced on a per call basis; and
- Unlimited free local, intraLATA or interLATA voice long distance usage to any other Customer who also subscribes to bundled local services from the Company.

(2) Monthly Recurring Charge:

a. Initial Line

| | |
|--------|----------|
| Zone 1 | \$ 45.95 |
| Zone 2 | \$ 64.95 |
| Zone 3 | \$111.95 |

b. Each Additional Line

| | |
|--------|----------|
| Zone 1 | \$ 45.95 |
| Zone 2 | \$ 64.95 |
| Zone 3 | \$111.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(D) Unlimited Nationwide Plan

(1) Unlimited Nationwide Plan includes the following services:

- Unlimited local voice usage, unlimited intraLATA voice usage, and unlimited interLATA (intrastate and interstate) long distance voice usage; and
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding the Custom Calling features that are priced on a per call basis.

(2) Monthly Recurring Charge:

(a) Initial Line

| | |
|--------|----------|
| Zone 1 | \$ 75.95 |
| Zone 2 | \$ 95.95 |
| Zone 3 | \$141.95 |

(b) Each Additional Line

| | |
|--------|----------|
| Zone 1 | \$ 75.95 |
| Zone 2 | \$ 95.95 |
| Zone 3 | \$141.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(E) Louisiana 200 Plan

(1) Louisiana 200 Plan includes the following services:

- Unlimited local voice calling.
- Four free Custom Calling and/or CLASS features (subject to availability), excluding the Custom Calling features that are priced on a per call basis. Additional features are available for an additional fee;
- Unlimited intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company; and
- Two hundred (200) combined minutes of intraLATA, interLATA and interstate voice long distance usage to end-users who are not subscribed to Company's bundled local service. Additional long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance Price Guide.

(2) Monthly Recurring Charge:

(a) Initial Line

| | |
|--------|----------|
| Zone 1 | \$ 51.95 |
| Zone 2 | \$ 69.95 |
| Zone 3 | \$115.95 |

(b) Each Additional Line

| | |
|--------|----------|
| Zone 1 | \$ 51.95 |
| Zone 2 | \$ 69.95 |
| Zone 3 | \$115.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(F) Statewide Plan

(1) The Statewide Plan is available to residential Customers only and includes the following services and features:

- Unlimited local and intrastate (intraLATA and interLATA) long distance voice usage.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis.
- Unlimited interstate long distance minutes to any other Customer who also subscribes to bundled local services from the Company. Additional long distance service is available and described in Company's long distance Price Guide.

(2) Monthly Recurring Charge

(a) Initial Line

| | <u>Per Month</u> |
|--------|------------------|
| Zone 1 | \$ 52.95 |
| Zone 2 | \$ 71.95 |
| Zone 3 | \$118.95 |

(b) Each Additional Line

| | <u>Per Month</u> |
|--------|------------------|
| Zone 1 | \$ 52.95 |
| Zone 2 | \$ 71.95 |
| Zone 3 | \$118.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.2.1 Residential Bundled Local Service, (Cont'd.)

(G) Residential Bonus Line for Bundled Plans

- (1) Residential Bonus Line for Bundled Plans** is available to residential Customer's only who are subscribed to a Residential Bundled Local Service offering (as described in Section 6.2) for one or more telephone lines. Customer must remain a subscriber to a Residential Bundled Local Service for one or more lines in order to stay subscribed to this service for any additional lines. The Residential Bonus Line offering is part of a bundled local and long distance service, and all lines subscribed to this service must remain presubscribed to the Company's interLATA and intraLATA long distance service in order to qualify for the services and rates included in this Plan.

The Residential Bonus Line for Bundled Plans offering includes the following services:

- Unlimited local voice usage;
- Features are available and charged on an individual basis, subject to availability; (see Section 6.8 for rates); and
- Free intraLATA and/or interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company.

(2) Monthly Recurring Charge:

(a) Initial Line

| | |
|--------|---------|
| Zone 1 | \$32.95 |
| Zone 2 | \$45.95 |
| Zone 3 | \$79.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.3 Standard Business Local Exchange Service

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

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

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

Each Standard Business Local Exchange Service Customer is entitled to one local telephone directory and one white page listing at no charge.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service

(A) General

(1) The Company offers basic local exchange service as part of a bundle or package of telecommunications services to its business Customers. Company's business services which are billed on a flat rate basis are available only for standard business voice use, and may not be used for the purpose of telemarketing products or services using automatic dialing devices or any other manual or automated calling methods and/or for data transmission. In the event the Company reasonably determines that the Customer usage is outside the terms of its service, it may terminate the service or apply a surcharge to all usage outside the terms of service, after due notice to the Customer. The surcharge will be \$0.01/minute for each additional local minute for plans with unlimited local voice usage and \$0.05/minute for each additional intraLATA or interLATA minute for plans with unlimited intraLATA and/or interLATA voice usage.

(2) Additional Lines

Bundled Service Customers may purchase multiple lines or additional lines to existing services, up to a total of ten (10) lines. The bundled rates below apply to the primary line. Each additional line will be billed at the rate specified for additional lines in the Local Bundle Packages below.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service, (Cont'd.)

(B) Other Monthly Recurring Charges

(1) End-User Common Line (EUCL) Recovery Charge

A monthly recurring charge applies to recovery of End User Common Line charges billed to the Company by the Incumbent LEC, pursuant to the Company's federal rate schedules.

(2) Combination Charge

A Combination Charge may apply to each line to allow the Company to combine elements into a service offering available to Customers in the State of Louisiana.

| | |
|---------------------------------|----------------|
| | <u>Monthly</u> |
| UNE-P Combination Charge | \$10.00 |
| Total Resale Combination Charge | \$10.00 |

(3) Hunting (aka. Rotary or Grouping)

The following charges apply to Standard Business Local Exchange lines equipped with Hunting.

| | |
|--------------------------------|-------------------------|
| <u>Rate Group/Calling Plan</u> | <u>Hunting Per Line</u> |
| All Zones / All Plans | \$10.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service, (Cont'd.)

(C) Basic Business Plan

(1) Description

The Basic Business Plan is available to business Customers only. The monthly service fee is billed in advance. For long distance billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

(2) The Basic Business Plan includes the following services:

- 1500 minutes of local calling, per line, per month. Calls in excess of the allowance are \$0.01 per minute.
- Three Custom Calling or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually.
- 1000 minutes of local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

(3) Monthly Charge, per line

| | | | |
|-----|-----------------|---------|---------|
| (a) | Initial Line | Zone 1: | \$29.95 |
| | | Zone 2: | \$49.95 |
| | | Zone 3: | \$89.95 |
| (b) | Each Add'l Line | Zone 1: | \$25.00 |
| | | Zone 2: | \$45.00 |
| | | Zone 3: | \$85.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service, (Cont'd.)

(D) Strictly Business Plan

(1) Description

The Strictly Business Plan is available to business Customers only. The Strictly Business Plan provides unlimited local usage, most features and long distance. The monthly service fee is billed in advance. For long distance billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

(2) The Strictly Business Plan includes the following services:

- Dial Tone;
- Unlimited local voice service usage;
- Unlimited Custom Calling and Class Features subject to availability (excluding features that are price on a per call basis); and
- 1000 minutes per line per month of intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

(3) Monthly Recurring Charge:

| | | | |
|-----|-----------------|---------|---------|
| (a) | Initial Line | Zone 1: | \$36.95 |
| | | Zone 2: | \$54.95 |
| | | Zone 3: | \$99.95 |
| (b) | Each Add'l Line | Zone 1: | \$32.00 |
| | | Zone 2: | \$50.00 |
| | | Zone 3: | \$95.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service, (Cont'd.)

(E) Business Bundle Plan

(1) Description

The Business Bundle Plan is available to business Customers only. The Business Bundle Plan provides unlimited local and intraLATA voice calls, most features and long distance. Monthly service is billed in advance. For long distance billing purposes calls will be billed in six (6) second increments, with a one-minute minimum.

(2) The Business Bundle Plan includes the following services:

- Dial Tone;
- Unlimited local voice usage;
- Unlimited intraLATA voice usage;
- Unlimited Custom Call and Class Features, subject to availability (excluding custom calling features that are priced on a per call basis); and
- 1000 minutes per line per month of intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

(3) Monthly Recurring Charge:

| | | | |
|-----|-----------------|---------|----------|
| (a) | Initial Line | Zone 1: | \$ 58.95 |
| | | Zone 2: | \$ 61.95 |
| | | Zone 3: | \$109.95 |
| (b) | Each Add'l Line | Zone 1: | \$ 53.00 |
| | | Zone 2: | \$ 55.00 |
| | | Zone 3: | \$105.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service, (Cont'd.)

(F) Unlimited Nationwide Plan for Business

(1) Description

The Unlimited Nationwide Plan for Business is available only to business customers as part of a bundle or package of services. The monthly service fee is billed in advance. For long distance billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

(2) The Unlimited Nationwide Plan for Business includes the following services:

- Unlimited local, intraLATA, interLATA, and interstate long distance voice usage; and
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding the Custom Calling features that are priced on a per call basis.

(3) Monthly Charge, per line

| | | |
|---------------------|---------|----------|
| (a) Initial Line | Zone 1: | \$ 63.95 |
| | Zone 2: | \$ 68.95 |
| | Zone 3: | \$119.95 |
| (b) Each Add'l Line | Zone 1: | \$ 57.00 |
| | Zone 2: | \$ 62.00 |
| | Zone 3: | \$115.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.3.1 Business Bundled Local Service, (Cont'd.)

(G) Business Bonus Line for Bundled Plans

(1) **The Business Bonus Line for Bundled Plans** is available to business customer's only who are subscribed to a Business Bundled Local Service offering (as described in Section 6.3) for one or more telephone lines. Customer must remain a subscriber to a Business Bundled Local Service for one or more lines in order to stay subscribed to this service for any additional lines. The Business Bonus Line for Bundled Plans offering is part of a bundled local and long distance service, and all lines subscribed to this service must remain presubscribed to the Company's interLATA and intraLATA long distance service in order to qualify for the services and rates included in this Plan.

(2) **The Bonus Line** offering includes the following services:

- Unlimited local voice usage;
- Features are available and charged on an individual basis, subject to availability (see Section 6.8 for rates); and
- 1000 minutes per line per month of local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

(3) **Monthly Recurring Charge:**

| | | |
|-----------|---------|---------|
| Per Line: | Zone 1: | \$25.95 |
| | Zone 2: | \$37.95 |
| | Zone 3: | \$69.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.5 Residence and Business PBX Trunk Service

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

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.6 Direct Inward Dialing (DID) Service

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

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

6.6.1 In BellSouth Service Areas

| | <u>Installation Charge</u> | <u>Monthly Recurring</u> |
|--|--------------------------------|------------------------------|
| Establish Trunk Group and Provide 1st Block of 20 DID Numbers | \$55.00 | \$3.55 |
| Each Additional Block of 20 DID Numbers | \$55.00 | \$3.50 |
| DID Trunk Termination: | | |
| Per Inward Only Trunk | \$52.25 | \$27.17 |
| Per Combination Trunk w/call transfer | \$240.00 | \$45.00 |
| Dual Tone Multifrequency Pulsing Option, Per Trunk | \$ n/a | \$7.50 |
| Automatic Intercept Service, Per Number Referred | \$16.00 | \$ n/a |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.7 Access Lines for Customer Provided Pay Telephones

6.7.1 General

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

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

6.7.2 Regulations

- (A) CPPT Lines will be provided only to Aggregators certificated by the Louisiana Public Service Commission. Proof of certification is required prior to installation of service. Service will be disconnected should the Company determine that the Aggregator is no longer certified or has had certification revoked for any reason.
 - (B) The Aggregator is responsible for all local and long distance usage charges billed to the CPPT Line. These charges included, but are not limited to, any operator charges for calls billed to the line on a collect or third party basis in the event that the Aggregator does not subscribe to blocking and screening features offered in Section 5.10.4 of this Price Guide.
 - (C) Unless otherwise permitted by Commission rule or order, only one Pay Telephone instrument may be connected to each CPPT line.
 - (D) Unless otherwise permitted by Commission rule or order, 0- local operator assisted calls must be routed to the Company's operators.
 - (E) Aggregators subscribing to the Company's CPPT Lines are responsible for compliance with the Commission's "Regulations for Operator and Pay Telephone Services" as adopted in Docket No. U-213322 and any other rules or regulations the Commission may require.
-

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.7.3 Rates and Charges

(A) In BellSouth Service Areas

Each Access Line is provided with touch-tone signaling at no additional charge. Calls placed to Directory Assistance from CPPT. The charge per line is listed below. Usage charges will apply as found in Section 6.3 of this Price Guide.

| RATE GROUP | SERVICE TYPE | |
|------------|--------------|----------|
| | Flat Rate | Measured |
| Group 1 | \$28.68 | \$20.06 |
| Group 2 | \$29.36 | \$20.53 |
| Group 3 | \$30.04 | \$21.05 |
| Group 4 | \$30.72 | \$21.52 |
| Group 5 | \$31.40 | \$22.00 |
| Group 6 | \$32.08 | \$22.47 |
| Group 7 | \$32.76 | \$22.94 |
| Group 8 | \$33.49 | \$23.46 |
| Group 9 | \$34.22 | \$23.98 |
| Group 10 | \$34.51 | \$24.45 |
| Group 11 | \$35.24 | \$24.97 |
| Group 12 | \$36.03 | \$25.55 |
| Group 13 | \$36.76 | \$26.02 |
| Group 14 | \$36.76 | \$26.02 |
| Group 15 | \$36.76 | \$26.02 |
| Group 16 | \$36.76 | \$26.02 |
| Group 17 | \$36.76 | \$26.02 |
| Group 18 | \$36.76 | \$26.02 |
| Group 19 | \$36.76 | \$26.02 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

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

6.7.4 Optional Features

The following optional features are provided with OPC Access Line service:

(A) In BellSouth Areas

Unrestricted Service: No blocking or screening provided.

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

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

| | |
|--------------------------------------|--------|
| Screening Option A, Per Outward Line | \$2.04 |
| Screening Option A, Per Two-Way Line | \$2.04 |

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

| | |
|--------------------------------------|--------|
| Screening Option B, Per Outward Line | \$3.13 |
| Screening Option B, Per Two-Way Line | \$3.13 |

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

| | |
|--------------------------------------|--------|
| Screening Option C, Per Outward Line | \$2.09 |
| Screening Option C, Per Two-Way Line | \$2.09 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.8 Optional Calling Features

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

6.8.1 Features Offered on a Usage Sensitive Basis

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

| Optional Calling Features | Residence | Business |
|--|-----------|-----------|
| Three-Way Calling | \$0.75 | \$0.75 |
| Call Return | \$0.75 | \$0.75 |
| Repeat Dialing | \$0.75 | \$0.75 |
| Calling Number Delivery Blocking, Per Call | No Charge | No Charge |

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.8 Optional Calling Features, (Cont'd.)

6.8.2 Features Offered on Monthly Basis

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

(A) Monthly Recurring Charge

| <u>Bundled Optional Calling Feature</u> | <u>Residential and Business</u> |
|---|---------------------------------|
| Call Waiting | \$4.95 |
| Caller ID | \$5.95 |
| Caller ID with Name | \$6.45 |
| Call Waiting with ID and Name | \$5.45 |
| Internet Call Waiting | \$3.95 |
| Call Forwarding | \$2.95 |
| Ring No Answer Call Forward | \$3.45 |
| Busy Call Forward | \$3.95 |
| Call Forward Remote Access | \$4.45 |
| 3-Way Calling* | \$3.45 |
| 3-Way Calling with Call Transfer | \$4.45 |
| Call Return* | \$3.45 |
| Call Return Block | \$3.95 |
| Speed Dialing 30 | \$3.45 |
| Speed Dialing 8 | \$2.95 |
| Repeat Dialing* | \$2.95 |
| Anonymous Call Rejection | \$1.45 |
| Call Block | \$3.45 |
| 900/976 Block | \$3.45 |
| Private Director | \$4.95 |
| Ringmaster 1 | \$3.45 |
| Ringmaster II | \$4.45 |
| Custom Toll Restriction | \$1.45 |
| Voice Mail | \$5.95 |

**Also available on a per call basis.*

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 6.0 - LOCAL SERVICES RATE SCHEDULES, (CONT'D.)

6.8 Optional Calling Features, (Cont'd.)

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

(B) Nonrecurring Feature Installation Charge

Per Installation

\$25.00

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES

7.1 Directory Listings

7.1.1 General

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

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

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (CONT'D.)

7.1 Directory Listings, (Cont'd.)

7.1.3 Types of Listings

(A) Standard Listing

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

7.1.4 Free Listings

The following listings are provided at no additional charge to the Customer:

one listing for each individual line service, auxiliary line or PBX system.

7.1.5 Rates for Additional Listings

The following rates and charges apply to additional listings requested by the Customer over and above those free listings provided for in Section 7.1.4

| Type of Listing | Residential Charge | Business Charge |
|---|--------------------|-----------------|
| - Each Additional Listing | \$1.94 | \$1.94 |
| Alternate Telephone Number/Night Listing: | | |
| - Night, Sundays & Holidays | \$1.94 | \$1.94 |
| - First Line | \$1.78 | \$1.78 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (CONT'D.)

7.2 Nonpublished Service

7.2.1 General

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

7.2.2 Regulations

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

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

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

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

7.2.3 Rates and Charges

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

| | |
|---|-----------------|
| | BellSouth Areas |
| Nonpublished service charge, per month: | \$4.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (CONT'D.)

7.3 Nonlisted Service

7.3.1 General

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

7.3.2 Regulations

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

The Company will complete calls to a nonlisted number.

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

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

7.3.3 Rates and Charges

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

| | |
|--------------------------------------|-----------------|
| | BellSouth Areas |
| Nonlisted service charge, per month: | \$1.95 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 7.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES, (CONT'D.)

7.4 Directory Assistance Services

7.4.1 Directory Assistance

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

(A) In BellSouth Service Areas

| | |
|---|--------|
| Each Local Directory Assistance Call | \$1.35 |
| Each Long Distance Directory Assistance Call | \$1.99 |
| Each Directory Assistance Call to Payphone Service Provider | \$0.30 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 8.0 - LOCAL OPERATOR SERVICES

8.1 General

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

8.2 Local Operator Assisted Services

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

8.2.1 Operator Service Call Types

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 8.0 - LOCAL OPERATOR SERVICES, (CONT'D.)

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

8.2.2 Available Billing Arrangements

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

8.2.3 Operator Dialed Surcharge

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

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 8.0 - LOCAL OPERATOR SERVICES, (CONT'D.)

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

8.2.4 Rates and Charges

LOCAL USAGE CHARGES:

For Customer's subscribing to Flat Rate service offerings, no usage charges apply. Usage charges for measured, message or optional calling plan Customers will be the same as those for local usage as provided for in Section 5 of this Price Guide.

PER CALL CHARGES:

| | BellSouth Areas |
|-------------------------------------|-----------------|
| Customer Dialed Calling/Credit Card | \$0.75 |
| Operator Dialed Calling/Credit Card | \$1.83 |
| Operator Station | |
| Billed Collect | \$1.83 |
| Billed to Third Party | \$1.83 |
| Billed to Line | \$1.83 |
| Person-to-Person | \$3.13 |
| Operator Dialed Surcharge | \$0.80 |

8.3 Busy Line Verification and Line Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency.

Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

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

| | BellSouth Areas |
|--|-----------------|
| Per Busy Line Verification, Per Call | \$2.40 |
| Per Line Verification and Interruption, Per Call | \$4.80 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 9.0 - LONG DISTANCE SERVICES

9.1 General

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

9.2 Basic OPC Long Distance Service

Basic OPC Long Distance Service is offered to business and residential customers for both inbound and outbound, intraLATA and interLATA, calling over standard switched lines. Calls are billed in six (6) second increments after an initial minimum call duration of thirty (30) seconds. Reduced rates are available to customers who commit to term plans.

Usage Charges:

| <u>Term</u> <u>Plan</u> | <u>Per Minute</u> <u>Rate</u> |
|----------------------------|----------------------------------|
| Month to Month | \$0.099 |
| 1 Year Term | \$0.094 |
| 2 Year Term | \$0.089 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 9.0 - LONG DISTANCE SERVICES, (CONT'D.)

9.3 Operator Assisted Service

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

9.3.1 Usage Charges

| | |
|------------|--------|
| Per minute | \$0.25 |
|------------|--------|

9.3.2 Per Call Service Charges

| | Per Call |
|---------------------------------|----------|
| Customer Dialed Calling Card | \$0.75 |
| Operator Dialed Calling Card | \$1.83 |
| Operator Station - Collect | \$1.83 |
| Operator Station - Third Number | \$1.83 |
| Person-to-Person | \$3.13 |
| All other operator assistance | \$1.83 |
| Operator Dialed Surcharge* | \$0.80 |

* - Applies when the Customer has the ability to dial the destination number, but elects instead to have the operator dial the number.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 10.0 - MISCELLANEOUS SERVICES

10.1 Per Call Blocking/Unblocking

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

Per Blocked Line

\$0.00

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 10.0 - MISCELLANEOUS SERVICES

10.2 Carrier Presubscription

10.2.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

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

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

SECTION 10.0 - MISCELLANEOUS SERVICES, (CONT'D.)

10.2 Carrier Presubscription, (Cont'd.)

10.2.3 Rules and Regulations

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

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

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

10.2.4 Presubscription Procedures

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

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

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

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 10.2.5 below.

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

SECTION 10.0 - MISCELLANEOUS SERVICES, (CONT'D.)

10.2 Carrier Presubscription, (Cont'd.)

10.2.5 Presubscription Charges

(A) Application of Charges

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

(B) Nonrecurring Charges

Per business or residence line, trunk, or port

| | BellSouth Areas |
|--------------------------------|-----------------|
| Initial Line, or Trunk or Port | \$10.00 |
| Additional Line, Trunk or Port | \$10.00 |

4001 Rodney Parham Rd.
Little Rock, AR 72212

Issued: May 25, 2011

Effective: June 6, 2011

11.0 - PROMOTIONAL OFFERINGS

11.1 Special Promotions

The Carrier may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular Price Guide offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Carrier's Price Guide as an addendum to the Carrier's price lists.

11.2 Discounts

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