

**TITLE SHEET**

**TELECOMMUNICATIONS SERVICES**

This Price Guide applies to the Telecommunications Services furnished by McLeodUSA Telecommunications Services, L.L.C. (“McLeodUSA”) between one or more points in the State of Louisiana. This Price Guide is on file with the Louisiana Public Service Commission, and copies may be inspected, during normal business hours, at McLeodUSA’s principal place of business, 4001 Rodney Parham Rd, Little Rock, AR 72212.

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Effective: March 1, 2019

BY: Senior Regulatory Counsel  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

**CHECK SHEET**

The sheets of this Price Guide are effective as of the date shown at the bottom of the respective sheets. Original and revised sheets as named below comprise all changes from the original Price Guide that are currently in effect as of the date at the bottom of this sheet.

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35	1 <sup>st</sup> Rev.	69	Original		
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**PRICE GUIDE FORMAT**

**Sheet Numbering.** Sheet numbers appear in the upper right hand corner of the sheets. Sheets are numbered sequentially. From time to time new sheets may be added to the Price Guide. When a new sheet is added between existing sheets, a decimal is added to the preceding sheet number. For example, a new sheet added between sheets 5 and 6 would be numbered 5.1.

**Sheet Revision Numbers.** Revision numbers also appear in the upper right corner of sheets. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Sheet No. 24 cancels the 3rd Revised Sheet No. 24.

**Paragraph Numbering Sequence.** There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level, as shown by the following example:

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2.1.1  
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2.1.1.A.1.(a)  
2.1.1.A.1.(a).I  
2.1.1.A.1.(a).I.(i)  
2.1.1.A.1.(a).I.(i).(1)

**Check Sheets.** When a Price Guide filing is made with the Commission, an updated check sheet accompanies the Price Guide filing. The check sheet lists the sheets contained in the Price Guide, with a cross-reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). The Price Guide user should refer to the latest check sheet to find out if a particular sheet is the most current one on file with the Commission.

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**PRICE GUIDE FORMAT** (Cont'd)

Explanation of Symbols. When changes are made in any Price Guide sheet, a revised sheet will be issued replacing the Price Guide sheet affected. Changes will be identified on the revised sheet through the use of the following symbols:

- (C) - Identifies a changed regulation.
- (D) - Identifies a discontinued rate or regulation.
- (I) - Identifies an increase in rate.
- (M) - Identifies material moved from one Price Guide location to another.
- (N) - Identifies a new rate or regulation.
- (R) - Identifies a reduction in rate.
- (T) - Identifies a change in text only.

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0.0 Application and Scope of Price Guide

0.1 Application

This Price Guide contains the rates and regulations applicable to intrastate, intraLATA, interexchange and local services provided by McLeodUSA between and among points within the State of Louisiana.

0.2 Scope

McLeodUSA's services are provided subject to the availability of facilities and subject to the terms and conditions of this Price Guide. All services within the jurisdiction of the Commission provided by McLeodUSA between and among points in Louisiana are governed by this Price Guide.

0.3 Interconnection with Other Carriers

Service provided by McLeodUSA may be connected with services or facilities of other carriers or may be provided over facilities provided by carriers other than McLeodUSA. However, service provided by McLeodUSA is not a part of a joint undertaking with any other carrier providing telecommunications channels, facilities, or services.

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## 1.0 Explanation of Terms and Abbreviations

### 1.1 Definitions of Terms

#### Advanced In-Only Trunk with DID and Hunting

In only trunk with Direct-Inward-Dialing (DID) feature. Requires a DID trunk circuit termination.

#### Advanced Out-Only Trunk with Answer Supervision

Out-only trunk with supervision feature. This feature passes answer back signaling from the central office switch to the customer's PBX when a PBX call has been either completed or answered.

#### Advanced Two-Way Trunk with DID, Hunting and Answer Supervision

Two-way trunk with DID and answer supervision features. Requires a DID trunk circuit termination.

#### Authorization Code

A numerical code, one or more of which is available to Customer to enable it to access McLeodUSA's network, and which are used by McLeodUSA to prevent unauthorized access to its facilities and to identify Customer for billing purposes.

#### Basic In-Only

One-way trunk which allows traffic from the central office switch to be transmitted to the PBX.

#### Basic Out-Only

One-way trunk which only allows traffic originating in the PBX to be transmitted to the central switch.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Basic Two-Way

Trunk which allows traffic originating in the PBX to be transmitted to the central office switch.

Bit

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

Calling Card

A billing arrangement by which the charge for a call may be charged to an authorized calling card account.

Calls

Telephone messages completed by Customers.

Central Office

A unit of the RBOC's system that provides service to the general public and has the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and trunks or trunks only. More than one (1) central office may occupy a building.

Charges

Monthly recurring and nonrecurring amounts billed to Customers for services.

Commission

Louisiana Public Service Commission.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Customer

Any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity responsible by law for payment of rates and charges and for compliance with the regulations of McLeodUSA.

Customer Contract

A written agreement between the Customer and McLeodUSA containing or referring to the rates and regulations applicable to the service being provided.

Customer Premises Equipment

All terminal equipment normally used on the Customer's premises. This equipment may be Customer-owned, or may be owned by McLeodUSA or another supplier and leased to the Customer.

Delinquent or Delinquency

An account for which an uncontested bill or payment agreement for regulated services has not been paid in full on or before the last day for timely payment. This term may also apply to a contested bill for which the Commission finds the Customer's complaint to be without merit.

DID

(Direct Inward Dialing) is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Disconnect or Disconnection

The disabling of circuitry to prevent outgoing and/or incoming calls.

Due Date

The last day for payment of a bill without unpaid amounts being considered delinquent or subject to additional collection efforts. The due date may be designated by A due by,@ A pay by,@ A if paid by,@ or other such language on the Customer's bill.

Exchange

A unit established for the administration of local communication services.

Exchange Service

A local communications service furnished by means of local exchange plant and facilities.

Extended Area Service or EAS

Telephone service, offered at a flat local rate, between customers located within an exchange area and all customers in an additional exchange area or areas.

Flat Rate Service

An exchange service for which a specified rate is charged, regardless of the amount of local usage.

Fraud

An attempt to procure or retain service by supplying misleading or deliberately inaccurate information, or by untruthful or unlawful means, including supplying false information on an application for service. There will be a presumption of fraud in cases where the customer's actual usage for a month, or its pro-rata usage for a partial month, is more than three times the customer's estimated usage (or the pro-rata share of estimated usage) as supplied by the customer at the time of application (which may be revised by customer based on actual experience upon notification to the Company), and that usage is in excess of \$500. In such cases, the customer may be contacted to notify the customer of the usage levels, and to discuss the reasons for the usage levels. In such cases, restrictions may be imposed upon further usage unless satisfactory payment arrangements are made.

1.0 Explanation of Terms and Abbreviations (cont'd)1.1 Definitions of Terms (cont'd)Incumbent Local Exchange Carrier or Incumbent Carrier

The local exchange carrier that has Section 251(c) obligations under the federal Telecommunications Act.

Individual Case Basis

A rate, charge, or condition of the Price Guide as determined by individual circumstances.

Inside Station Wiring or Inside Wiring

Wiring on the premises beyond the demarcation point.

Interexchange Service

The provision of intrastate telecommunications services and facilities between local exchanges, excluding EAS.

InterLATA Service

The completion of calls between Local Access and Transport Areas.

IntraLATA Service

The completion of calls between points within the boundaries of a Local Access and Transport Area.

Kbps

Kilobits per second, denotes thousands of bits per second.

Local Access and Transport Area or LATA

A geographic area within which Bell Operating Companies are permitted to offer interexchange service. These areas were established as a result of the break-up of the former Bell System.

Local Exchange Utility or Local Utility

A telephone utility that provides local service under a Price Guide filed with the Commission. The utility may also provide other services and facilities.

Local Service

Telephone service furnished between points located within an area where there is no toll charge. Unless otherwise specified, local calling areas in this Price Guide shall be the same as the local calling areas of the incumbent carrier.

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1.0 Explanation of Terms and Abbreviations (cont'd)

1.1 Definitions of Terms (cont'd)

Mbps

Megabits, denotes millions of bits per second.

MCA

Metropolitan Calling Area

McLeodUSA

McLeodUSA Telecommunications Services, L.L.C.

McLeodUSA Switch

A local switch owned and operated by McLeodUSA. In the pricing tables, service identified as being provided via AMcLeodUSA Switch@ or AOn Switch@ is provided using a switch port from the McLeodUSA Class 5 Local Switch in combination with a local loop leased from the incumbent carrier.

Message

A telephone call made by a Customer.

Month

For billing purposes, a month is considered to have thirty (30) days.

Network Elements

Elements of the incumbent carrier network leased by McLeodUSA pursuant to an interconnection agreement or approved wholesale Price Guides. In the pricing tables, service identified as being provided via ANetwork Elements@ is provided using a combination of network elements.

Number of Digits Sent

The number of digits of the telephone number sent from the Central Office to the telephone system for interpretation and routing to the end user. Typically a function of DID.

Operator

An automated or live operator.

PAETEC

McLeodUSA Telecommunications Services, L.L.C.

Point of Presence (or POP)

The location in McLeodUSA's system where local access facilities connect to an interexchange carrier's network.



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## 1.0 Explanation of Terms and Abbreviations (cont'd)

### 1.1 Definitions of Terms (cont'd)

#### Port

A connection to McLeodUSA's switching network with one or more voice grade communications channels, each with a unique network address (telephone number), dedicated to the Customer. Each port is equipped with a Terminal Interface.

#### Premise Visit

This charge applies when a technician is dispatched for Premise Work. This charge could be in addition to the Schedule I, Schedule II or Schedule III charges for time and labor. This charge also applies if a technician is dispatched to the customer location and cannot gain access to the customer premises at the scheduled time.

#### Premise Work

Any work done on the Customer's side of the network interface device.

#### Premises

The space occupied by a Customer or authorized user in a building or buildings or contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

#### Public Safety Answering Point

A communications facility operated on a twenty-four (24) hour basis and serving participating jurisdictions that initially receives 911 calls and either directly dispatches emergency response services or relays the calls to the appropriate public safety agency.

#### Rates

The usage amounts billed to customers for regulated services and/or equipment.

#### Re-routing of numbers

Provides the option of re-directing telephone numbers from one T1 facility to another or from other local lines to the T1 facility. Typically utilized with DID trunking service.

#### Schedule I

Rates associated with Premise Work done during normal business hours.

#### Schedule II

Rates associated with Premise Work done after business hours and all day on Saturday.

#### Schedule III

Rates associated with Premise Work done on Sundays and holidays. Holidays include New Year's Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

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## 1.0 Explanation of Terms and Abbreviations (cont'd)

### 1.1 Definitions of Terms (cont'd)

#### Service

Any or all service(s) provided by McLeodUSA pursuant to this Price Guide.

#### Service Order

The written request for Network Services executed by the Customer and McLeodUSA in the format designated by McLeodUSA. The signing of a Service Order by the Customer and acceptance by McLeodUSA initiates the respective obligations of the parties as set forth herein and pursuant to the Price Guides of McLeodUSA, 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.

#### Signaling

Represents the type of signaling format utilized to maintain a T1 level digital transmission from the Central Office to the customer premise. Signaling options include: AMI, ESF, SF, B8ZF; other options may be available on an individual case basis.

#### Standard Elements

For McLeodUSA bundled local packages, the Standard Elements consist of switched local dial tone, unlimited local calling, local number portability and mandatory EAS or EACS.

#### Suspend or Suspension

To disconnect or impair a service temporarily in order to disable either outgoing or incoming calls or both.

#### T1- Advanced

Includes In-Only Trunk with DID and Hunting, Out-Only Trunk with Answer Supervision or Two-Way Trunk with DID, Hunting and Answer Supervision.

#### T1 Basic or Combo

Includes In-Only Trunk, Out-Only Trunk or Two-Way Trunk. Combo is a combination of Basic and Advanced.

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## 1.0 Explanation of Terms and Abbreviations (cont'd)

### 1.1 Definitions of Terms (cont'd)

#### Terminal Interface

The method of physical connection between a McLeodUSA-provided service and a Customer's or User's transmission cable, inside wiring, or terminal equipment. Depending upon the service ordered by the Customer, there may be a choice of terminal interfaces. The Customer is responsible for ordering a terminal interface that is compatible with the Customer's or User's terminal equipment. All terminal interfaces will be provided by industry-standard connectors as specified in or authorized by Subpart F of Part 68, Title 47, Code of Federal Regulations.

#### Timely Payment

A payment of the Customer's account made on or before the due date shown on a current bill for rates and charges or by an agreement between the Customer and McLeodUSA for a series of partial payments to settle a delinquent account.

#### Two-Way

A service attribute that includes DOD (the ability to dial directly from an extension without having to go through an operator or attendant) for outbound calls and can also be used to carry inbound calls to a central point for further processing.

#### User

A Customer or any other person authorized by a Customer to use service provided to the Customer under a McLeodUSA Price Guide.

1.0 Explanation of Terms and Abbreviations (cont'd)

1.2 Explanation of Acronyms and Trade Names

DA ' Directory Assistance  
EAS ' Extended Area Service  
EACS ' Extended Area Calling Service  
EUCL ' End User Common Line  
FCC ' Federal Communications Commission  
ILEC ' Incumbent Local Exchange Carrier  
IXC ' Interexchange Carrier  
LATA ' Local Access and Transport Area  
LNP ' Local Number Portability  
NPA ' Numbering Plan Area, more commonly known as Area Code  
NRC ' Non-Recurring Charge  
OS ' Operator Service  
PICC ' Primary Interexchange Carrier Charge  
RBOC ' Regional Bell Operating Company  
SNI ' Standard Network Interface  
Sprint ' Sprint Communications Company, L.P.  
TDD ' Telecommunication Device for the Deaf  
TRS ' Telecommunications Relay Services Surcharge  
TTY ' TeleTYpewriter  
USF ' Universal Service Fund

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## 2.0 General Rules and Regulations

### 2.1 Undertaking of McLeodUSA

#### 2.1.1 General

Pursuant to this Price Guide, McLeodUSA undertakes to provide within the service area in which McLeodUSA has been approved for certification the regulated intrastate, intraLATA, interexchange services, and the services described in Section 3.0.

#### 2.1.2 Limitations

- A. Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this Price Guide in compliance with limitations set forth in the Commission's rules.
- B. McLeodUSA reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by McLeodUSA, when necessary because of lack of facilities, or due to some other cause beyond McLeodUSA's control on a non-discriminatory basis.
- C. The furnishing of service under the Price Guides of McLeodUSA is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the McLeodUSA's facilities as well as facilities the McLeodUSA may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
- D. McLeodUSA reserves the right to discontinue service when the Customer is using the service in violation of the provisions of this Price Guide, signed contract, or the law, with notice as required by the rules of the Commission.
- E. McLeodUSA does not undertake to transmit messages or information, but offers the use of its facilities, when available, for that purpose.

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## 2.0 General Rules and Regulations (cont'd)

### 2.2 Use

#### 2.2.1 Lawful Purpose

Services provided under this Price Guide may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service.

#### 2.2.2 Use of Service for Unlawful and/or Fraudulent Purposes

McLeodUSA's services are provided subject to the condition that they will not be used for any unlawful and/or fraudulent purpose. Services will not be furnished if any law enforcement agency, acting within its jurisdiction, advises McLeodUSA that such services are being used or are likely to be used in violation of the law and/or in a fraudulent manner. If McLeodUSA receives other evidence giving reasonable cause to believe that such services are being used or are likely to be used for unlawful and/or fraudulent purposes, it may either discontinue or deny the services and/or refer the matter to the appropriate law enforcement agency in accordance with law and/or Commission rules.

#### 2.2.3 Unauthorized Use

Any individual who uses or receives McLeodUSA's services other than under the provisions of an accepted application for service and a current Customer relationship shall be liable for the appropriate rates and charges for the service received and for McLeodUSA's costs of investigation and collection.

#### 2.2.4 Recording Devices

McLeodUSA's services are not designed for the use of recording devices, and customers who use such devices to record two-way telephone conversations do so at their own risk.

#### 2.2.5 Use of Service Mark

No Customer shall use any service mark or trademark of McLeodUSA or refer to McLeodUSA in connection with any product, equipment promotion, or publication of the Customer without the prior written consent of McLeodUSA.

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## 2.0 General Rules and Regulations (cont'd)

### 2.3 Liability

McLeodUSA's liability, if any, for its willful misconduct is not limited by this Price Guide. With respect to any other claim or suit, by a customer, or by any others, for damages associated with installation, provision, preemption, termination, maintenance, repair or restoration of service, or any other service, McLeodUSA's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Price Guide or state commission regulations as an allowance for interruptions.

The services furnished by McLeodUSA, in addition to the limitations set forth preceding, also are subject to the following limitations: McLeodUSA shall not be liable for damage arising out of our mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of McLeodUSA caused by customer provided equipment (except where a contributing cause is the malfunctioning of a McLeodUSA-provided connection arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the McLeodUSA billing for the period of service during which such, mistake, omission, interruption, delay, error, defect in transmission or injury occurs.) McLeodUSA also shall not be liable for the acts or omissions of other companies when their facilities are used to provide service.

Except for granting credit allowances for interruptions of service as provided in the last paragraph of this section, McLeodUSA shall not be liable for any claim or loss, expense or damage, for any failure of performance due to failure or malfunction of Customer-supplied equipment, acts of God, storms, fires, floods or other catastrophes, power failure, natural emergencies, insurrections, riots or wars, or any law, order, regulation, or other action of any governmental authority or agency thereof.

McLeodUSA shall not be liable for, and shall be fully indemnified and held harmless by, Customers against any claim or loss, expense or damage, for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, service mark, or proprietary or creative right, or any other injury to any person, property, or entity arising out of the material, data, or information transmitted.

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2.0 General Rules and Regulations (cont'd)

2.3 Liability (cont'd)

No agent or employee of any other carrier shall be deemed to be an agent or employee of McLeodUSA.

McLeodUSA's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable Price Guide (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call. McLeodUSA shall not be liable for damages arising out of the use of McLeodUSA's services for the transmission of anything other than voice grade service.

McLeodUSA will provide a customer's correct name and telephone number to a calling party either upon request to or interception by McLeodUSA in the event there is an error or omission in the customer's directory listing. McLeodUSA's liability for any errors or omissions in any directory listings is limited to the charges made for the listing itself. McLeodUSA shall not be liable for any incidental, indirect, special or consequential damages of any kind, including loss of use, loss of business, or loss of profit, arising from errors or omissions in directory listings.



## 2.0 General Rules and Regulations (cont'd)

### 2.3 Liability (cont'd)

Notwithstanding anything to the contrary in this section, if Customer's service is interrupted and remains out of service for more than twenty-four (24) hours after the earlier of being reported to McLeodUSA or being found by McLeodUSA to be out of order, and if the interruption is not the result of a negligent or willful act by the Customer, a malfunction of Customer-owned equipment, McLeodUSA's inability to gain access to the Customer's premises, or causes beyond McLeodUSA's control as described in the first paragraph of this section, McLeodUSA will make appropriate adjustments upon request. Such adjustments, in the form of direct payments or bill credits, will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report to McLeodUSA, or discovery by McLeodUSA, of the interruption. A service interruption may include, among other events, lawful disconnections pursuant to Section 2.11 of this Price Guide and when a customer's service interrupted during a move to a new Customer premise.

### 2.4 Equipment

#### 2.4.1 Inspection, Testing, and Adjustment

McLeodUSA may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this Price Guide are being complied with in the installation, operation, or maintenance of the Customer's equipment. McLeodUSA may interrupt the service at any time, without penalty to itself, unless interruption exceeds twenty-four (24) hours.

#### 2.4.2 Interference and Hazard

The operating characteristics of Customer premises equipment or communications systems connected to McLeodUSA's services must not interfere with, or impair, any of the services offered by McLeodUSA. Additionally, connected Customer premises equipment must not endanger the safety of McLeodUSA employees or the public, damage or interfere with the proper functioning of McLeodUSA's equipment, or otherwise injure the public in its use of McLeodUSA's services.

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2.0 General Rules and Regulations (cont'd)

2.4 Equipment (cont'd)

2.4.3 Maintenance and Repair

A. Customer Liability

The Customer shall be responsible for damages to McLeodUSA's facilities used in the provision of regulated services caused by the negligence or willful act of the Customer or those using McLeodUSA's service through the Customer. The Customer may not physically modify or intrude upon, rearrange, disconnect, remove, or attempt to repair any of McLeodUSA's facilities except upon written consent of McLeodUSA.

B. Leased or Owned Facilities

The Customer's obligation to McLeodUSA is the same whether the facilities involved are McLeodUSA's facilities or are facilities leased by McLeodUSA from another party. If McLeodUSA incurs expenses due to the Customer's actions that result in damage or impairment of McLeodUSA's owned or leased facilities, McLeodUSA will pass on to the Customer any and all expenses to repair McLeodUSA's facilities or that the owner imposes on McLeodUSA for leased facilities.

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## 2.0 General Rules and Regulations (cont'd)

### 2.5 Contract for Service

Installation of certain services may require a contractual agreement between a Customer and PAETEC. The contractual agreement specifies the terms and conditions of service not covered by this Price Guide. The contract does not alter the obligations of PAETEC to Customers as described in this Price Guide. The agreement may require the Customer to pay a minimum monthly fee ("MMF") wherein the Customer agrees, in writing, to pay for the duration of the term agreement, either the monthly recurring and usage charges, or the MMF amount, whichever is greater. Should the Customer choose to terminate their contract without cause prior to the agreed upon term, the Customer will be liable for the MMF specified in the contract multiplied by the number of months remaining in the term, unless Customer converts to another service provided by PAETEC with equal or greater term and MMF commitment. In the event PAETEC continues to provide service after the Customer contract is terminated or expires, then PAETEC shall continue to provide service to the Customer under the terms of the then applicable Price Guide and applicable terms of the expired contract under a month-to-month arrangement.

### 2.6 Application for Service

#### 2.6.1 Information Required

When applying for service, each prospective Customer will be required to furnish McLeodUSA with the following information:

- A. The name of the party who will be responsible for payment for the service provided.
- B. The address or addresses or exact location of the premises where service is to be provided and billed.
- C. Any information required to make a proper determination of appropriate creditworthiness.

#### 2.6.2 Initiation of Service

Service shall be deemed to be initiated upon the service activation date. For multi-location customers, service shall be deemed to be initiated upon service activation at the first location.

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## 2.0 General Rules and Regulations (cont'd)

### 2.7 Deposits

#### 2.7.1 Deposit Requirements

McLeodUSA may require from any Customer or prospective Customer a deposit to be held as a guarantee for the payment of charges. Any applicant who is either not a previous Customer having an established prompt payment record or whose credit record is not satisfactory may be required to pay a deposit. McLeodUSA may require separate deposits for different Services purchased by Customer, all of which must be paid before any service is installed. In its calculation of a Customer's creditworthiness, McLeodUSA will use trading banking references, credit reports, and any other information pertinent to a Customer's credit subject to applicable law.

#### 2.7.2 Amount of Deposit

The amount of the deposit shall not be more than two (2) months of usage of McLeodUSA's services for any specific Customer. The amount of such usage may be estimated from past usage, the Customer's estimated anticipated usage, or McLeodUSA's state average usage considering type and nature of service. The amount of deposit may exceed this total when services are provided for shorter periods of time or special occasions.

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2.0 General Rules and Regulations (cont'd)

2.7 Deposits (cont'd)

2.7.3 New or Additional Deposit

A new or additional deposit may be required to cover the amount provided in Section 2.7.2 above when a deposit has been refunded or is found to be inadequate by virtue of abnormal usage or nonpayment. Written notice shall be mailed advising the Customer of any new or additional deposit requirement, and the Customer shall have twelve (12) calendar days from the date of mailing to provide the new or additional deposit. The new or additional deposit is payable at the address specified in Section 2.7.4.

2.7.3.A Abnormal Toll Usage

For customers with at least six (6) consecutive months of service, "abnormal toll usage" is defined as at least a twenty-five percent (25%) increase in monthly usage charges amounting to at least twenty dollars (\$20). The Customer's average monthly bills for not less than the three (3) prior months shall be used in determining the increase. For customers with less than six (6) consecutive months of service, "abnormal toll usage" is defined to exist when one (1) month's service exceeds the deposit attributable to the service by twenty-five percent (25%) amounting to at least twenty dollars (\$20).

2.0 General Rules and Regulations (cont'd)2.7 Deposits (cont'd)2.7.4 Handling of Deposits

Deposits shall be sent or delivered to: McLeodUSA, One Martha's Way, Little Rock, AR 72212. McLeodUSA will maintain records that show the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

2.7.5 Receipts

A receipt of deposit will be furnished to each Customer from whom a deposit is received. Upon request, duplicate receipts will be provided to Customers who have lost their receipts if the deposits are substantiated by McLeodUSA's records.

2.7.6 Customer Obligations

The existence of a deposit in no way relieves the Customer of the obligation to comply with McLeodUSA's regulations for the prompt payment of bills.

2.0 General Rules and Regulations (cont'd)

2.7 Deposits (cont'd)

2.7.7 Refund

The deposit shall be refunded or credited to the Customer after not more than twelve (12) consecutive months of prompt payment or as required by applicable Commission rules. The account shall be reviewed after twelve (12) months of service, and if the deposit is retained, it shall again be reviewed at the end of McLeodUSA's accounting year or on the anniversary date of the account.

2.7.8 Interest

Deposits held for thirty days or more will be paid interest on that deposit at a rate specified by the Louisiana Public Service Commission.

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## 2.0 General Rules and Regulations (cont'd)

### 2.8 Billing

#### 2.8.1 Monthly Billing

Bills to Customers will be issued monthly unless McLeodUSA is authorized by the Commission to bill at other than monthly intervals because of unusual circumstances. Local service charges, including installation charges, are billed in advance. Certain toll charges and NRCs are billed in arrears. If a Customer elects, McLeodUSA may issue a billing statement to a Customer in an electronic format only.

McLeodUSA shall have no responsibility with respect to billings, charges, or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional, and long distance services provided by a third party vendor. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

#### 2.8.2 Bill Contents

The bill form or a bill insert will provide the following information: the dates at the beginning and end of the billing period; the last date for timely payment, which shall not be less than thirty (30) days after the bill is rendered; the amount of the net charge, stated by category, for local service, bundled packages, packages of long distance minutes, ancillary services and equipment, toll service, information service, sales tax and excise tax, and of any late payment charge, together with the gross amount of the bill, with separate entries for total amounts current or in arrears. McLeodUSA will also comply with reasonable requests for bill detail.



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## 2.0 General Rules and Regulations (cont'd)

### 2.9 Payment for Service

#### 2.9.1 Late Payment Charge

McLeodUSA may impose a one time late payment charge not to exceed 1.5% on any bill not paid by the due date listed on the invoice. Customers are obligated to drop off payment at a designated payment location or mail payment to the address contained on the invoice. Customers shall be responsible for all costs incurred in the collection of unpaid charges or in any other action to enforce payments and/or obligations arising under this Price Guide. McLeodUSA will also charge a check service charge if a check tendered for payment is returned to McLeodUSA as non-sufficient funds (NSF) or is not in acceptable form.

Residential customers will be granted one complete forgiveness of a late payment charge each calendar year. On one monthly bill in each period of eligibility, the net amount of such bill will be accepted as full payment for the month after expiration of the net payment period. The Customer will be notified by mailed written notice that the eligibility has been used. Such forgiveness of late payment charges will have no effect on the credit rating of the Customer.

#### 2.9.2 Partial Payment

If a Customer makes a partial payment in a timely manner and does not designate the service for which payment is made, the payment shall first be applied to the undisputed balance for local service, with the remainder applied on a pro rata basis to regulated utility services and toll service. Any remainder will then be applied to deregulated and unregulated services other than toll. Any late payment penalty charge will be applied only to the outstanding balance for utility services.

#### 2.9.3 Timely Payment for Residential Customers

Each residential Customer is permitted to have a last day for timely payment changeable for cause in writing.



2.0 General Rules and Regulations (cont'd)

2.10 Disputes and Complaints

2.10.1 Disputed Bills

In the event of a dispute concerning the bill, McLeodUSA will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 2.10.2 shall continue, and for not less than forty-five (45) days after the rendering of the disputed bill. Service shall not be disconnected for nonpayment of the disputed amount. The 45-day period may be extended by the Louisiana Public Service Commission up to sixty (60) days if requested by McLeodUSA, in the event the Customer files a written complaint with the agency. Subject to regulatory requirements, McLeodUSA's policy is to limit retroactive adjustments for billing errors to 90 days prior to the date the error is discovered.

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2.10.2 Complaint Procedures

Inquiries, general questions, or complaints may be directed informally to McLeodUSA by telephone, in person, or in writing at McLeodUSA's office located at 4001 Rodney Parham Rd., Little Rock, AR 72212. Business customers can reach McLeodUSA's customer service department by dialing toll-free: 1-800-593-1177. Residential customers can reach McLeodUSA's customer service department by dialing toll-free: 1-800-500-3453. McLeodUSA's customer service department accepts calls on a twenty-four-hour-a-day basis. Complaints concerning the charges, practices, facilities, or services of McLeodUSA will be investigated promptly and thoroughly. McLeodUSA will keep records of each complaint showing the name and address of the complainant, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint that will enable McLeodUSA to review and analyze its procedures and actions for at least thirty (30) days. Each Customer may file with the Commission for resolution of disputes. Each complainant will be mailed a statement of the complainant's right to contact the Commission at:

Louisiana Public Service Commission  
 602 North 5<sup>th</sup> Street, 12<sup>th</sup> Floor  
 Baton Rouge, Louisiana 70802  
 (225) 342-4404  
 (800) 256-2397

Certain material now found on this page was previously located on page 34.

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## 2.0 General Rules and Regulations (cont'd)

### 2.10 Disputes and Complaints (cont'd)

#### 2.10.3 Bill Insert or Notice

McLeodUSA shall notify Customers, by bill insert or notice on the bill form, of the address and telephone number where a McLeodUSA representative qualified to assist in resolving the complaint can be reached.

### 2.11 Service Refusal, Disconnection, and Suspension

In no event shall service be disconnected on the day preceding or day on which McLeodUSA's local business office or local authorized agent is closed.

#### 2.11.1 Notice of Pending Disconnection

Prior to the disconnection of service, McLeodUSA shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than ten (10) calendar days with respect to an unpaid bill after the notice is rendered and no less than 12 days with respect to an unpaid or new deposit. The notice shall be considered rendered to the Customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The notice will specify (800-593-1177 for business customers; 800-500-3543 for residential customers) as a toll-free number at which a McLeodUSA representative can be reached to provide additional information about the disconnection.

2.0 General Rules and Regulations (cont'd)2.11 Service Refusal, Disconnection, and Suspension (cont'd)2.11.2 Reasons for Service Refusal, Disconnection, and Suspension

Service may be refused, disconnected, or suspended:

- A. Without notice if a condition on the Customer's premises is determined by McLeodUSA to be hazardous.
- B. Without notice if the Customer uses the service in such a manner as to adversely affect McLeodUSA's equipment or McLeodUSA's service to others.
- C. Without notice if equipment furnished, leased, or owned by McLeodUSA is subject to tampering.
- D. Without notice if there is unauthorized use. Unauthorized use includes, without limitation, use or attempted use for an unlawful purpose and/or use or attempted use in any fraudulent manner.

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2.0 General Rules and Regulations (cont'd)

2.11 Service Refusal, Disconnection, and Suspension (cont'd)

2.11.2 Reasons for Service Refusal, Disconnection, and Suspension (cont'd)

- E. With prior written notice if there are reasonable grounds to believe there is a violation of or noncompliance with McLeodUSA's regulations on file with the Commission, municipal ordinances, or law.
- F. With prior written notice if the Customer or prospective Customer fails to furnish service equipment, permits, certificates, or rights-of-way specified to be furnished in McLeodUSA's regulations filed with the Commission as conditions for obtaining service, or withdraws such equipment or terminates those permissions or rights, or fails to fulfill the contractual obligations imposed upon the Customer as conditions of obtaining service.
- G. With prior written notice if the Customer fails to permit McLeodUSA reasonable access to its equipment.
- H. With prior written notice if the Customer routinely uses abusive or profane language or makes physical threats in conversations with McLeodUSA personnel, or otherwise abuses access to customer service personnel by making repeated unwarranted calls that are unrelated to specific service issues.

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2.0 General Rules and Regulations (cont'd)

2.11 Service Refusal, Disconnection, and Suspension (cont'd)

2.11.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill

Except as restricted by Section 2.11.4, service may be refused, disconnected, or suspended for nonpayment of a bill if McLeodUSA has made a reasonable attempt to effect collection and:

- A. McLeodUSA has provided the Customer with ten (10) days' prior written notice with respect to an unpaid bill or twelve (12) days' written notice with respect to an unpaid new deposit.
- B. McLeodUSA is open, at minimum, one more hour and open the following day of the scheduled disconnection.
- C. In the event of a dispute concerning the bill, McLeodUSA will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 2.10.2 shall continue, and service shall not be disconnected for nonpayment of the disputed amount.

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## 2.0 General Rules and Regulations (cont'd)

### 2.11 Service Refusal, Disconnection, and Suspension (cont'd)

#### 2.11.4 Insufficient Reasons for Refusal, Suspension, or Discontinuance of Service

The following reasons are not sufficient cause for refusal, suspension, or discontinuance of service to a present or prospective Customer:

- A. Delinquency in payment for service by a previous occupant of the premises to be served, unless that occupant is a Customer of the same household as the customer.
- B. Failure to pay for unregulated services or equipment purchases.
- C. Failure to pay the bill of another Customer as guarantor thereof.
- D. Failure to pay for a different type or class of public utility service or 900, 960 or 976 calls disputed by the Customer. However, if a residential customer has requested that McLeodUSA remove the free 900 or 976 call blocking service, then that Customer shall be fully responsible for payment of all such calls regardless of who made the call from the Customer's telephone line.
- E. Failure to pay for information service not regulated by the Commission.
- F. Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.

#### 2.11.5 Medical Emergency

Notwithstanding any other provision of this Price Guide, McLeodUSA will postpone the disconnection of service to a residential Customer for a reasonable time, not to exceed thirty (30) days, if the Customer produces verification from a physician or a public health or social services official stating that telephone service is essential due to an existing medical emergency of the Customer, a customer of the Customer's family, or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to McLeodUSA within five (5) days.



## 2.0 General Rules and Regulations (cont'd)

### 2.11 Service Refusal, Disconnection, and Suspension (cont'd)

#### 2.11.6 Temporary Service

When McLeod renders temporary service to a Customer, the Customer may be required by McLeod to bear the entire cost of installing and removing the service facilities in excess of any salvage realized.

### 2.12 Cancellations and Deferrals of Service

When a Customer cancels or defers an order for service before the service is activated, a charge applies that will allow McLeodUSA to recover its unrecovered costs, including but not limited to outside vendor charges, engineering, labor, materials, and equipment. Charges apply as follows:

#### 2.12.1 Cancellation

In a cancellation situation, the charge is equal to the unrecoverable costs incurred prior to the request for cancellation and the costs of removal, restoration, and disposal, if any, to comply with the cancellation. Those costs include, but are not limited to, costs of outside vendors, engineering, labor, nonrecoverable materials, and equipment expense.

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## 2.0 General Rules and Regulations (cont'd)

### 2.12 Cancellations and Deferrals of Service (cont'd)

#### 2.12.2 Deferment of Start of Service

If a request for deferment of service is received by McLeodUSA prior to the date an order for equipment or service is placed with McLeodUSA's supplier, no charge shall apply. For deferments received by McLeodUSA subsequent to the date the order for equipment or service is placed with McLeodUSA's supplier, a monthly recurring charge based upon the costs incurred prior to the request for the deferment applies. This monthly rate shall be equal to the deferred investment multiplied by the monthly prime interest rate as announced by USBank plus recurring costs resulting directly from the deferral such as storage, taxes, etc., unless otherwise ordered by the Commission.

In addition, any extraordinary nonrecurring costs resulting from the deferral, such as additional engineering, labor, and transportation, shall be billed in total. Billing shall start at the beginning of the month of deferment and extend to the start of service. Charges shall not exceed the monthly rate that would have applied had the service been established. McLeodUSA will also charge the Customer who defers service any and all rates and charges incurred by McLeodUSA for any leased facilities for which McLeodUSA is held responsible. McLeodUSA will make a good faith effort to minimize those rates and charges whenever possible.

#### 2.13 Information Service Access Blocking

Where facilities are available, McLeodUSA shall institute call blocking to all A900@, A960" and A976@ prefix numbers, without charge for the first block subject to applicable law. If a customer chooses to eliminate the free call blocking service for these types of calls, the Customer shall be fully responsible for all such charges regardless of who made such calls from the Customer's telephone line. McLeodUSA will comply with all applicable rules of the Commission concerning such blocking.

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## 2.0 General Rules and Regulations (cont'd)

### 2.14 Special Construction and Special Arrangements

Subject to the agreement of McLeodUSA and to all of the regulations contained in the Price Guides of McLeodUSA, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications service not otherwise specified under Price Guide, or for the provision of service on an expedited basis or in some other manner different from the normal Price Guide conditions. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirements for the facilities so constructed;
- B. of a type other than that which McLeodUSA would normally utilize in the furnishing of its services;
- C. over a route other than that which McLeodUSA would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which McLeodUSA 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.

#### 2.14.1 Basis for Charges

Where McLeodUSA furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in McLeodUSA's Price Guides, charges will be based on the costs incurred by McLeodUSA and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

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## 2.0 General Rules and Regulations (cont'd)

### 2.14 Special Construction and Special Arrangements (cont'd)

#### 2.14.2 Basis for Cost Computation

The costs referred to in 2.14.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Installation cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installation cost includes the cost of:
  - 1. equipment and materials provided or used,
  - 2. engineering, labor and supervision,
  - 3. transportation,
  - 4. rights of way, and
  - 5. any other item chargeable to the capital account;
- B. Annual charges including the following:
  - 1. cost of maintenance,
  - 2. depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage,
  - 3. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items,
  - 4. any other identifiable costs related to the facilities provided, and
  - 5. an amount for return and contingencies.

### 2.15 Non-Routine 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 in to time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply. If the Customer reschedules an installation, additional charges may apply.

2.0 General Rules and Regulations (cont'd)

2.16 Louisiana Universal Service Fund (USF)

As authorized in a LPSC General Order dated April 29, 2005, a monthly surcharge will be imposed for the recovery of expenses paid to the Louisiana Universal Service Fund (LUSF). This monthly surcharge shall equal 1.82% of the customer's monthly charges.

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### 3.0 Description of Services Offered

#### 3.1 Local Service

##### 3.1.1 Nature of Service

Local Service is a service that allows customers to originate non-toll local calls at locations within the service areas in which McLeodUSA has been approved for certification for termination within the local calling area (including any applicable EAS areas) of those locations. Subject to service availability and the package selection by the customer, Local Service may include services in addition to those required for completion of non-toll local calls (including services which may not be subject to regulation under this Price Guide) which are purchased as part of a bundled package.

##### 3.1.2 Availability

McLeodUSA offers local service in the areas in which it has been certified by the Louisiana Public Service Commission and in which McLeodUSA has available required network facilities or is able to lease required network facilities to enable the offering of service. Some features may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration. McLeodUSA will provide the most feature rich version of a feature in the bundled Local Service package available in a given market depending on network availability or configuration.

##### 3.1.3 Specific Local Service Options

The following services comprise Local Service:

###### 3.1.3.A Local Line Service

Local Line Service will allow Customers to make and/or receive local calls.

###### 3.1.3.B Additional Options

The following optional services, identified as the "McLeodUSA Feature Package," are available for an additional monthly charge:

###### Blocking for 10XXX1+/10XXX011+

Prevents 10XXX1+ and 10XXX011+ calls from being completed. Blocked calls will be routed to an announcement.

3.0 Description of Services Offered (cont'd)3.1 Local Service (cont'd)3.1.3 Specific Local Service Options (cont'd)3.1.3.B Additional Options (cont'd)Call Forwarding Busy/Don't Answer/Variable

Call forwarding is the ability to forward an incoming call to a preselected station if the called station is unable to receive the call. "Call forwarding busy" will forward the call if the called station is in use; "call forwarding don't answer" will forward the call after a predetermined number of rings; "call forwarding variable" will forward the call regardless of the status of the called station.

Call Transfer

The ability to forward a call in progress to another station.

Call Transfer Disconnect

Call Transfer Disconnect is the ability to transfer of calls to another line, disconnecting that call so that it frees up the original line.

Call Waiting

Call waiting is the ability of the called station to generate a tone when the called station is in use to alert the user that another call is waiting to connect with the called station.

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### 3.0 Description of Services Offered

#### 3.1 Local Service (cont'd)

#### 3.1.3 Specific Local Service Options (cont'd)

##### 3.1.3.B Additional Options (cont'd)

###### Caller ID Blocking

Provides a permanent indicator on a customer's line. Once the block is established on the customer's line, the private status can be deactivated by the customer by dialing a code, \*82 or 1182 on rotary phones, before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only.

Customers who choose per line blocking for the first time will not be charged the nonrecurring charge. New customers to the Caller ID serving area will be provided the same option. A customer requesting per line blocking will pay a nonrecurring charge for re-establishing line blocking.

###### Caller Identification B Number

Allows for the automatic delivery of a calling party's telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The number is displayed on customer provided equipment.

###### Caller Identification - Name and Number

Allows for the automatic delivery of a calling party's name and telephone number (including non-published and non-listed telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.



3.0 Description of Services Offered (cont'd)3.1 Local Service (cont'd)3.1.3 Specific Local Service Options (cont'd)3.1.3.B Additional Options (cont'd)Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

Hunting

Hunting is the ability to forward an incoming call to the next number in a hunting group if the called number is busy.

1. Circular Hunt

Circular Hunt is an option of Hunting service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues through the group until an idle line is reached or the number just preceding the dialed number is reached. The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service.

3.0 Description of Services Offered

3.1 Local Service (cont'd)

3.1.3 Specific Local Service Options (cont'd)

3.1.3.B Additional Options (cont'd)

Information Delivery Service (IDS) Restriction

IDS Restriction enables individual residence or business exchange access line customers to prohibit dialing of IDS calls with the prefix of 900, 976 and 960.

Last Call Return

The customer does not have to know the number of the calling party. If the calling party's number is blocked by the calling party, the service will not return the call.

No Solicitation

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors Ado-not-call@ list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily. A caller may press one, or stay on the line to complete the call connection.

### 3.0 Description of Services Offered

#### 3.1 Local Service (cont'd)

##### 3.1.4 Directories

###### 3.1.4.A. Listing Service

One listing, the Primary Listing, is provided without charge for each customer location. Where two or more exchange lines are served on a hunting service basis, only one Primary Listing for the group will be provided.

###### 3.1.4.B. Directory Distribution

One local exchange directory will be provided to a customer for each customer location at the time directories are distributed by the incumbent local exchange

##### 3.1.5 Intercept Services/Referral Recording

Intercept Services provide new number or explanatory information to callers dialing changed or disconnected numbers. The services include messages delivered either mechanically or by operator. Intercept services apply to temporary and permanently disconnected numbers. Intercept services are for periods up to eight months for business customers and up to three months for residential customers.

##### 3.1.6 Local T1 Service

[Reserved for future use.]

3.0 Description of Services Offered (cont'd)3.1 Local Service (cont'd)3.1.7 Calling Card

This service allows the Customer to make telephone calls from any non-Customer location such as a payphone by dialing an 800 access number and a personal identification number before dialing the telephone number of the called party. The charges resulting from use of the Calling Card are billed to the Customer's McLeodUSA account at the rates and charges set forth in the Rate Tables.

3.0 Description of Services Offered (cont'd)3.2 Directory Assistance3.2.1 Nature of Service

Directory Assistance (DA) Service is defined as furnishing aid in obtaining telephone numbers.

3.2.2 Availability

DA is available to all Customers.

3.2.3 Maximum Number of Requests Per Call

Two (2) requests for a telephone number will be accepted per call to the DA operator. A telephone number that is not listed in the DA records will not be available to the Customer.

3.2.4 Operator Limitations

The Directory Assistance operator will not transfer, forward or redial a Customer's call to any other location for any purpose other than provision of DA service.

3.2.5 Persons and Locations Exempt from All DA Charges

Any Customer who is visually, physically or mentally handicapped in a way that makes the Customer unable to utilize a telephone directory shall be exempt from charges for DA. The Customer must provide McLeodUSA with certification of this condition. Certification from a doctor, psychologist, psychiatrist, county or state social service agency, or similar person or agency will be acceptable. The exemption is effective prospectively and also retroactively for the month prior to the presentation of the certificate to McLeodUSA.

3.0 Description of Services Offered (cont'd)3.3 Operator Services

Operator Services is the furnishing of services for the completion of calls by consumers and customers pre-subscribed to company made with the assistance of a company operator within the state including aggregator sites and locations. Aggregator sites include, but are not limited to hotels/motels, hospitals, business, military establishments; and locations of public, semi-public, or private pay telephones. Note: Charges for these services are exempt when requested by authorized emergency personnel. Customers may receive bills directly from other operator service providers whose services the customer may use.

Busy Line Verification Surcharge B Charge to end-user to verify whether a telephone line is in use or has trouble.

Busy Line Verification Interrupt Surcharge B Charge to end-user to verify whether a telephone line is in use, and then to interrupt the end-users current phone call.

Calling Card Surcharge B This charge applies when a 0+ or 0- call is charged to a valid calling card. In order to control fraud, the company may refuse to accept a card that it determines or suspects to be invalid.

Collect Surcharge B This charge applies when an end-user requests the operator to bill the charges to the called station or party which agrees to pay for all charges.

### 3.0 Description of Services Offered (cont'd)

#### 3.3 Operator Services (cont'd)

General Assistance Surcharge - Charge to end-user to obtain information such as time of day, day of the week, area codes, international country and/or city codes.

Operator Dialed Surcharge - In addition to the per minute usage rates, an operator dialed surcharge also applies to each type of call. This is a charge that is assessed to the customer for having the operator dial the called number for them.

Payphone Surcharge B The Payphone surcharge applies to the following state-to-state\* and international\* consumer calls placed from a public or semi-public payphone that are paid for by means other than depositing coins into the payphone:

- \*calls billed to a third number
- \*collect calls
- \*calls billed to a calling card
- \*calls to Directory Assistance
- \*prepaid card service calls.

Person-to-Person Surcharge B Charge when the end-user specifies to the operator a particular party to be reached. If the original person, department, mobile station, extension, or office designated by the end-user is unavailable and the end-user requests or agrees to talk to any other party, the call is still charged as a Person-to-Person call.

Property Imposed Fee (PIF) B Per call charge imposed by property owner.

Third Party B The end-user requests the operator to bill the charges for a call to a number other than that of the called or calling party. The party receiving the charges agrees to pay for all charges.

\* The Commission does not regulate interstate or international calls. These are within the jurisdiction of the FCC.

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### 3.0 Description of Services Offered (cont'd)

#### 3.4 Conference Calling Service

Conference Calling is the ability to have multiple parties listen and participate in meetings via telephone. All conference calling customers must have local and/or long distance services with McLeodUSA.

##### 3.4.1 Standard Services

With each of the two following standard services, clients have two options:

- A. Attended Call: Facilitator monitors the conference call to add any assistance that may be needed.
- B. Unattended Call: No facilitator is present, but a facilitator is available at any time by pressing \*O on the phone.

##### 3.4.1.A.800 Meet Me Conferencing

Participants call a pre-determined toll free number at a specified time. A conference call operator will greet the participants and ask for the name of the conference chairperson. Participants will be placed on music hold or into the open conference until all parties have arrived. Once all parties have arrived, the conference will be turned over to the chairperson. The conference fees are charged to the hosting organization.

##### 3.4.1.B. Dial-Out Conferencing

Conference Center facilitators dial-out to all participants prior to the scheduled conference. The hosting organization is charged the long distance and conference bridging fees.



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3.0 Description of Services Offered (cont'd)

3.5 Long Distance Interexchange Services

McLeodUSA long distance services are interexchange telephone services that allow customers to originate and terminate interexchange calls at locations within the state of Louisiana. Preferred AdvantageK Inter/Intra State Long Distance Service is available to Business Customers. A Customer must select McLeodUSA as their primary interexchange carrier for both Interstate and Intrastate long distance. Usage charges are generally based on the distance, duration, and time of day of each call when applicable.

3.5.1 Time of Day

3.5.1.A Day Time Period

7:00 am through 6:59 pm Monday through Friday;

3.5.1.B Evening/Weekend Time Period

7:00 pm through 6:59 am Monday through Friday, all day Saturday and Sunday.

3.5.1.C Holidays Rates

Holiday rates are applicable from 12:00:00 am to 11:59:59 pm on the following holidays: New Years Day; Martin Luther King Junior's Day; Presidents Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; Christmas Day.

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### 3.0 Description of Services Offered (cont'd)

#### 3.6 800 Services

McLeodUSA 800 services are inward WATS services that permit intrastate calls to a customer's station in one location from stations in diverse geographical locations, and for which the McLeodUSA customer is billed for the calls rather than the call's originator. Unless otherwise specified, all McLeodUSA 800 calls are subject to a 30-second average connect time (i.e., total monthly minutes of use divided by total monthly calls must equal at least 30 seconds) for a given terminating service group. All calls are rounded up to the next higher increment. In the event that 800 calls do not meet the 30-second average connect time requirement, billable usage will be increased by a surcharge equal to the necessary number of minutes at the average cost per minute to meet the 30-second requirement. In addition, Customers may also order Originating ANI Sorting, which provides the Customer with a detailed monthly analysis of the originating telephone numbers of those placing 800 calls. Preferred AdvantageK Inter/Intra State Toll Free Long Distance Service is available to Business Customers. A Customer must also select McLeodUSA as their primary interexchange carrier for both Interstate and Intrastate long Distance. Usage charges are based on the duration and time of day of each call when applicable.

#### 3.7 Promotional Offerings

McLeodUSA may from time to time engage in special promotions of limited duration. These promotions may be in the form of waiver or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new Customers or to increase existing Customer awareness of a particular service. All promotions will be offered on a non-discriminatory basis to eligible Customers.

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### 3.0 Description of Services Offered (cont'd)

#### 3.8 Individual Case Basis (ICB) and Term and Volume Discounts

McLeodUSA may offer individualized arrangements on a case-by-case basis where necessary to meet prices, terms, or conditions of service offered by competitors. In such cases, the prices offered by McLeod shall not exceed the prices for similar services contained in this Price Guide. In addition, a Customer signing a term service agreement to purchase certain term discount eligible services from McLeodUSA are eligible for a Term and Volume Discount. The Term and Volume Discount percentage may change from month to month if the Customer's monthly volume of charges for certain eligible services increases or decreases. Only eligible services purchased under a single service agreement count towards the applicable Term and Volume Discount. Discounts do not apply to any non-recurring charges, federal, state and local use, excise, sales and privilege taxes; applicable surcharges related to universal service programs, emergency telephone service (911/E911), telecommunications relay service for the hearing impaired; payphone surcharges; and other similar surcharges for required programs.

#### 3.9 Market Expansion Line (MEL)

MEL is a service whereby a call placed from an exchange access service to a MEL customer's telephone number (the forwarded-to location) is automatically forwarded by telephone company serving office equipment to the customer's remote location. Terminating stations must have incoming call capability. MELs are available when used in conjunction with long distance or 800 Service. MELs are billed in one minute increments.

3.0 Description of Services Offered (cont'd)

3.10 Private Switch Automatic Location Identification (PS/ALI)

[Reserved for Future Use.]

3.0 Description of Services Offered (cont'd)

(Reserved for Future Use)

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4.0 Rates and Charges

4.1 Nonrecurring Charges

4.1.1 Early Termination Charges

If a Customer terminates service prior to the expiration of the term of the contract (see Section 2.5) without cause, the Customer will be required to pay an early termination charge as set forth in the contract for service.

4.1.2 Third Party Vendor Charges

Customers may also be charged for certain charges incurred by McLeodUSA (at the Customer's instruction) in obtaining services from third party vendors. At the earliest opportunity, the Customer will be advised of the nature of the charges and the estimated amount of the charges.

4.1.3 Reconnection/ Restoral Fee

Business: \$100.00 per line **(I)** Residential: \$41.00 per line

This charge applies to reconnect service after dial tone has been suspended or service has been disconnected.

4.1.4 Nonsufficient Funds Charge (NSF Checks)

The NSF check charge shall be \$15.00, or the highest amount permitted by law.

This charge applies when a check has been returned by the bank for non-payment.

4.1.5 PIC/LPIC Change Charge

Initial PIC/LPIC selections will be processed at a \$5.00 charge per line, which may be waived if the Customer chooses McLeodUSA as their long distance provider. A non-recurring \$5.00 charge shall be applicable to all subsequent PIC/LPIC changes. If a PIC/LPIC change is initiated by an IXC on behalf of the Customer, and the Customer denies having made a change, and the IXC is unable to produce documentation of the change with a letter of agency signed by the Customer; then the Customer will be reassigned to its previously selected PIC/LPIC and the charge will be assessed to the IXC.

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#### 4.0 Rates and Charges (cont'd)

##### 4.1 Nonrecurring Charges (cont'd)

###### 4.1.6 Bill Copies

Residential Customer: \$5.00 per copy    Business Customer: \$14.81(I) per copy

Additional and alternate bill copies will be available upon a customer's request. An additional bill copy is a secondary copy of the customer's initial bill and an alternate bill copy is an additional bill sent to a different address other than the billing address. Charges for the additional and alternate bill copies are noted above.

###### 4.1.7 Trouble Isolation Charge

Residential Customer- - \$95.00                      Business Customer- - \$95.00

This charge applies when McLeodUSA dispatches either its own or a third-party technician to a customer premises to test the line from the central office, up to the demarcation point, and the line tests clear (no trouble found in the Company facilities). No Trouble Isolation Charge shall apply if the customer subscribes to an inside wire maintenance plan with McLeodUSA or trouble is found on the network side of the demarcation point.

###### 4.1.8 Payphone Surcharge

Payphone Surcharge                      \$3.00 (I) / per call

Payphone Surcharge is applied to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access Company services. This charge is in addition to standard Price Guided usage charges and surcharges.

4.0 Rates and Charges (cont'd)4.1 Nonrecurring Charges (cont'd)4.1.9 Order Charge

This charge will apply per order on Pots and IA for the following actions: ANI Swap, business to residential conversion, residential to business conversion, Change of Ownership, Add/Change/Remove Directory Listing, Add/Change/Remove Blocking Features, Add/Change/Remove Features, Add/Change/Remove Voicemail, MEL install, POTs to MEL conversion, package change, reactivate suspended ANI, changes to seasonal lines.

This charge will also apply per order on Toll Free ANIs for, but not limited to, the following actions: Adding a Toll Free number, porting a Toll Free number, disconnecting a Toll Free number, changes such as area of service, POTS change, PIN change, blocking certain numbers or allowing certain numbers.

Business	\$20.00 / per order
Residential	\$20.00 / per order

4.1.10 Non-Standard Report Request

An Order Charge (described and listed in Section 4.1.9 of this Price Guide) will apply per report when a customer makes a non-standard report request, such as , but not limited to, Traffic Reports and LMS Detail Requests. An individual Order Charge will be applied for each report. Separate reports are required for each month or invoice, location and account.





4.0 Rates and Charges (cont'd)

4.2 Usage Rates

Usage rates for individual services are shown in the Rate Tables associated with each particular service.

(Reserved for future use)

4.0 Rates and Charges (cont'd)

4.3 Rate Tables

4.3.1 Rate Table 1: Local Service Packages

(Reserved for Future Use)

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4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.2 Rate Table 2: Emergency Call Forwarding – Business Customers

At the Customer's request, the Company may assist in activating or updating their Call Forwarding. The Company will provide this assistance at no cost to the Customer if the request is due to a problem with the PAETEC network. If it is not a PAETEC network problem, then the Customer will be billed a non-recurring charge per line.

Emergency Call Forwarding	Non-Recurring Charge \$99.00 per line
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4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.3 Rate Table 3: Long Distance Services

McLeodUSA long distance services are interexchange telephone services that allow customers to originate calls from their telephone line and terminate calls to domestic (intrastate and interstate) and international points.

Preferred Advantage Inter/Intra State Long Distance provides switched outbound 1+ long distance services for Business Customers. All lines at a customer location must be PIC'ed to McLeodUSA for long distance service package.

4.3.3.A Rate Table 3.1: Business Preferred AdvantageK Inter/Intra State Long Distance

Intrastate rates will be applied to any call record where the originating ANI is not provided by the customer or the originating carrier. If Customer's long distance calls terminate more than 20% of the time to a non-RBOC end user, an additional charge of \$0.025/minute will be added to Customer's long distance calls.

Per Minute Usage Rate: \$0.0685

4.0 Rates and Charges (cont'd)

ayphone  
Surcharge

4.3 Rate Tables (cont'd)

4.3.3 Rate Table 3: Long Distance Services (cont'd)

4.3.3.B. Rate Table 3.2: Business Rate Plan 2001

This service is available to all new customers as of the effective date of this Price Guide. Existing customers will stay on their current service until time of renewal.

Switched: Outbound and Toll Free Intrastate

This rate is the rate per minute. All calls will be rounded and billed in 6-second increments.

Ceiling Rate           \$0.1190

Dedicated: Outbound and Toll Free Intrastate

This pricing is for Dynamic, Long Distance T-1 and Local T-1. This rate is the rate per minute. All calls will be rounded and billed in 6-second increments.

Ceiling Rate           \$0.1190

Calling Cards

The below rate is the rate per minute. All calls will be rounded and billed in 6-second increments. The below A La Carte rates are available to customers that have either only McLeodUSA long distance service or McLeodUSA local service. The Bundled rates are available to customers that have both McLeodUSA local AND long distance service.

A LA CARTE RATES

<u>Ceiling Rate</u>	<u>Mo-Mo</u>
	<u>18 Mo</u>
	<u>36 Mo</u>
	<u>60 Mo</u>
\$0.3000	\$0.2200
	\$0.2000
	\$0.1900
	\$0.1800

BUNDLES RATES

<u>Ceiling Rate</u>	<u>Mo-Mo</u>
	<u>18 Mo</u>
	<u>36 Mo</u>
	<u>60 Mo</u>
\$0.3000	\$0.2200
	\$0.1900
	\$0.1800
	\$0.1700

call from a payphone, the customer will be assessed a per call payphone surcharge listed in Section 4.1.8.

Toll Free Numbers - If a customer has a Toll Free number and people calling the Toll Free number are using a payphone, the customer will be assessed a per call payphone surcharge listed in Section 4.1.8 for those calls.

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.3 Rate Table 3: Long Distance Services (cont'd)

4.3.3.C Rate Table 3.3: Residential Interexchange Service II

The following rates apply to jurisdictional calls made by customers to Residential Interexchange Service II in conjunction with Rate Table 13 of McLeodUSA's domestic interstate services Price Guide.

1. Outbound Interexchange Service

Total Usage	Rate Per Minute
\$0 - \$24.99	\$0.1500
\$25.00 - \$49.99	\$0.1350
\$50.00 +	\$0.1200

2. Inbound Interexchange Service

Per Minute	\$0.2200
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3. Calling Card

There is a surcharge of \$0.75 per call with the calling card service. This service is billed in full minute increments.

\$0.01-\$24.99	\$0.1500
\$25.00-\$49.99	\$0.1350
\$50+	\$0.1200



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**4.0 Rates and Charges (cont'd)****4.3 Rate Tables (cont'd)****4.3.4 Rate Table 4: 800 Service****4.3.4.A Rate Table 4.1: Business Preferred AdvantageK Inter/Intra State Switched Toll Free Service**

This is a switched Toll Free service that is available to business customers that purchase Preferred Advantage local voice service for a physical location at which local service is not provided by a McLeodUSA Switch. Intrastate rates will be applied to any call record where the originating ANI is not provided by the customer or the originating carrier. If Customer's inbound long distance calls originate more than 20% of the time from a non-RBOC end user, an additional charge of \$0.025/minute will be added to Customer's long distance calls. This toll free service is not available for any locations outside of the continental United States. All incoming toll free calls will be rounded and billed in 6-second increments. Toll Free features include: listing of Customer's toll free number in the national Toll Free directory service; message referral that provides a disconnect or referral message on the toll free number; ability to restrict areas of service; geographical routing that permits multiple destinations of Toll Free based on NPA of the caller; time routing that permits customer to set multiple destination numbers based on time specifications; percent allocation routing that permits routing of calls to multiple destinations based on a percentage distribution; and route advance overflow that allow for a secondary target termination for overflow.

Toll Free Directory Assistance:	\$15.00/number
Route Advance:	\$20.00
Per Minute Usage Rate:	\$0.0665

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.4 Rate Table 4: Long Distance Services

(Reserved for Future Use)

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.5 Rate Table 5: Directory Assistance Service

\$1.99 per call

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.6 Rate Table 6: Conference Calling Service

A. Standard Rates

These rates are per minute, per leg. The below A La Carte rates are available to customers that have only either McLeodUSA long distance service or McLeodUSA local service. The Bundled rates are available to customers that have both McLeodUSA local and long distance service. The below rates are for Meet Me and Dial-Out.

Bundles Rates

<u>Ceiling Rate</u>	<u>Mo-Mo</u>	<u>18, 36 &amp; 60 Mo</u>
\$0.4000	\$0.4000	\$0.3600

A La Carte Rates

<u>Ceiling Rate</u>	<u>Mo-Mo</u>	<u>18, 36 &amp; 60 Mo</u>
\$0.4000	\$0.4000	\$0.3900

The following services are included in the above standard rate:

Blast Dial	Roll Call
Invitation Services	Sub-conferencing
Broadcast Lecture Mode	Originator Dial-Out

B. Additional Services

The following additional services are at the standard rate plus the following additional charges:

<u>Service</u>	<u>Price</u>
Digital Rebroadcast	\$0.40/minute
Polling	\$0.35 per minute, per leg
Electronic Q&A	\$0.20 per minute, per port
Participant Notification	\$2.00 per person
Call Taping	\$20.00 per tape
Transcription	\$125.00 per hour

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.7 Rate Table 7: Operator Services

A. Intrastate Per Minute Usage Rates

Per Minute Rate

\$0.89 (I)

There is a 3 minute minimum billing option for Operator Service calls made from payphones.

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(C)

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

4.3.7 Rate Table 7: Operator Services (cont'd)

A. Per Call Charges for Rate Plans 1, 2 and 3

	<u>Per Call Charges</u>	
Customer Dialed Calling Card	\$4.99 (I)	(C)   ---   (C)
Operator Must Dial Calling Card	\$4.99 (I)	
Operator Dial Calling Card	\$5.50 (I)	
Collect - Automated	\$4.99 (I)	
Collect - Operator Handled	\$6.50 (I)	
Third Party - Automated	\$4.99 (I)	
Third Party - Operator Handled	\$9.99 (I)	
Sent Paid - Non Coin - Automated	\$4.99 (I)	
Sent Paid - Non Coin - Operator	\$9.99 (I)	
Payphone Surcharge	\$3.00 (I)	
Person-to-Person	\$9.99 (I)	
Operator Dialed Surcharge	\$2.15 (I)	
Busy Line Verification	\$9.99 (N)	
Busy Line Verification / Interrupt	\$9.99 (N)	
General Assistance	\$1.99 (I)	

4.0 Rates and Charges (cont'd)

4.3 Rate Tables (cont'd)

(Reserved for Future Use)

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5.0 Reserved for Future Use



6.0 Grandfathered Services/Products**(Sections 6.1 through 6.12 will no longer be available to new customers as of July 17, 2003)**6.1 Local Residential and Business Service RatesService Implementation

Absent a promotional offering, service implementation charges of \$60.00 per service order will apply to new service order or to orders to change existing service for the business services

	<u>Business</u>	<u>Residential</u>	<u>Per Activation</u>
Automatic Redial	\$ 6.00 (I)	\$ 3.60	\$ 0.75
Call Block	\$ 6.00 (I)	\$ 3.60	
Call Forwarding - Busy Line	\$ 4.67 (I)	\$ 0.90	
Call Forwarding - Don't Answer	\$ 4.67 (I)	\$ 0.90	
Call Forwarding Variable	\$ 6.41 (I)	\$ 3.60	
Call Return	\$ 6.00 (I)	\$ 4.05	\$ 0.75
Call Waiting/Cancel Call Waiting	\$ 5.32 (I)	\$ 3.51	
Calling Name & Number Delivery	\$ 13.33 (I)	\$ 6.75	
Calling Number Delivery	\$ 13.33 (I)	\$ 6.30	
Calling Number Delivery Blocking - Perm.	\$ -	\$ -	
Customer Originated Trace	\$ 6.67 (I)	\$ 3.60	
Enhanced Caller ID	\$ 21.33 (I)	\$ 14.40	
Personalized Ring	\$ 10.66 (I)	\$ 3.56	
Priority Call	\$ 6.00 (I)	\$ 3.60	
Remote Call Forwarding	\$ 24.67 (I)	\$ 15.05	
Selective Call Forwarding	\$ 6.00 (I)	\$ 3.60	
Speed Calling 30	\$ 7.33 (I)	\$ 4.05	
Speed Calling 8	\$ 5.32 (I)	\$ 3.60	
Three-Way Calling	\$ 6.41 (I)	\$ 3.11	\$ 0.75

## Monthly Rate

<u>Packages:</u>	<u>Business</u>	<u>Residential</u>
15 Features	\$ 67.08(I)	\$ 39.60
Automatic Redial		
Call Block		
Call Forwarding -Variable		
Call Return		
Call Waiting/Cancel Call Waiting		
Enhanced Caller ID		
Personalized Ring		
Priority Call		
Selective Call Forwarding		
Speed Calling 8		
Three-Way Calling		

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BY: Senior Regulatory Counsel  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

6.0 Grandfathered Services/Products (cont'd)6.1 Local Residential and Business Service Rates (cont'd)

<i>Packages:</i>	Monthly Rate	
	<u>Business</u>	<u>Residential</u>
<i>12 Features</i>	\$ 51.35(I)	\$ 32.72
Automatic Redial		
Call Block		
Call Forwarding -Variable		
Call Return		
Call Waiting/Cancel Call Waiting		
Enhanced Caller ID		
Priority Call		
Three-Way Calling		

<i>Packages:</i>	Monthly Rate	
	<u>Business</u>	<u>Residential</u>
<i>7 Features</i>	\$ 29.76 (I)	\$ 19.36
Call Forwarding Variable		
Call Waiting/Cancel Call Waiting		
Enhanced Caller ID		

## Basic Local Exchange Service - Louisiana

CPRK	Res 1 Pty	Bus 1 Pty	PBX Trunk
Group 1	\$ 9.87	\$ 38.24(I)	\$ 38.24 (I)
Group 2	\$ 10.06	\$ 39.13(I)	\$ 39.13 (I)
Group 3	\$ 10.25	\$ 40.04(I)	\$ 40.04 (I)
Group 4	\$ 10.44	\$ 40.96(I)	\$ 40.96 (I)
Group 5	\$ 10.63	\$ 41.86(I)	\$ 41.86 (I)
Group 6	\$ 10.82	\$ 42.76(I)	\$ 42.76 (I)
Group 7	\$ 11.01	\$ 43.67(I)	\$ 43.67 (I)
Group 8	\$ 11.19	\$ 43.82(I)	\$ 43.82 (I)
Group 9	\$ 11.38	\$ 43.99(I)	\$ 43.99 (I)
Hunting, Per Line	\$ 14.85	\$ 21.99(I)	\$ 21.99 (I)

## Voice Mail:

<i>Intelligent Messaging Center (IMC)</i>	
20 Messages Capacity - Basic IMC	\$ 13.25(I)
30 Messages Capacity - Family IMC	\$ 14.73(I)

6.0 Grandfathered Services/Products (cont'd)

6.2 CapRock Centrex Service

***Analog Centrex Service Basic Operating Features***

- Direct Inward Dialing/Direct Outward Dialing (DID/DOD)
- Automatic Identification of Outward Dial (AIOD)
- Distinctive Ringing
- Touch Call
- Station-to-Station Calling

***Digital (ISDN) Centrex Service Basic Operating Features***

- DID/DOD
- AIOD
- Distinctive Ringing
- Touch Call
- Station-to-Station Calling
- Incoming Calling Number Identification Delivery (CNID)*
- Call Control - DN Sharing over Multiple Call Types on an Integrated Terminal
- Call Control - More Than (2) Two B-Channel Terminals on a BRI
- Abbreviated Dialing
- Intercom Dialing

- Service Establishment Charge to Establish a New System: \$ 500.00
- Feature Package 1000, per line: \$ 2.50
- Feature Package 2000, per line: \$ 3.25
- CLASS Feature Package, per line: \$ 5.00

Note:

The Service Establishment Charge will be waived if the customer agrees to maintain the service for at least twenty-four (24) months from the date of installation. In the event the customer fails to maintain the service for the entire 24 month period, then the customer will be billed for the waived installation upon disconnection of the service. Station installation/activation charges apply for each station activated at the then current rate for such activations or at Time & Materials charges, which will be quoted separately.

<i>Analog Lines</i>	<b>Mo to Mo</b>	<b>12 Mo</b>	<b>24 Mo</b>
2 - 6, per line	\$ 48.37 (I)	\$ 45.40 (I)	\$ 43.92(I)
7 - 15, per line	\$ 48.37(I)	\$ 45.32(I)	\$ 43.84(I)
16 - 25, per line	\$ 47.69(I)	\$ 44.72(I)	\$ 43.25(I)
26 - 50, per line	\$ 47.32(I)	\$ 44.36(I)	\$ 42.87(I)
51 - 100, per line	\$ 47.17(I)	\$ 44.21(I)	\$ 42.87(I)
<i>Digital Lines (2 sta ea)</i>	<b>Mo to Mo</b>	<b>12 Mo</b>	<b>24 Mo</b>
2 - 25, per line	\$ 75.46(I)	\$ 71.02(I)	\$ 69.54(I)
26 - 50, per line	\$ 73.98(I)	\$ 67.39(I)	\$ 64.43(I)
51 -100, per line	\$ 72.50(I)	\$ 64.43(I)	\$ 61.47(I)

6.0 Grandfathered Services/Products (cont'd)

6.2 CapRock Centrex Service (cont'd)

**Feature Package 1000**

Call Hold  
Speed Call 8  
Call Transfer  
Call Forward (All, Busy, No Answer)  
Call Waiting

**Feature Package 2000**

Same as 1000, plus:  
Call Park  
Camp On  
Uniform Call

Data Line Security  
Distribution

Three-Way Calling  
Toll Restriction  
Hunting  
Call Pick-Up

**CLASS Feature Package**

Same as 1000 & 2000, plus:  
Automatic Call Return  
Call Block  
Special Call Forwarding  
Caller ID  
Special Call Waiting

6.3 Outbound Intrastate Long Distance

	<u>Business Per Minute</u>	<u>Residential Per Minute</u>	
Rate Plan 1		\$0.0525	\$0.0550
Rate Plan 2		\$0.0650	\$0.0650
Rate Plan 3		\$0.0590	\$0.0590
Rate Plan 4		\$0.0790	\$0.0790
Rate Plan 5		\$0.0890	\$0.0890
Rate Plan 6		\$0.1090	\$0.0990
Rate Plan 7		\$0.2070	\$0.1050
Rate Plan 8		N/A	\$0.1150

6.4 Outbound Dedicated Intrastate Long Distance - Business

\$0.0650 per minute

6.5 Calling Card Intrastate Services

	<u>Business Per Minute</u>	<u>Residential Per Minute</u>	
Rate Plan 1		\$0.1500	\$0.1000
Rate Plan 2		\$0.2000	\$0.1500
Rate Plan 3		\$0.2500	\$0.2000

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6.0 Grandfathered Services/Products (cont'd)6.6 Toll Free Intrastate Services

	<u>Business Per Minute</u>	<u>Residential Per Minute</u>
Rate Plan 1		\$0.0400
Rate Plan 2		\$0.0650
Rate Plan 3		\$0.0790
Rate Plan 4	\$0.0990	
Rate Plan 5	\$0.1090	

6.7 PIC Change Charges/Line Connection Fee  
\$4.00 per line Interlata and Intralata Bus & Res6.8 Billing Name and Address for ANI Service

- A. One-time Set Up Charge - \$250.00
- B. Charge Per Individual Record Requested - \$0.20

6.9 Long Distance Interexchange Service

Per Minute Usage Rate: \$0.1650

6.10 800 Service

Customers are charged \$10 per month per 800 line.

Per Minute Usage Rate: \$0.1650

6.11 Travel Calling Card ServiceA. Rates Per Minute

Peak: \$0.1650

Off-Peak: \$0.1650

B. Surcharge Per Call

All Travel Calling Card Service calls are subject to an \$0.80 per call surcharge.

6.12 Line Rates

Grandfathered line rates vary based on features purchased. The range of these line rates for Business Customers is from \$10.06 to \$33.00. The range of these line rates for Residential Customers is from \$9.32 to \$12.64.