

DeltaCom, LLC

1170 Peachtree Street NE, Suite 900

Atlanta, GA 30309

Issued by: Vice President, Tax

Toll-Free: 800-239-3000

LA IXC Detariffed Service Guide

1st Revised Title Page

Cancels Original Title Page

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IXC SERVICES DETARIFFED SERVICE GUIDE

TITLE PAGE

LOUISIANA TELECOMMUNICATIONS DETARIFFED SERVICE GUIDE

DeltaCom, LLC

4001 Rodney Parham Road

14th Revised Page 1

Little Rock, AR 72212

Cancels 13th Revised Page 1

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IXC SERVICES DETARIFFED SERVICE GUIDE**CHECK SHEET**

Pages of this service guide, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original and are currently in effect as of the date on the bottom of this page.

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LIST OF CONCURRING, CONNECTING AND OTHER PARTICIPATING CARRIERS

No concurring carriers

No connecting carriers

No other participating carriers

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) - To signify changed regulation.
- (D) - To signify discontinued rate or regulation.
- (I) - To signify increased rate.
- (M) - To signify a move in the location of text.
- (N) - To signify new rate or regulation.
- (R) - To signify reduced rate.
- (S) - To signify reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.

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SERVICE GUIDE FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the service guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

- B. **Page Revised Numbers** - Revised numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14.

- C. **Paragraph Numbering Sequence** - There are seven levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.a.
 - 2.1.1.A.1.a.1.

- D. **Check Sheets** - The check sheet lists the pages contained in the service guide, with a cross reference to the current Revised number. When new pages are added, the check sheet is changed to reflect the Revised. All Revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised levels on some pages).

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to a DeltaCom, LLC, network switching center.

Authorization Code or Identification Code - A numerical code, one or more of which are available to a customer to enable him to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Company or Carrier - DeltaCom, LLC , unless the context means otherwise.

Customer - The person, firm, corporation or other entity which orders or uses service and is responsible for the payment of charges and for compliance with regulations. A business customer is a telephone company subscriber whose use of such telephone company service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the listing required is such as to indicate business use, and is therefore charged business rates for basic telephone service. A residence customer is a telephone company subscriber whose use of such telephone company service is of a domestic nature, and not substantially of an occupational nature, and who is therefore charged residential rates for basic telephone service.

Local Service Management System (LSMS) - An intermediate data base system which receives downloads of Customer records from the SMS/800 and further downloads them to the appropriate SCPs.

Responsible Organization (Resp. Org.) - The carrier entity that has responsibility for the management of 800 numbers in the Service Management System (SMS/800) including maintaining Customer records in the SMS/800 system. Also, the entity which accesses the SMS/800 to: (a) search for and reserve 800 numbers; (b) create and maintain 800 number Customer records, including call processing records; and (c) provide a single point of contact for trouble reporting. The SMS/800 recognizes one Resp. Org. for each 800 number.

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (CONT'D.)

Service Commencement Date - The Service Commencement Date shall be the date on which the Customer's first usage occurs, rather than on the "signed" date of the term agreement.

Service Control Point (SCP) - The real-time data base system in the 800 Data Base Service network that contains instructions on how customers wish their calls to be routed, terminated or otherwise processed.

Service Management System (SMS/800) - The main administrative support system of 800 Data Base Service. It is used to create and update Customer 800 Service records and that are then downloaded to Service Control Points (SCPs) for handling customer's 800 Service calls and to Local Service Management Systems (LSMSs) for subsequent downloading to SCPs. The system is also used by Resp. Orgs. to reserve and assign 800 numbers.

Subscriber - same as customer definition.

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

Vertical Features - Services such as call validation, "Plain Old Telephone Service" (POTS) number translation and provision of statistical information on the Customer's 800 traffic, which may be obtained by the Company from Local Exchange Company access tariffs on behalf of a Delta inbound 800 subscriber for which Delta serves as Resp. Org.

Day - From 8:00 AM up to, but not including, 5:00 PM local time Monday through Friday.

Evening - From 5:00 PM up to, but not including, 11:00 PM local time Sunday through Friday.

Holidays - DeltaCom, LLC's recognized holidays are January 1st, July 4th, Labor Day, Thanksgiving Day and Christmas Day, on which Evening Rates apply from 8:00 AM to 5:00 PM in lieu of regular rates, if holiday falls on a weekday.

Night/Weekend - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to, but not including, 5:00 PM Sunday.

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company services and facilities are furnished for communications originating at specified points within the state of Louisiana.

The Company installs, operates and maintains the communication services provided herein under in accordance with the terms and conditions set forth under this Service Guide. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entitles when authorized by the customer, to allow connection of a customer's location to the Company network. The customer shall be responsible for all charges for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available 24 hours per day, 7 days per week.

2.2 Limitations

2.2.1 Service is offered subject to the availability of facilities and the provisions of this service guide.

2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the customer is using service in violation of the law or the provisions of this Service Guide.

2.2.3 All facilities provided under this service guide are directly controlled by DeltaCom, LLC, and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Service Guide shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Liabilities of the Company

2.3.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service and facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.

2.3.2 The Company shall be indemnified and held harmless by the customer against:

- A. Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- B. All other claims arising out of any act or omission of the customer in connection with any service or facility provided by the Company.

2.3.3 Where any claim arises out of the Company acting as a Resp. Org., or where the Company's Inbound 800 Service is not made available on the date committed to the customer, or cannot otherwise be made available after the Company's acceptance of the customer's order, or as provided with a number/numbers other than the one(s) committed by the Company to the customer, or the number or numbers are not included in a third party directory assistance data base or are included in an incorrect form, or Vertical Features are not obtained or obtained in error, and any such failure or failures is due solely to the negligence of the Company in such case the Company's liability, if any, is limited to the lesser of (a) the actual monetary damages incurred and proved by the customer as the direct result of such failure or failures, or (b) the sum of \$1,000.00. The Company shall not be liable at all for the use, misuse, or abuse of a customer's inbound 800 service by third parties, including, without limitation, the customer's employees or members of the public who dial the customer's 800 number by mistake. Compensation for any injury the customer may suffer due to the fault of others than the Company must be sought from such other parties. In the event that the Company causes the misrouting of calls, the Company's sole liability shall be to provide a credit equal to the charges for the affected calls.

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

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Interruption of Service

2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or is not in wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.

2.4.2 For purposes of credit computation, every month shall be considered to have 720 hours.

2.4.3 No credit shall be allowed for an interruption having a continuous duration of less than two hours.

2.4.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the service or facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

Credit = $A/720 \times B$, where

"A" - outage time in hours

"B" - total monthly charge for affected service or facility.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Interruption of Service (Cont'd.)

2.4.5 Validation of Credit

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

- A. The applicant demonstrates that he is a satisfactory credit risk by appropriate means including, but not limited to, the production of substantive references which may be quickly and inexpensively checked by the Company;
- B. The applicant has been a customer of the Company for a similar type of service within a period of twenty-four consecutive billings preceding the date of application and during the last twelve consecutive billings for that prior service has not had service discontinued for non-payment of bill or had more than one occasion in which a bill was not paid within the period prescribed by the reasonable regulations of the Company on file with the Commission; provided, that the average periodic bill for such previous service was equal to at least fifty per centum of that estimated for the new service; and provided further, that the credit of the applicant is unimpaired; or
- C. The applicant furnishes a satisfactory guarantor to secure payment of bills for the service requested in a specified amount not to exceed the amount of the cash deposit prescribed in section 2.6 of this Service Guide.
- D. The applicant makes a cash deposit to secure payment of bills for service prescribed in section 2.6 of this Service Guide.
- E. An applicant for service who previously has been a customer of the Company and whose service has been discontinued by the Company during the last twelve billings of that prior service because of nonpayment of bills, may be required to reestablish credit in accordance with section 2.6; except that an applicant for residential service shall not be denied service for failure to pay such bills for classes of nonresidential service.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.5 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the FCC.

2.6 Deposits

The Company may, when in the judgment of the Company such deposit is necessary, require at any time, from any subscriber, or prospective subscriber, a cash deposit intended to guarantee payment of current bills for communications service. Such deposit shall not exceed three times the estimated monthly charges. Interest shall be paid by the Company upon such deposits, at the rate per annum approved by the Louisiana Public Service Commission, for the time such deposit was held by the Company and the Customer was served by the Company, unless such period be less than thirty (30) days. Such interest shall be calculated to December 1st of each year, and the payment shall be made by credit to customer's account on the December billing of the customer.

2.7 Taxes

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

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7.1 Other Charges

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

2.7.2 [Reserved for Future Use]

(D)

(D)

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.8 Payment and Billing

2.8.1 Service is billed on a monthly basis.

2.8.2 Recurring monthly subscriber service charges are billed in advance, and usage rated charges are billed in arrears.

2.8.3 All service, installation, monthly recurring, and non-recurring charges are due and payable by the due date specified on the monthly invoice and shall be considered past due if payment is not received by the due date.

2.8.4 If any portion of the payment is not received by the Company by the due date on the invoice, or if any portion of the payment is received by the Company in funds that are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.

2.8.5 In the event a subscriber accumulates more than \$250.00 of undisputed delinquent The Company, Inbound 800 service charges, the Company, Resp. Org. reserves the right to not honor that subscriber's request for a Resp. Org. change until such undisputed charges are paid in full.

2.8.6 A check return charge not to exceed \$20.00 per check or draft will be assessed for checks or drafts written on accounts with insufficient funds or on non-existing accounts, or on returned Automatic Funds Transfer transactions.

2.8.7 All customers will be charged a monthly account fee of \$17.26 The monthly account maintenance fee will be waived if the customer elects to obtain their call detail on-line in lieu of receiving paper copies of their call detail.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.9 Minimum Service Period

The minimum period of service is one month unless specifically agreed upon by both the subscriber and company.

2.10 Cancellation of Service by Carrier for Non-Payment

The Company, upon not less than five (5) days written notification to the customer, may discontinue service without incurring any liability if it has not received full payment for service rendered by the invoice due date.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.11 Cancellation of Service for Cause

2.11.1 The Company may without notice terminate the subscriber's contract, and/or disconnect the service upon:

- A. Abandonment of the service.
- B. Failure of a subscriber to make suitable deposit or advance payments as required by this Service Guide.
- C. Impersonation of another with fraudulent intent.
- D. Not less than five (5) days' written notice by the Company for nonpayment of any amounts owed to the Company that are past due for any of the Company's regulated communications services to which the Customer either subscribes or has subscribed to use.
- E. Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying service to others.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.11 Cancellation of Service for Cause (Cont'd.)

2.11.1 (Cont'd.)

F. Abuse or fraudulent use of service; such abuse or fraudulent use includes:

1. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message telecommunications service or WATS by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
3. Use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
4. The use of profane or obscene language;
5. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

G. Any other violation of the Company's regulations.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.11 Cancellation of Service for Cause (Cont'd.)

2.11.2 The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

2.11.3 Service(s) may be discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, or by blocking calls using certain Customer Authorization Codes, or from or to certain NPA-NXX's, when the Company deems it necessary to take action to prevent unlawful use of its Service(s). The Company may restore Service(s) as soon as it can be provided without undue risk.

2.11.4 If the Company, due to nonpayment, temporarily interrupts service and payment is not received within ten (10) days following the interruption, the Company reserves the right to discontinue service without further notice. Service disconnected by the Company and later reinstalled will be subject to all applicable installation charges and the customer may be required to pay such charges prior to reinstallation of service.

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.12 Customer's Responsibilities in Placement of Orders, Payment of Bills and Compliance with Regulations

The Customer is responsible for placing any necessary orders and complying with Service Guide regulations for services described herein, and for assuring that its users comply with Service Guide regulations. The Customer is also responsible for the payment of bills for services described herein. This includes payment for long distance calls or services:

- Originating from the Customer's number(s),
- Accepted at the Customer's number(s) (e.g., Collect Calls),
- Billed to the Customer's number via Third Number Billing if the Customer is found to be responsible for such call or service, or the use of a Company assigned special billing number, and
- Incurred at the specific request of the Customer.

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2.12.1 The customer is responsible for payment of all charges for service furnished to or used by the Customer, or the Customer's agents, servants, employees or customers. The Customer is also responsible for payment of charges for a third person's use of service to which the Customer subscribes. All charges due from the Customer are payable to the Company or to the Company's authorized billing agent. Any objections regarding billed charges must be reported to the Company or its billing agent within six (6) months after receipt of the bill. Adjustments to the Customer's bill shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.12.2 The security of the Customer's Authorization Codes is the responsibility of the Customer. All calls placed using such Authorization Codes shall be billed to and shall be the obligation of the Customer. The Customer is responsible for all calls placed via their Authorization Code, or otherwise. However, the Customer shall not be responsible for charges in connection with the unauthorized use of Authorization Codes arising after the Customer notifies the Company of the loss, theft, or other breach of security of such Authorization Codes.

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2.12 Customer's Responsibilities in Placement of Orders, Payment of Bills and Compliance with Regulations (Cont'd.)

2.12.3 The Customer shall be responsible for providing Company with proof of registration with the Louisiana Public Service Commission prior to the use of Company's services for any commercial solicitation activities. In accordance with Section 2.11.1.G of this Service Guide, the Company reserves the right to disconnect service upon notification and/or discovery of noncompliance with this provision of the Service Guide.

2.12.4 Customer shall accept a T1 loop facility no more than 10 business days after prearranged delivery and installation of the T1 loop facility or within 10 business days of a reasonable attempt by the Company to install the service. If the T1 loop facility is not accepted by Customer and/or associated T1 services not initiated within this time frame, a monthly recurring Idle T1 Charge as specified in Rates Section of this Service Guide, necessary for the Company to recover the cost of the idle T1 loop facility, will be applied to the customer's account until the T1 loop facility and associated T1 services are accepted. Acceptance is denoted by completed installation of all T1 services ordered and provisioned on the T1 loop facility. Upon T1 loop acceptance, the monthly Idle T1 Charge will cease.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.13 Specific Regulations for Inbound 800 Services

2.13.1 The Company reserves the right to require an applicant for Delta Inbound 800 Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that a new traffic forecast be submitted by the Customer quarterly after service is initiated.

- A. Delta Inbound 800 Service is furnished upon condition that the customer contracts for adequate facilities to permit the use of service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish Delta Inbound 800 Service to any applicant, without incurring any liability and without notice to the customer, if the use of the service would interfere with or impair any service rendered by the Company.
- B. The customer must obtain an adequate number of access lines for Delta Inbound 800 Service to handle the customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering: (a) total call volume; (b) average call duration; (c) time-of-day characteristics; and (d) peak calling period. The Company, without incurring any liability and without notice to the customer, may disconnect or refuse to furnish Delta Inbound 800 Service to any customer that fails to comply with these conditions.

2.13.2 Use of number(s): Each Delta Inbound 800 Service telephone number must be placed in actual and substantial use by the customer. "Substantial use" shall mean a pattern of use that demonstrates an intent on the customer's part to employ the number for the purpose for which it was intended; namely, to allow callers to reach the customer, as indicated, for example, by at least thirty (30) average monthly minutes of use or more. Any 800 telephone number associated with Delta Inbound 800 Service that has not been placed in actual and substantial use during the first thirty (30) day period after service activation may be redesignated as a spare number in the SMS 800 database by the Company upon written notice to the customer.

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2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.3 If the customer requests assignment of a specific 800 Service telephone number, the Company may require the customer to submit a number reservation agreement form to the Company. At no time may a customer have more than ten (10) numbers reserved. Any reservation shall be for no more than thirty (30) days and shall be subject to a reservation fee which will be credited to the customer's unpaid balance after Delta Inbound 800 Service has been in actual and substantial use for a consecutive thirty (30) day period.

Nothing in this section, or in any other provision of this Service Guide, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective customers who have reserved 800 telephone numbers hereunder or customers who subscribe to and use Delta Inbound 800 Service or their transferee or assigns, any ownership interest or proprietary right in any particular 800 number; however, upon placing a number actually and substantially in use, as defined above, Delta Inbound 800 Service customers do have a controlling interest in this 800 number(s). Delta Inbound 800 Service customers may retain the use of their 800 number assignments, even following changes in their 800 carrier and/or Resp Org.

2.13.4 If a customer places an order for the Company to carry customer's already existing 800 number service, the customer shall provide to the Company, the contact names, telephone number and address of the customer's Responsible Organization (Resp Org.). Upon subscription to Delta Inbound 800 Service, the customer may execute a Letter of Authorization to transfer Resp Org responsibility of its 800 number(s) to the Company, Resp Org. If the customer elects to retain a non Company Resp Org, the customer must notify the Company, of any changes in the customer's Resp Org in writing, within forty-eight (48) hours of the change. The customer is responsible for all outstanding indebtedness for services provided by a previous Resp Org or 800 service carrier. The Company assumes no responsibility or liability with respect to any obligations of the customer to such previous service providers existing at the time of transfer to the Company.

2.13.5 It is the customer's responsibility to provide answer supervision back to the Delta Communications, Inc., point of connection even when the Delta Inbound 800 Service is connected to switching equipment or a customer-provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon answer of the call to the customer's switching equipment or communications system and ends upon termination of the call.

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2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.6 Subject to execution of a Resp Org Service Agreement between the Company, and the customer, the Company, Resp Org will perform the function of Resp Org for all Company Inbound 800 Service orders unless the customer requests another Resp Org. The Company Resp Org functions include:

(a) search for and reservation of 800 numbers in the SMS/800; (b) creating and maintaining the 800 number customer record in the SMS/800; and (c) provision of a single point of contact for trouble reporting.

- A. Where the Company serves as the Resp Org for a Delta Inbound 800 Service customer, the Company will, at the customer's request, subscribe to 800 Directory Listing for the 800 number(s) assigned to the customer. A charge for 800 Directory Listings will apply as set forth in Section 4, Paragraph 4.16.K of this Service Guide. In the event that a customer transfers its 800 service to another Resp Org, the Company shall cease to subscribe to 800 Directory Listing Service on behalf of the customer and the customer is responsible for assuring that 800 Directory Listing Service is maintained through the new Resp Org. The customer is responsible for payment of any outstanding 800 Directory Listing charges, including any unexpired portion of any minimum period applicable to such service, and Delta shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of 800 Directory Listing responsibility.
- B. Where Delta serves as the Resp Org for a Delta Inbound 800 Service customer, it will at the customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a Delta Inbound 800 Service customer uses Vertical Features obtained by Delta from Local Exchange Company tariffs, the customer shall reimburse Delta for all such charges imposed by a Local Exchange Company. These charges may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.
- C. In the event that a customer cancels its Delta Inbound 800 Service, the customer may elect to retain Delta as its Resp Org. Where Delta serves as Resp Org for a non-Delta Inbound 800 Service customer, a charge for Resp Org service will apply as set forth in Section 4, Paragraph 4.15 of this Service Guide.
- D. In the event that a customer cancels its Delta Resp Org or Inbound 800 Service, the customer shall be responsible for all outstanding indebtedness to the company and any outstanding charges applicable to any service obtained by or on behalf of the customer by the Company.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.14 Individual Case Basis (ICB) Arrangements

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

2.15 Annual Usage Commitment Level and Discontinuance Charge

2.15.1 Customers who enter into a term agreement must meet an Annual Usage Commitment Level. The Customer's Annual Usage Commitment Level is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established Annual Usage Commitment Level. If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined Annual Usage Commitment Level.

The Customer may discontinue service by providing written notice to the Company 30 days prior to the discontinuance becoming effective and within the first 90 days from the Service Commencement Date without incurring a Discontinuance Charge. However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage.

Customers that have entered into a term agreement may discontinue service after the initial 90 day period, but before the expiration of the term, due to Customer Care, Sales Support or Network Quality by submitting written notice of non-performance. Customers exercising this option, however, must allow the Company 20 business days in which to responsively address Customer's problem or return the telephone network service performance to customarily acceptable industry standards. If the problem cannot be responsively addressed or the service cannot be restored to normal and customarily acceptable industry performance standards, the Company will cancel service five (5) days after receipt of Customer's written notice of cancellation without requiring payment of a Discontinuance Charge. Customer is responsible for paying all accrued charges for usage through the date of effective cancellation.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.15 Annual Usage Commitment Level and Discontinuance Charge (Cont'd.)

2.15.1 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a Discontinuance Charge, based on the Annual Usage Commitment Level, for each month remaining in the term to which the customer agreed. For example, if a customer has entered into a two-year term plan and cancels in the 8th month of the term, the Discontinuance Charge will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

For any discontinuance that does not result in whole or in part from Company service problems after installation of the service, the customer will also be responsible for payment of usage charges incurred to date of effective cancellation, the total of all waived installation charges, any incentives received by the Customer, miscellaneous charges incurred by the Company but not assessed to Customer and/or any non-waivable installation charges which include, but are not limited to, engineering fees, expedite fees, service order fees, change order charges, miscellaneous configuration charges, etc.

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2.15 Annual Usage Commitment Level and Discontinuance Charge (Cont'd.)

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

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

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

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.16 Service Changes

If the Customer requests to move the location to which the Company provides Service and/or requests changes to an existing Service provided by the Company, the Company will provide Service to the new location and/or accommodate the change in Service to the extent it is technically and economically feasible to do so, as determined in the sole discretion of the Company. To request a move of Service from an existing location to a new location, Customer must contact the Company's Customer Care at least 45 days prior to the move. In the event of a move of the location to which the Company provides Service, one or more of the following charges may apply:

- A. Move Fee as delineated in Section 4;
- B. any out of pocket costs incurred by the Company as a result of the termination of the Service(s) either as a result of a move or a change; and/or
- C. any increase in rates allowed by applicable law.

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

SECTION 3 - DESCRIPTION OF SERVICE

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

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3.1 Service Elements

3.1.1 Timing of Calls

Call timing begins when called party goes off-hook. Call timing stops when either calling or called party hangs up.

A. Computation of Charges:

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

3.1.2 Calculation of Distance

Usage charges for all mileage sensitive services are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.1 Service Elements (Cont'd.)

3.1.3 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 97% during peak use periods for all FGD services ("1+" dialing).

3.1.4 Message Detail

Customers utilizing Delta Competition Watts are provided a monthly bill, or statement, indicating total charges and omitting detail.

These customers, upon request, will be provided message detail, on their billing, including an itemization specifying each individual call, date of call, duration of call, charge for call and the city called for a recurring monthly charge of \$6.00 for each account, of that customer, for which message detail is requested.

These customers, upon request, will be provided a magnetic tape, containing such message detail as is indicated above, for a recurring monthly charge of \$45.00 per customer, without regards to the number of accounts of that customer.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings

3.2.1 Travel Call

Travel Call service offers access to Delta's switching facility through intrastate 800 access numbers. A surcharge is levied, on a per call basis, for each access call made to Delta's switching facility that is subsequently terminated/completed to an exchange.

Upon access to Delta's switching facility, the customer may originate calls via other Delta services through the use of the customer's regular Identification Code. In addition to the Travel Call Surcharge, the subscriber's regular usage rates, as described throughout this Service Guide, are levied from the customer's home exchange to the terminating exchange.

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts

This is a dedicated access telecommunications service that enables the subscriber to call, from any of Delta's Points of Presence (POP) within the state of Louisiana, stations of any domestic telephone system located within Louisiana. The service is subject to a monthly recurring charge, a rated time-of-day/day-of-week usage and a transport charge. Transport charges are levied, when transport is provided by Delta, from the subscriber's premises to Delta's nearest POP. Delta's subscribers will be billed the identical amount charged Delta by the transport facility provider. Calls are timed in 1/10th minute increments. A discount plan applies to usage over a specified combined Inter/Intrastate amount.

Subscribers utilizing this service are provided a monthly billing statement which only indicates total charges. Message Detail including an itemization specifying each individual call, date of call, duration of call, charge for call and city called are omitted. Subscribers wishing to obtain Message Detail, on either a billing statement format or a magnetic tape format, may do so at an additional monthly charge.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

A. ITC^DeltaCom Unison Option A

ITC^DeltaCom Unison Option A is available to new Customers who bill up to \$499.00 at the time of signing a service term agreement. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 10%, 14%, and 18%, respectively, of their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level". The requirement to maintain the "Annual Usage Commitment Level" applies as long as the Customer maintains service with ITC^DeltaCom.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

A. ITC^DeltaCom Unison Option A (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

B. ITC^DeltaCom Unison Option A for Associations

ITC^DeltaCom Unison Option A for Associations is available to new Customers who bill up to \$499.00 at the time of signing a service term agreement. Unlike ITC^DeltaCom Unison Option A Customers, ITC^DeltaCom Unison Option A for Associations subscribers must belong to a recognized professional or trade association. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the Customer for the term periods listed are 14%, 18% and 18%, respectively, of their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level". As long as the Customer maintains service with ITC^DeltaCom, the requirement to maintain the "Annual Usage Commitment Level" remains in effect.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level". If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

B. ITC^DeltaCom Unison Option A for Associations (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

B. ITC^DeltaCom Unison Option A for Associations (Cont'd.)

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

1. ITC^DeltaCom Unison Option J

All ITC^DeltaCom Unison Option J calls are available to new Customers who bill up to \$499.00 and are rated based on flat rates and duration of the call. No term or volume discounts apply. Inbound and outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of each call. Card calls are timed in 6 second increments after the initial 30 seconds of each call. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

C. ITC^DeltaCom Unison Plus

ITC^DeltaCom Unison Plus is available to new Customers who bill at least \$500.00 at the time of signing a service term agreement. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 10%, 14%, and 18%, respectively, of their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level". As long as the Customer maintains service with the Company the requirement to maintain the "Annual Usage Commitment Level" remains in effect.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level". If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

C. ITC^DeltaCom Unison Plus (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

D. ITC^DeltaCom Unison Plus for Associations

ITC^DeltaCom Unison Plus for Associations is available to new Customers who bill at least \$500.00 of usage per month. Unlike ITC^DeltaCom Unison Plus Customers, ITC^DeltaCom Unison Plus for Associations subscribers must belong to a recognized professional or trade association. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the Customer for the term periods listed are 14%, 18% and 18%, respectively, of their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level". As long as the Customer maintains service with the Company, the requirement to maintain the "Annual Usage Commitment Level" applies.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

D. ITC^DeltaCom Unison Plus for Associations (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

E. ITC^DeltaCom Unison Select Dedicated Option 1

This product is designed for customers whose monthly usage is between \$2,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 1 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 16%, 20% or 24%, respectively, off their total monthly usage. (D)

Customers who enter into a term agreement must meet an Annual Usage Commitment Level.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges".

However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

E. ITC^DeltaCom Unison Select Dedicated Option 1 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

F. ITC^DeltaCom Unison Select Dedicated Option 2

This product is designed for customers whose monthly usage is between \$5,000 and \$9,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 2 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 18%, 22% or 26%, respectively, off their total monthly usage. (D)

Customers who enter into a term agreement must meet an Annual Usage Commitment Level.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges".

However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

F. ITC^DeltaCom Unison Select Dedicated Option 2 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

G. ITC^DeltaCom Unison Select Dedicated Option 3

This product is designed for customers whose monthly usage is \$10,000 or more at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 20%, 24% or 28%, respectively, off their total monthly usage. (D)

Customers who enter into a term agreement must meet an Annual Usage Commitment Level.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges".

However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

G. ITC^DeltaCom Unison Select Dedicated Option 3 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

H. ITC^DeltaCom Unison Select Switched Option 4

This product is designed for customers whose monthly usage is between \$500 and \$2,499 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Unison Select Switched Option 4 is offered as two separate classes of service. These classes of service are: (1) Unison Select Option 4 Switched and (2) Unison Select Option 4 Switched-Association. To subscribe to Unison Select Option 4 Switched-Association, the subscriber must belong to a recognized professional or trade association. Inbound/Outbound calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Option 4 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 16%, 20% or 24%, respectively, off their total monthly usage. Unison Select Option 4 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 20%, 24% or 24%, respectively, off their total monthly usage.

(D)

Customers who enter into a term agreement must meet an Annual Usage Commitment Level.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level."

If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

H. ITC^DeltaCom Unison Select Switched Option 4 (Cont'd.)

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

I. ITC^DeltaCom Unison Select Switched Option 5

This product is designed for customers whose monthly usage is \$2,500 or more at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Unison Select Switched Option 5 is offered as two separate classes of service. These classes of service are: (1) Unison Select Option 5 Switched and (2) Unison Select Option 5 Switched-Association. To subscribe to Unison Select Option 5 Switched-Association, the subscriber must belong to a recognized professional or trade association. Inbound/Outbound calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Option 5 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 18%, 22% or 26%, respectively, off their total monthly usage. Unison Select Option 5 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 22%, 26% or 26%, respectively, off their total monthly usage.

(D)

Customers who enter into a term agreement must meet an Annual Usage Commitment Level.

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level."

If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.2 Delta Competition WATS a/k/a Custom Design Direct Watts (Cont'd.)

I. ITC^DeltaCom Unison Select Switched Option 5

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.3 Delta Flexline

Delta Flexline service is an equal access or dial-up toll service, where calls originate over the subscriber's local exchange service line and are rated on a duration and time-of-day/day-of-week basis. Both installation and monthly charges apply. A discount plan applies to usage over a specified combined inter/intrastate amount. Timing is in 1/10th minute increments, after the initial 30 seconds of each call.

A. Patron

Customers may convert their current service to Patron if the Customer is within the last 6 months of their present term. Calls are timed in 6 second increments after the initial 18 seconds of each call. The Customer must choose to enter into a 12, 24, or 36 month term agreement to qualify to receive Patron. If the Customer chooses to extend their new term as a Patron Customer by one year of their previous term, the Customer will receive an additional 3% discount.

If an existing Patron Customer has more than \$1500.00 of switched long distance usage, the Customer's service will convert to Unison Plus. Should this occur, all Unison Plus terms and conditions will apply.

Customers who enter into a term agreement must meet a "Minimum Annual Commitment". The requirement to maintain the "Minimum Annual Commitment" applies as long as the Customer maintains service with the Company.

The Customer's "Minimum Annual Commitment" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Minimum Annual Commitment". If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Minimum Annual Commitment".

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.3 Delta Flexline (Cont'd.)

If the customer has entered into a term agreement and cancels their service before the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.4 Custom Design 800

Custom Design 800 service is a non-dedicated access toll service that enables the subscriber to receive calls from any domestic telephone system in Louisiana over the subscriber's local exchange service line, and the charges for such calls to be billed to the terminating subscriber, rather than to the originating party. Both installation and monthly charges apply. Usage charges are based on accumulated minutes of use and are rated on a duration and time-of-day/day-of-week basis. Calls are timed in 1/10 minute increments, after the initial thirty seconds. A discount plan applies to usage over a specified combined inter/intrastate amount.

A. Quest Option A

Quest Option A is offered as four separate classes of service. These classes of service are (1) Quest Option A Switched, (2) Quest Option A Dedicated, (3) Quest Option A Switched Association and (4) Quest Option A Dedicated Association. Quest Option A Switched and Quest Option A Switched Association are switched access services; Quest Option A Dedicated and Quest Option A Dedicated Association are dedicated access services. To subscribe to Quest Option A Switched-Association or Quest Option A Dedicated-Association, the subscriber must belong to a recognized professional or trade association. Calls over all of Quest's Option A classes of service are divided into the following traffic types:

1. Outbound Toll - All long distance calls which originate from either the subscriber's switched or dedicated access lines, and are subsequently terminated to points within the continental U.S.
2. Inbound 800 - All 800 calls which terminate to the subscriber's switched or dedicated access lines.
3. Card - All calls where the subscriber uses a personalized, plastic card describing an 800 access number, an authorization code, and dialing instructions in accessing the Company's switching facility; and whereby the dialed call is subsequently terminated to a point within the continental U.S.

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.4 Custom Design 800 (Cont'd.)

A. Quest Option A (Cont'd.)

Usage charges are based on class of service and accumulated minutes of use by traffic type as described in the preceding 1, 2 and 3. All Quest Option A calls are rated based on flat rates and duration of call. There is no charge for unanswered calls. Timing for all traffic types is in 6 second increments, after the initial 18 seconds of each call. Term Discounts apply when elected by the subscriber. The customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the customer for the term periods listed are 8%,14%, and 17%, respectively, of their total monthly usage. Should the customer choose to enter into a term agreement an "Annual Usage Commitment" will apply. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.4 Custom Design 800 (Cont'd.)

A. Quest Option A (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

B. Quest Option L

Quest Option L inbound and outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of each call and all calls are rated based on flat rates and duration of the call. No term or volume discounts apply. Card calls are timed in 6 second increments after the initial 30 seconds of each call. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.5 Custom Design Watts Plus

Custom Design Watts Plus is accessed over a Watts access line from the subscriber's premises to the LEC central office. Usage is rated on a duration and time-of-day/day-of-week basis. Both installation and monthly charges apply. A discount plan applies to usage over a specified combined inter/intrastate amount. Timing is in 1/10th minute increments, after the initial 30 seconds of each call.

A. Family Connections Plus

Family Connections Plus is only offered to residential customers. Family Connections Plus is timed in full minute increments and is rated on a time-of-day basis. No volume discounts apply. A surcharge will apply to calls billed to a calling card.

3.2.6 Custom Design Plus 800

Custom Design Plus 800 is a dedicated access toll service that enables the subscriber to receive calls from any domestic telephone system in Louisiana over a Watts access line from the LEC central office to the subscriber's premises, and the charges for such calls to be billed to the terminating subscriber, rather than to the originating party. Both installation and monthly charges apply. Usage charges are based on accumulated minutes of use and rated on a duration and time-of-day/day-of-week basis. Calls are timed in 1/10th minute increments, after the initial thirty seconds. A discount plan applies to usage over a specified combined inter/intrastate amount.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.7 Custom Design Watts

Custom Design Watts service is an equal access or dial-up toll service, where calls originate over the subscriber's local exchange service line and are rated on a duration and time-of-day/day-of-week basis. Both installation and monthly charges apply. Usage charges are based on accumulated minutes of use and whether the call terminates within or outside the states of Alabama, Florida, Georgia, Tennessee, and Mississippi. A discount plan applies to usage over a specified combined inter/intrastate amount. Timing is in 1/10th minute increments, after the initial 30 seconds of each call.

A. Louisiana Premier

Louisiana Premier is a new product offered only to Louisiana customers. Current Louisiana customers may not convert their service to Louisiana Premier. Service rates are based on whether the call is Interstate or Intrastate, switched or dedicated, and whether or not the customer has entered into a term agreement. The terms available for the customer to choose from are 1, 2, or 3 years and the corresponding discounts are 5%, 7%, or 10%, respectively, of the customer's usage. A discontinuance charge will be applied to the customer's bill for early discontinuance. This service is timed in six second increments after the initial 18 seconds of the call and is not volume sensitive. Monthly recurring charges apply.

(D)

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.8 Premier Advantage

Premier Advantage is the Company's service offered to businesses. All calls are rated based on flat rates and duration of the call. Calls are timed in 6 second increments after the initial 18seconds of the call. Volume discounts and term discounts are available. Premier Advantage services are divided into the following traffic types: (A) Outbound, (B) Inbound, and (C) International. Total usage for these traffic types contribute to the customer's total volume discounts. Other classes of service (Destiny and Association services) do not combine with this service toward volume discounts. The customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level". If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge".

(D)

However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage, plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.8 Premier Advantage (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

(D)

Any service with a term agreement option, including Destiny Classic, may be converted to Premier Advantage if the customer's present term is within 6 months of expiration and the customer agrees to sign a new term agreement equal to, or of greater length than, their present term agreement. Other circumstances which will allow a customer to convert their service to Premier Advantage include:

- Customers under a present term who wish to convert all services and upgrade their equipment to a T1; and
- Customers who are adding multiple locations and/or new products, provided that there is an increase in the existing account by 50% or more, and the customer signs a new term agreement of equal or greater length than their current term agreement.

[THIS SERVICE, AS OF OCTOBER 25, 1996, WAS RESERVED FOR CUSTOMERS ALREADY SUBSCRIBED TO THIS SERVICE AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations

Premier Advantage for Associations is a discounted long distance business service for groups of customers belonging to a common professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Volume discounts and term discounts are available. Premier Advantage for Associations' services are divided into the following traffic types: (A) Outbound, (B) Inbound, and (C) International. Total usage for these traffic types contribute to the member's total volume discounts. Other classes of service do not combine toward volume discounts. The customer may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the member for the term periods listed are 5%, 7% and 7%, respectively, of their total monthly usage. This volume discount structure is similar to that of Premier Advantage, although association members receive an additional 5% for switched services and an additional 3% for dedicated services. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level". If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The association member may discontinue service by written notice to the Company within the first 90 days of the term without a discontinuance charge. (D)

However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage, plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

Any service with a term agreement option, including Destiny Classic, may be converted to Premier Advantage if the member's present term is within six months of expiration.

(D)

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

A. Pinnacle

All Pinnacle calls are rated based on flat rates and duration of the call. Calls are timed in 6 second increments after the initial 18 seconds of the call. Pinnacle is divided into the following traffic types: (A) Outbound, (B) Inbound, and (C) International. A minimum 12 month term agreement is required. The customer may choose to enter into a term agreement for a period of 12, 24, or 36 months. Discounts available to the customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective.

(D)

If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

A. Pinnacle (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

(D)

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

B. Pinnacle for Associations

Pinnacle for Associations is a discounted long distance business service for groups of customers belonging to a common professional or trade association. A current Company Association customer may convert their current service to Pinnacle for Associations only if one of the following conditions applies:

- If the customer chooses to convert their service within the initial 90 days of their current term, and agrees to sign a new term agreement, equal to, or of greater length than, their present term agreement;
- If the customer's present term is within 6 months of expiration;
- If the customer is adding multiple locations and/or new products that will result in an increase in the existing account by 50% or more, and the customer enters into a new term of equal or greater length than their present term.

All calls are timed in 6 second increments after the initial 18 seconds of the call. Pinnacle for Associations is divided into the following traffic types: (A) Outbound, (B) Inbound, and (C) International. A minimum 12 month term is required. The customer may choose to enter into a term agreement for 12, 24 or 36 months and discounts available to the customer for the term periods listed are 5%, 7% and 7%, respectively, of their total monthly usage. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level."

(D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

B. Pinnacle for Associations (Cont'd.)

If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

B. Pinnacle for Associations (Cont'd.)

The "Discontinuance Charge" is in addition to usage charges, installation charges and any incentives received during the term. Data circuits require a minimum 12 month term agreement. Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services.

(D)

1. Aspect Option A,B,C and H

All Aspect calls under Options A,B,C and H are rated based on flat rates and duration of the call. No term or volume discounts apply. Inbound and Outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call are timed in six (6) second increments after the initial thirty (30) seconds of each call. This service is offered via switched access only. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

C. Aspect Option D

Aspect Option D is intended only for new Company customers. However, a current customer may convert their current service to Aspect Option D if one of the following conditions applies:

- If the customer chooses to convert their service within the initial 90 days of their current term, if the customer agrees to enter into a new term agreement, equal to or of greater length than, their present term agreement;
- If the customer's present term is within six (6) months of expiration;
- If the customer has not entered into a term agreement; or
- If the customer is adding multiple locations and/or new products that will result in an increase in the existing account by 50% or more, and the customer enters into a new term of equal or greater length than their present term.

Conversions will occur only at the customer's bill cycle.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

C. Aspect Option D (Cont'd.)

All Aspect Option D calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Service rates are the same for inbound and outbound calls, but may be different for switched or dedicated access. Term discounts are available to customers who choose to enter into a term agreement for a period of 12, 24, or 36 months. Discounts available to the customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. There is no minimum usage requirement for customers who do not enter into a term agreement. Should the customer choose to enter into a term agreement, an "Annual Usage Commitment" will apply. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If a customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage, a "Discontinuance Charge" will be charged to the customer. The "Discontinuance Charge" for early termination of a term agreement is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

C. Aspect Option D (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

(D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

D. Aspect Option D for Associations

Aspect Option D for Associations is a discounted long distance service for groups of customers belonging to a common professional or trade association and is intended only for new Company Customers. However, a current Company Association customer may convert their current service to Aspect Option D for Associations if one of the following conditions applies:

- If the customer chooses to convert their service within the initial 90 days of their current term, if the customer agrees to enter into a new term agreement, equal to or of greater length than, their present term agreement;
- If the customer's present term is within six (6) months of expiration;
- If the customer has not entered into a term agreement; or
- If the customer is adding multiple locations and/or new products that will result in an increase in the existing account by 50% or more, and the customer enters into a new term of equal or greater length than their present term.

Conversions will occur only at the customer's bill cycle.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

D. Aspect Option D for Associations (Cont'd.)

All Aspect Option D for Associations calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Service rates are the same for inbound and outbound calls, but may be different for switched or dedicated access. Term discounts are available to customers who choose to enter into a term agreement for a period of 12, 24 or 36 months. Discounts available to the customer for the term periods listed are 5%, 7% or 7%, respectively, of their total monthly usage. There is no minimum usage requirement for customers who do not enter into a term agreement. Should the customer choose to enter into a term agreement, an "Annual Usage Commitment" will apply. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If a customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage, a "Discontinuance Charge" will be charged to the customer. The "Discontinuance Charge" for early termination of a term agreement is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

D. Aspect Option D for Associations (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

(D)

[AS OF MARCH 16, 2003, ASPECT OPTION D FOR ASSOCIATIONS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.9 Premier Advantage for Associations (Cont'd.)

E. Aspect Option E

Aspect Option E is intended for residential customers only. Inbound and Outbound Aspect Option E calls are time of day sensitive, but no volume or term discounts apply. Inbound and Outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call are timed in six (6) second increments after the initial thirty (30) seconds of each call. This service is offered via switched access only. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. (D)

F. Aspect Option G

Aspect Option G is intended for residential customers only. Inbound and Outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call are timed in six (6) second increments after the initial thirty (30) seconds of each call. This service is offered via switched access only. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. (D)

G. [Reserved For Future Use] (D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.10 ITC^DeltaCom Equal Access

When an exchange, or portion of an exchange, becomes arranged for equal access, service from the interexchange carrier chosen as the primary carrier by the local subscriber is accessed by dialing the digit "1" and the telephone number of the called party. Or, when another carrier is chosen as primary carrier by the local subscriber, the Company's Equal Access service may be accessed by dialing "10233" and the telephone number of the called party. In either situation, the Company's Equal Access service enables the subscriber to call stations of any domestic telephone system in Louisiana. Usage charges are based on accumulated minutes of use and duration of the call. Calls are timed in full minute increments.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.2 Service Offerings (Cont'd.)****3.2.11 DeltaCom Service Term Agreement**

DeltaCom's Service Term Agreement provides discounts to all classes of services described within this Service Guide. Discounts for Service Term Agreement have two basic "Discount Categories": (1) Switched and (2) Dedicated. To receive the discounts offered in the Service Term Agreement, the customer must agree to meet a specific "Average Monthly Usage" for at least one corresponding "Discount Category," and to a term of twelve, twenty-four, or thirty-six months. For agreeing to use Destiny Classic for a particular length of time, the customer will receive discounts of 8%, 14%, or 17% off the total amount of usage, excluding directory assistance, for each month during the term. To qualify for a discount, the customer must meet the "Average Monthly Usage", which is established during the first six months of the term agreement. The customer's "Average Monthly Usage," which must be maintained throughout the remainder of the service term, is determined by adding each month's usage and dividing by six.

Example A: The customer's first month's bill is \$150; the second month's bill is \$110; the third month's bill is \$165; the fourth month's bill is \$140; the fifth month's bill is \$95; and the sixth month's bill is \$145. Total usage for the first six months is \$805.00. The average monthly usage is \$134.16. To qualify for the discount, the customer must have a monthly bill of at least \$134.16. If the customer's usage declines during any month, by 50% or more of the average monthly usage within the first six months of the term, the customer will not receive a discount on the services for that month, and the company may terminate the agreement. Should the Company terminate the agreement as described above, the customer shall be responsible for immediate payment of a "Discontinuance Charge." The customer will also be responsible for the "Discontinuance Charge" if the customer's service is terminated for non-payment. The customer may discontinue service without incurring a charge for early discontinuance by giving written notice to the company at any time before the end of the sixth month of the term. The "Discontinuance Charge" is equal to the total of all waived installation charges, term discounts, and any incentives received during the term. All customer notices of discontinuance shall be delivered to the company, in writing, 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.11 DeltaCom Service Term Agreement (Cont'd.)

The following "Discount Categories" and corresponding "Discounts," and "Term" lengths are applicable to the DeltaCom Service Term Agreement:

Discount Categories	Switched Dedicated	or	Switched Dedicated	or	Switched Dedicated	or
Terms	12 Months		24 Months		36 Months	
Discounts	8%		14%		17%	

3.2.12 Destiny Classic

Destiny Classic is offered as four separate classes of service. These classes of service are (1) Destiny Classic Switched, (2) Destiny Classic Dedicated, (3) Destiny Classic Switched Association and (4) Destiny Classic Dedicated Association. Destiny Classic Switched and Destiny Classic Switched Association are switched access services; Destiny Classic Dedicated and Destiny Classic Dedicated Association are dedicated access services. Unlike other Destiny services, to subscribe to Destiny Classic Switched Association and Destiny Classic Dedicated Association, the subscribers must belong to a recognized professional or trade association. Calls over all Destiny's classes of service are divided into the following traffic types:

1. Outbound Toll - All long distance calls which originate from either the subscriber's switched or dedicated access lines, and are subsequently terminated to points within the continental U.S.
2. Inbound 800 - All 800 calls which terminate to the subscriber's switched or dedicated access lines.
3. Card - All calls where the subscriber uses a personalized, plastic card describing an 800 access number, an authorization code, and dialing instructions in accessing the Company's switching facility; and whereby the dialed call is subsequently terminated to a point within the continental U.S.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.12 Destiny Classic (Cont'd.)

Usage charges are based on class of service and accumulated minutes of use by traffic type as described in the preceding 1, 2 and 3. All Destiny calls are rated based on flat rates and duration of call. There is no charge for unanswered calls. Timing for all traffic types are in 6 second increments, after the initial 18 seconds of each call. Volume discounts and term discounts apply when elected by the subscriber. The customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available for the term periods listed are 8%, 14%, and 17%, respectively, of their total monthly usage. Volume discounts are applicable to each traffic type when combined dollar volumes for Destiny Classic Switched and Destiny Classic Dedicated services or Destiny Classic Switched- Association and Destiny Classic Dedicated Association services described herein, equal a volume discount Level as described in Section 4 of this Service Guide. In no event, however, shall dollar volumes for traffic types of Destiny Classic Switched Association and Destiny Classic Dedicated Association be combined with Destiny Classic Switched and Destiny Classic Dedicated traffic types to determine volume or term discounts.

Example A; Volume Discount Example: A "Destiny Classic Switched" subscriber has an accumulated \$805 in "Outbound Toll", \$375 in "Inbound 800" and \$352 in "Card" for a combined total of \$1,532. The Destiny Classic Switched dollar volumes were arrived by applying the respective flat, traffic type rate to the accumulated minutes usage for each traffic type.

A Volume Discount Level of \$1,501 was achieved; and a flat, volume discount rate for "Outbound Toll," "Inbound Toll," and "Card" in the amounts of \$.166, \$.169, and \$.232, respectively, would be reapplied to each traffic type's accumulated minutes of usage.

The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.12 Destiny Classic (Cont'd.)

The customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective.

If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" is in addition to usage charges, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.12 Destiny Classic (Cont'd.)

A. Dial Up

Dial Up is timed in full minute increments. Usage charges for this service are based on accumulated minutes of usage and on a time-of-day basis. No volume discounts apply.

B. [Reserved For Future Use]

(D)

C. ValueLink

ValueLink allows the customer to obtain a 20% discount on their five most frequently dialed numbers. These numbers are obtained from the customer. ValueLink is timed in 6 second increments, after the initial 30 seconds of the call.

(D)

3.2.13 Reserved for Future Use

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.2 Service Offerings (Cont'd.)****3.2.14 Delta-Net**

Delta-Net is a customized, virtual, telecommunications, network service which is designed for multi-location companies. Delta-Net provides discounted, long distance service between company locations, as well as all long distance calls to the entire continental U.S. Significant, monthly, volume discounts are applied when specific, combined, inter/intra-state usage levels are reached. Calls over Delta-Net may originate and terminate over both switched and dedicated facilities. Calls over Delta-Net are divided into the following traffic types:

1. Off-Net to Off-Net - Calls originating on switched access facilities and terminating on switched access facilities.
2. On-Net to Off-Net (or vice versa) - Calls that originate on dedicated access facilities and terminate on switched access facilities.
3. On-Net to On-Net - Calls that originate on dedicated access facilities and terminate on dedicated access facilities.

Usage charges are based on accumulated minutes of use, the type of call (as described in the preceding 1, 2, and 3), and whether the call terminates within or outside the states of Alabama, Florida, Georgia, Tennessee, and Mississippi. Calls are rated on the basis of duration and time-of-day. Both installation and monthly charges are applicable per the number of company locations. Timing is in 1/10th minute increments, and there is a minimum service term of twelve months.

3.2.15 Reserved for Future Use**3.2.16 Personal 800**

Personal 800 is an inbound, residential, 800 toll service offering that enables the subscriber to receive calls from any domestic telephone system in Louisiana over the subscriber's local exchange service line. The charges for such calls are billed to the terminating subscriber, rather than to the originating party. Usage charges are based on accumulated minutes of use. Calls are rated based on a flat rate and duration. Calls are timed in full minute increments, after the initial minute. A volume discount plan applies to usage over a specified, combined inter/intrastate amount. Both installation and monthly recurring charges apply.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.18 Responsible Organization (Resp Org)

The Company shall serve as a Resp Org upon the execution of a Resp Org Service Agreement between the Company and the customer. The Company Resp Org will perform the functions of Resp Org for all Company Inbound 800 Service orders unless the customer requests another Resp Org. The Company Resp Org functions include: (a) search for and reservation of 800 numbers in the SMS/800; (b) creating and maintaining the 800 number customer record in the SMS/800; and (c) provision of a single point of contact for trouble reporting. The liabilities and regulations which govern the Company Resp Org are described in Section 2. The rates applicable to the Company Resp Org are described in Section 4.

3.2.19 Inbound 800 Service Features

The following features may be obtained as an enhancement to an Inbound 800 Service described within this Service Guide. The rates for the following features shall be in addition to the subscriber's rates for Inbound 800 Service.

A. 800 Referral Service

This feature permits the inbound 800 subscriber to play prerecorded voice information referring callers to other numbers, explaining service conditions, or other general information that an inbound 800 subscriber may elect to provide the 800 callers.

Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to the subscriber's announcement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.19 Inbound 800 Service Features

C. Incoming Exclusion/Area Blocking

This feature permits the inbound 800 subscriber to block originating 800 calls from one or more specific exchanges (NXX) or area codes (NPA). Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in blocking.

D. Dialed Number Identification Service (DNIS)

This feature permits an inbound 800 subscriber with multiple 800 service numbers terminating in the same location to identify the specific 800 service number which was dialed by the calling party and to route the call to the appropriate location. DNIS is only available with dedicated inbound 800 service.

Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

E. Time of Day Routing

This feature permits the inbound 800 subscriber to arrange for calls to a single 800 service number to be routed to different locations based on (1) pre-determined Company defined time of day or (2) predetermined customer defined time of day. The number of time of day routing schedules are subject to the Company's capacity to store routing schedules. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.19 Inbound 800 Service Features (Cont'd.)

F. Day of Week Routing

This feature permits the inbound 800 subscriber to arrange for calls to a single 800 service number to be routed to different locations based on the particular day of the week. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

G. Command Routing

Command Routing is only available to dedicated inbound 800 services. This service permits inbound 800 calls to be rerouted to an alternative, customer provided, predetermined ANI or dedicated circuit, in the event of access blockage. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to an alternative route.

H. Real Time ANI

Real Time Automatic Number Identification (ANI) Service is a dedicated inbound 800 feature which identifies the calling party's telephone number to the inbound 800 subscriber, provided the terminating subscriber's inbound 800 equipment is appropriately equipped and compatible to receive ANI from the company. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to routing.

I. Route Advance

This feature permits the inbound 800 subscriber to control potential congestion of 800 calls by sending the overflow calls from one dedicated line to a switched line or from one dedicated line to another dedicated line, allowing for maximum completion of incoming 800 calls.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.19 Inbound 800 Service Features (Cont'd.)

J. Percent Allocation

This feature permits a dedicated line inbound 800 subscriber to route various percentages of calls to two or more answering locations. The subscriber must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The subscriber must have at least two different locations for this routing feature to be available.

K. Directory Listing

This service permits an inbound 800 subscriber's 1-800-XXX-XXXX-XXXX number to be placed into a third party database and made available to the general public upon request. A flat monthly recurring charge applies and an installation charge is applicable to the initial loading of the subscriber's 800 number to the third party database.

L. Vertical Features

Vertical Features are provided by Local Exchange Companies. Delta (as the Resp. Org.) will, at the subscriber's request, subscribe to Vertical Features obtained from Local Exchange Company access tariff. When Delta serves as the Resp. Org. for a Delta Inbound 800 subscriber, the subscriber shall reimburse Delta for all such charges imposed by a Local Exchange Company. In those instances where Delta serves as a Resp. Org. for a non-Delta Inbound 800 subscriber, the charges as outlined in Section 4, Paragraph 4.15 shall apply.

M. 800 + PIN

800 + PIN Service offers customers security on their 800 number by allowing them to choose who uses the 800 number. By assigning PINs to selected individuals whom the customer wishes to have access to the 800 number, the customer can monitor who uses the number and how often it is used. Calls are billed in full minute increments, and are billed as Destiny Classic with \$.03 added per minute. Monthly recurring charges will apply to this service and are non-waiveable. This service will combine with other Destiny classes of service for volume and term discounts.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.19 Inbound 800 Service Features (Cont'd.)

N. Premier Hospitality

Premier Hospitality is specifically for the hospitality industry which includes, but is not limited to, hotels, motels, hospitals, resorts and condominiums, and other establishments the Company determines to be hospitality in nature. Total usage includes interstate, intrastate as well as international usage. Calls are timed in 6 second increments after the initial 18 seconds of the call. The customer must subscribe to the Company's operator services exclusively to qualify to receive this product.

O. 700 Service

The Company provides the customer with (1+) 700 access for intraLATA call processing. 700 service enables the customer to retain a single toll bill and call accountability. 700 service calls contribute to customer call volume for volume and term discounts. Toll usage is rated at the service selected by the customer.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.21 Directory Assistance Services

A. Directory Assistance

Directory Assistance provides the calling party with the ability to obtain name, address and/or telephone number for a listed telephone subscriber. Directory Assistance is reached by dialing 1 + area code + 555-1212. Up to two subscriber listings, within the area code dialed, may be obtained on each call to Directory Assistance. A Directory Assistance charge will be applicable for each Directory Assistance call whether or not the subscriber information was available (e.g., when the requested telephone number is unlisted, non-published or no record can be found). A credit will be given for calls to Directory Assistance when:

- the customer is unable to use a telephone directory because of visual or physical handicap; however, must be for personal use and billed to the handicapped customer's residential telephone
- the customer experiences poor transmission or is cut-off during the call,
- the customer is given an incorrect telephone number, or
- the customer inadvertently misdials (e.g. the caller dialed 1-205-555-1212 when they intended to dial 1-202-555-1212).

Customers may receive credit by notifying the company's business office.

B. Directory Assistance Call Completion

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

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

3.2.22 Reserved for Future Use

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.2 Service Offerings (Cont'd.)****3.2.23 Destiny Classic with Peak/Off-Peak**

Destiny Classic with Off-Peak is rated on the basis of accumulated minutes of use by traffic type, duration of the call and on a time-of-day basis. There is no charge for unanswered calls. Timing is in 6 second increments, after the initial 18 seconds of the call. The Customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 8%, 14% and 17%, respectively, of their total monthly usage. Volume discounts apply. The Customer's "Annual Usage Commitment Level" is established by using the third month's actual toll usage, excluding directory assistance, multiplying by twelve months and dividing this amount by 50%. By the end of the twelfth month of the Customer's term, the Customer's usage must be at or above the established "Annual Usage Commitment Level". If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level." The Customer may discontinue service by written notice to the Company within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees and carrier and local exchange service order fees. All Customer notices must be delivered to the Company in writing 30 days prior to the discontinuance becoming effective. If the Customer has entered into a term agreement and cancels their service after the initial 90 day period but before the end of the expiration of the term, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the Customer agreed.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.23 Destiny Classic with Peak/Off-Peak (Cont'd.)

The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve months and dividing that amount by 50%. For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" is in addition to usage charges, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated or special access services are in addition to the rates contained in the rate section of this Service Guide. Data circuits require a minimum 12 month term agreement.

(D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.24 Operator Services

Operator Service is provided on a per call service charge basis. In addition to the per call service charge, applicable usage rates apply. This operator service is available on a 24 hour per day, seven day per week basis, on calls originated from Louisiana exchanges served by the Company.

The customer may select from the special call handling and billing arrangements specified below. Call rates and charges and applicable service charges will be assessed to the call originator, the called party's telephone number, based upon the call type (i.e., operator dialed, collect, third number billed, or credit card billed) initiated by the call originator and the appropriate acknowledgment of other parties, where applicable.

- A. Station-to-Station
- B. Person-to-Person
- C. Third Number Billed
- D. Credit Card Billed
 - Automated
 - Operator Assisted

Operator Services are accessed through dialing arrangements as specified below:

1. In "Feature Group D" equal access exchanges where the customer has chosen the Company as its primary interexchange carrier, the customer dials "00" to access the Company's operator service.
2. In exchange areas where non-equal access facilities are provided, the customer may access the Company's operator service by dialing a 1-800 number plus the digit "0".
3. In instances where the customer accesses the Company's network via dedicated facilities, operator service may be accessed by dialing "0" over the dedicated line.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.25 Private Line Service

This service is offered when, in the judgment of the Company, adequate and appropriate facilities are available and consists of provision of an InterLATA dedicated access channel suitable for analog voice or digital data communications between and/or among the Company's points of presence (POP). Charges include an installation charge, a flat rate monthly recurring charge and a charge based on the airline distance from the subscriber's premises to the Company's nearest point of presence on both the originating and terminating ends. A minimum one year term is required. Should the customer choose to enter into a term agreement for at least one year, the Company will waive the installation charges for private line access channels.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.3 Enhanced Data Services

3.3.1 Dedicated Frame Relay Service

ITC^DeltaCom Dedicated Frame Relay Service is a virtual digital private line arrangement that connects two or more locations. The Port Connection interfaces the customer premises with the Frame Relay network, in conjunction with a digital special access line. Each Port Connection will have a minimum of 1 PVC (Permanent Virtual Circuit), which defines the specific path, or address, for data sent by the customer to another location. The Port Connection can accommodate multiple PVC's for increased capacity and/or connectivity to other locations. The minimum service period is one year. Installation and monthly recurring charges apply.

If a Customer, who has entered into a frame relay/data term agreement, terminates the agreement before the expiration of the term, and after the initial 90-day period of the term, in addition to all accrued monthly charges, a "Discontinuance Charge" will be charged to the Customer. The "Discontinuance Charge" consists of charges for three months of service, plus all waived installation charges and any incentives received during the term. Data circuits require a minimum 12-month term agreement.

3.3.2 ITC^DeltaCom Frame Relay with NNI Interface

ITC^DeltaCom Frame Relay Service is a virtual digital private line arrangement that connects two or more locations. The port connection uses a Bell UNI interface to Bell's frame relay connections through NNI interfaces. Each port connection will have a minimum of 1 PVC (Permanent Virtual Circuit), which defines the specific path, or address, for data sent by the customer to another location. The port connection can accommodate multiple PVC's for increased capacity and/or connectivity to other locations. The minimum service period is one year. Installation and monthly recurring charges apply.

If a Customer, who has entered into a frame relay/data term agreement, terminates the agreement before the expiration of the term, and after the initial 90-day period of the term, in addition to all accrued monthly charges, a "Discontinuance Charge" will be charged to the Customer. The "Discontinuance Charge" consists of charges for three months of service, plus all waived installation charges and any incentives received during the term. Data circuits require a minimum 12-month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.3 Enhanced Data Services (Cont'd.)****3.3.3 ISDN**

ITC^DeltaCom ISDN Service is a network architecture that supports existing and future voice and data services (integrated access) over either single lines (BRI, or Basic Rate Interface) or T1 (PRI, or Primary Rate Interface) digital lines. Private lines may be provided over ISDN PRI. PRI will be offered using a multi-purpose, digital interface T1, 23 bearer channels for transporting user information (voice, data, etc.), 1 D channel for out-of-band signaling, and a bit rate of 64K per channel. Providing PRI in this manner reduces call set-up time and improves efficiencies of trunk use for both voice and data. Switched 64K/BRI service is offered based on the rate of the service the customer subscribes to. Monthly recurring and miscellaneous charges apply for PRI services as described in Section 4. Three year term plans allow for waiver of installation costs. BRI will be offered using switched 64K access, via local line ANI assignment and local access/BRI service, but is not available in all cities. Calls will be rated at the rates of the service the customer subscribes to, with all volume and term discounts applying; there will be no additional monthly charges. Call costs are based on each 64K line usage (i.e. if two BRI-64K lines are combined for band-width, the call will be rated at the rate of the service the customer subscribes to times the number of lines (2)).

3.3.4 Switched 56

ITC^DeltaCom provides Switched 56 service via channelized DS1 to the Company switch. Customer provided equipment at the customer site must support Switched 56 data and the Company may, at the request of the customer, provide the equipment. This service is usage sensitive in pricing, based on the service selected by the customer. No surcharges apply, but monthly recurring charges do apply for the DS1 access.

3.4 Custom Billing

Custom billing is available to Customers who require allocation of usage discounts based on location, department, ANI, account code, or PIN.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.5 Business Connections Switched Option 1

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) Business Connections Option 1 Switched and (2) Business Connections Option 1 Switched-Association. To subscribe to Business Connections Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 3% or 7%, respectively, off their total monthly usage. Business Connections Option 1 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 3%, 7% or 7%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company 's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.5 Business Connections Switched Option 1 (Cont'd.)**

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.6 Business Connections Switched Option 2

This product is designed for customers whose monthly usage is between \$400 and \$1,499 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) Business Connections Option 2 Switched and (2) Business Connections Option 2 Switched-Association. To subscribe to Business Connections Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 13%, 17% or 21%, respectively, off their total monthly usage. Business Connections Option 2 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 17%, 21% or 21%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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3.6 Business Connections Switched Option 2 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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3.7 Business Connections Switched Option 3

This product is designed for customers whose monthly usage is \$1,500 or more at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 3 is offered as two separate classes of service. These classes of service are:(1) Business Connections Option 3 Switched and (2) Business Connections Option 3 Switched-Association. To subscribe to Business Connections Option 3 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 3 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 19%, 22% or 28%, respectively, off their total monthly usage. Business Connections Option 3 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 22%, 28% or 28%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges." However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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3.7 Business Connections Switched Option 3 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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3.8 Business Connections Dedicated Option 4

This product is designed for customers whose monthly usage is less than \$2,000 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 12%, 16% or 20%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation. If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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3.8 Business Connections Dedicated Option 4 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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3.9 Business Connections Dedicated Option 5

This product is designed for customers whose monthly usage is between \$2,000 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 28%, 31% or 34%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.9 Business Connections Dedicated Option 5 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.10 Business Connections Dedicated Option 6

This product is designed for customers whose monthly usage is between \$5,000 and 9,999 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 6 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 30%, 33% or 38%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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3.10 Business Connections Dedicated Option 6 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.11 Business Connections Dedicated Option 7

This product is designed for customers whose monthly usage is \$10,000 or more at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charge do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 7 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 32%, 36% or 40%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.11 Business Connections Dedicated Option 7 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.12 Government Contracts

3.12.1 Toll Free Calling Service (State of Louisiana)

Toll Free Calling Service is a customized telecommunications service which is offered only to state government per the award under contract number 404346, File # G-91894-YT. The service provides Intrastate/Interstate InterLATA/IntraLATA Toll Free 800 service to the entire continental united states. Calls over this service may originate and terminate over both switched and dedicated facilities. Timing for both dedicated and switched calls are in 6 second increments, after the initial 6 seconds of each call. The contract shall be effective for a period of thirty-six (36) months or until such time as State Purchasing informs the Company by thirty (30) days written notice that this contract will be cancelled. Calls over this service are divided into the following traffic types:

- A. Switched Service
 - Intrastate IntraLATA Traffic
- B. Switched Service
 - Intrastate InterLATA Traffic
- C. Dedicated Service
 - Intrastate IntraLATA Traffic
 - Intrastate InterLATA Traffic
- D. Operator Service
 - Interstate Traffic
 - Intrastate/InterLATA Traffic
 - International Traffic

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3.12 Government Contracts (Cont'd.)

3.12.1 Toll Free Calling Service (State of Louisiana) (Cont'd.)

Feature Enhancements

The Company's toll free offering allows toll free calling from anywhere in the United States, Puerto Rico, and the U.S. Virgin Islands with a Company 800 or 888 number. The following are a list of the 800/888 feature enhancements the Company offers to the State of Louisiana at no cost:

- A. Route Advance - Allows another designated number to which 800 numbers can terminate.
- B. Disaster Recovery - predetermines where the 800 number will ring to in case of emergency or disaster.
- C. DNIS Outpulse - the Company's switch will automatically out-dial to direct 800 number to a specific extension at the customer's site. (Please note: the customer must have software loaded in the customer premise equipment)
- D. Time of day routing - allows 800 number to terminate to another location at particular times of day.
- E. Point of origin - allows routing of 800 calls to different departments or customer service representatives based on the originating area code.
- F. Geographic blocking - allows routing of local area codes from accessing toll free number.
- G. 800 + 4 Digit PIN - allows routing of calls to various predetermined locations.
- H. ISDN - ISDN features currently available on your toll free service are ANI delivery and Auto reroute.
- I. ANI Capabilities - ISDN or Non-ISDN, and ANI delivery and route traffic by ANI.

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3.12 Government Contracts (Cont'd.)

3.12.1 Toll Free Calling Service (State of Louisiana) (Cont'd.)

Feature Enhancements (Cont'd.)

- J. 800 Point of Origin - the Company provides Point of Origin service.
- K. Preferred routing - allows the ability to predetermine the different terminating locations and preferred routing of calls.
- L. 800 Changes - allows the customer to notify the Company of any additions, deletions, or changes to be made, by calling into our toll free number 1-800-239-3000. Changes will be made within 15 minutes of request. Customer may submit changes via written, verbal, or Internet E-mail request.
- M. Management reports - the Company can provide management reports by caller upon request from the customer. A wide range of reports can be provided.

Surcharges

Payphone Usage Charge (PUC) – mandated by the Telecommunications Act of 1996 and stipulates that payphone service providers are to be compensated for all Non-Coin calls completed from their payphones. This charge will be identified on the monthly invoice as “Payphone User Charge.”

Universal Service Fund (USF) charge – the Company applies this charge to all invoices. This is a mandatory contribution to the USF. This charge will be identified on the monthly invoice as “Universal Connect Chrg - Natl USF.”

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.13 Enhanced Toll Free Features

The following features may be obtained as an enhancement to an Inbound 800 Services described within this Service Guide. The rates for the following features shall be in lieu of the subscriber's rates for Inbound 800 service.

A. Enhanced Toll Free Routing Package

Enhanced Toll Free Package provides customers with the following features, as described below: Time of Day Routing, Holiday Routing, Point of Origination Routing, Toll Free Blocking and Percent Allocation. These features can be used if the customer subscribes to the Enhanced Toll Free Routing Package, or purchased a la carte, as defined below. The monthly recurring, and installation charges apply per toll free number, regardless of the number of features ordered. Change charges apply for each subsequent change request in routing.

1. Time of Day Routing

This feature permits the inbound 800 subscriber to arrange for calls to a single toll free service number to be routed to different locations based on a customer-defined time of day. The number of time of day routing schedules are subject to the Company's capacity to process and store routing schedules. The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

2. Day of Week Routing

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be routed to different locations based on the particular day of the week. The subscriber can establish a different routing arrangement for each day of the week, with a maximum of seven unique routing schemes. The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.13 Enhanced Toll Free Features (Cont'd.)

A. Enhanced Toll Free Routing Package (Cont'd.)

3. Holiday Routing

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be routed to different location based on a holiday schedule or a particular day of the year. The subscriber can establish holiday routing using a Company pre-determined listing of federal or business holidays. The subscriber is allowed three day of year entries. The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

4. Point of Origination Routing

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be routed to different location based on the origination of the caller. The subscriber can establish point of origination routing using a Company most commonly used serving area index, or by identifying specific area codes (NPA) and exchanges (NXX). The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

5. Toll Free Blocking

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be blocked based on the origination of the caller. The subscriber can establish toll free blocking using a Company most commonly used serving area index, or by identifying specific area codes (NPA) and exchanges (NXX). The monthly recurring, and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

6. Percent Allocation

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to route various percentages of calls to two or more locations. The subscriber must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The monthly recurring and installation charge apply per toll free number. Change charges apply for each subsequent change request in routing.

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3.13 Enhanced Toll Free Features (Cont'd.)

B. Toll Free with Call Completion

This feature permits the Inbound 800 subscriber to play pre-recorded audio messages to callers informing them of specific business conditions. The subscriber has four pre-recorded audio messages to choose from. The installation charge and monthly recurring charge applies to these pre-recorded messages. Customization of these audio messages (including foreign languages) will incur an additional Customized Announcement Creation installation charge.

C. Toll Free with Route Advance

This feature permits the dedicated Inbound 800 subscriber to control potential congestion of toll free calls by sending the overflow calls from one dedicated line to a switched line or from one dedicated line to another dedicated line, allowing for maximum completion of incoming toll free calls. The subscriber can route advance a call to a maximum of five alternate locations. Installation, monthly recurring and change charge apply.

D. Toll Free with DNIS Delivery

This feature permits a dedicated Inbound 800 subscriber with multiple toll free numbers terminating in the same location to identify the specific toll free number dialed by the calling party. Both installation and change charges apply. Change charges apply for subsequent changes in routing, after the initial service has been installed.

E. Toll Free with Real Time ANI Delivery

Real time automatic number identification (ANI) service is a dedicated inbound 800 feature which identifies the calling party's telephone number to the Inbound 800 subscriber, provided the terminating subscriber's Inbound 800 equipment is appropriately equipped and compatible to receive ANI from the company. A per call delivered charge is assessed for Real Time ANI delivery. Change charges apply for each subsequent change to the initial service installation.

F. Toll Free with Menu-Prompted Routing Advance

This feature permits the Inbound 800 subscriber to route calls based on the number dialed by the caller. Menu-Prompted Routing is a network-based voice response system that instructs the call to dial a key to be directed to the location of choice. The audio message that provided caller instructions are customizable. The subscriber can create up to three levels of voice response processing. Both installation and monthly recurring charges apply.

Change charges apply for each subsequent change to the initial service installation.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.14 Select 100

Select 100 is a business service that is available to new customers who subscribe to the Select 100 local product in Section 3.25 of the Company's Local Service Guide. Select 100 rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 60 seconds of the call. The customer will receive 100 free long distance minutes per line per month, aggregated at the account level. Free minutes from this combined total are applied as aggregate usage accrues. The rate per minute is not applicable to international, operator services or directory assistance charges. There are no violations for discontinuance of service. If a Select 100 customer cancels local service with the Company, at any time, they will be converted to Business Connections long distance rates. No term or bundled discounts apply.

(D)

A monthly recurring fee will apply for subscription to both Long Distance and Local Select 100 service, however, the fee can be waived if the customer subscribes to on-line billing through the Company's free eBillMaster billing service.

Select 100 may not be available in all areas. Customers can contact one of the Company's customer service representatives at 1-800-239-3000 to find out where this service is available in their area.

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3.15 EnterpriseLD Switched Option 1

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. EnterpriseLD Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) EnterpriseLD Option 1 Switched and (2) EnterpriseLD Option 1 Switched-Association. To subscribe to EnterpriseLD Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 5%, 9% or 13%, respectively, off their total monthly usage. EnterpriseLD Option 1 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 9%, 13% or 13%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet

this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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3.15 EnterpriseLD Switched Option 1 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.16 EnterpriseLD Switched Option 2**

This product is designed for customers whose monthly usage is above \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. EnterpriseLD Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) EnterpriseLD Option 2 Switched and (2) EnterpriseLD Option 2 Switched-Association. To subscribe to EnterpriseLD Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 10%, 13% or 19%, respectively, off their total monthly usage. EnterpriseLD Option 2 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 13%, 19% or 19%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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3.16 EnterpriseLD Switched Option 2 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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3.17 EnterpriseLD Dedicated Option 3

This product is designed for customers whose monthly usage is less than \$1,500 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 2% or 5%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.17 EnterpriseLD Dedicated Option 3 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.18 EnterpriseLD Dedicated Option 4

This product is designed for customers whose monthly usage is between \$1,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 15%, 20% or 25%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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3.18 EnterpriseLD Dedicated Option 4 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.19 EnterpriseLD Dedicated Option 5

This product is designed for customers whose monthly usage is above \$5,000 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 21%, 25% or 28%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.19 EnterpriseLD Dedicated Option 5 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

3.20 Employee Discount Program

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

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.21 Free Month Offering

The Free Month Offering is available to new Company customers who subscribe to a T1 based service. This offering provides the customer with one free month of service with a two year commitment and two free months of service with a three year commitment.

This Offering applies to all Monthly Recurring Charges (MRC) for Local, Long Distance recurring charges, Internet, Frame, IP VPN, Firewall, Equipment and all related taxes. Measured usage services such as long distance usage and Conference Calling usage are not included in the free month offer. FCC charges are also eligible under this offering including SLC, Carrier Line Charge (CLC) and USF charges. This offering is not available in conjunction with the Select 100 service.

If the Customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage and the disconnect charges assessed under the associated T1 based service, the Company will seek recovery of discounts received in connection with this offering as of the date of termination.

[Customers who received this offering prior to February 20, 2004 will receive previously tariffed credits of two free months of service with a two year commitment and three free months of service with a three year commitment.]

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3.22 Horizon LD Switched Option 1

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Horizon LD Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) Horizon LD Option 1 Switched and (2) Horizon LD Option 1 Switched-Association. To subscribe to Horizon LD Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 5%, 9% or 13%, respectively, off their total monthly usage. Horizon LD Option 1 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 9%, 13% or 13%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an Annual Usage Commitment Level.”

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.22 Horizon LD Switched Option 1 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)**3.23 Horizon LD Switched Option 2**

This product is designed for customers whose monthly usage is above \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Horizon LD Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) Horizon LD Option 2 Switched and (2) Horizon LD Option 2 Switched-Association. To subscribe to Horizon LD Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 10%, 13% or 19%, respectively, off their total monthly usage. Horizon LD Option 2 Switched-Association customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 13%, 19% or 19%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.23 Horizon LD Switched Option 2 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.24 Horizon LD Dedicated Option 3

This product is designed for customers whose monthly usage is less than \$1,500 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 2% or 5%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.24 Horizon LD Dedicated Option 3 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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3.25 Horizon LD Dedicated Option 4

This product is designed for customers whose monthly usage is between \$1,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 15%, 20% or 25%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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3.25 Horizon LD Dedicated Option 4 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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3.26 Horizon LD Dedicated Option 5

This product is designed for customers whose monthly usage is above \$5,000 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 21%, 25% or 28%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level".

The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.26 Horizon LD Dedicated Option 5 (Cont'd.)

For example, if a customer has entered into a two year term plan and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the remaining time in the term to which the customer agreed (4 months remaining in the first year and 12 months remaining in the second.)

3rd month's toll	\$2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	\$8,600				(Actual usage for 8 month term)
Amount remaining	\$5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.27 100Free LD

100Free LD is a business service that is available to new customers who subscribe to the Select 100 local product in Section 3.25 of the Company's Local Service Guide. 100Free LD rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 60 seconds of the call. The customer will receive 100 free long distance minutes per line per month, aggregated at the account level. Free minutes from this combined total are applied as aggregate usage accrues. The rate per minute is not applicable to international, operator services or directory assistance charges. There are no violations for discontinuance of service. If a 100Free LD customer cancels local service with the Company, at any time, they will be converted to Business Connections long distance rates. No term or bundled discounts apply.

(D)

One monthly recurring fee will apply for subscription to both long distance and local service; however, the fee can be waived if the customer subscribes to on-line billing through the Company's free eBillMaster billing service.

100Free LD may not be available in all areas. Customers can contact one of the Company's customer service representatives at 1-800-239-3000 to find out where this service is available in their area.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.28 Associations Program

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

3.29 T LD Plan

T LD Plan is a business service that is available to new customers who subscribe to the T-PAC, T-PAC Remote, Simplici-T, Simplici-T PRI, Simplici-T Plus local products, or Simplici-T 3.0, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, Simpli-Business PRI v.3, IVP, DVP, and to new and existing customers who subscribe to the DUNE and Unity local products, as defined in the Company's Louisiana CLEC Local Service Guide. T LD Plan rates are based on flat rates and duration of the call. Intrastate inbound/outbound long distance calls are timed in 6-second increments after the initial 18 seconds of the call. T-PAC, T-PAC Remote, Simplici-T, Simplici-T PRI, Simplici-T Plus, Simplici-T 3.0, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, Simpli-Business PRI v.3, IVP, DVP, and DUNE local customers will receive 100 free long distance minutes per voice line or voice channel enabled and Unity local customers will receive 2400 free long distance minutes (total, whether applied to intrastate, interstate, outbound or inbound minutes) per T-1, per account per month, aggregated across all T-1 active channels. Unused free minutes do not carry over to the next month. The applicable rates per minute, as set forth in the Rates Section of this Service Guide, do not apply to operator services or directory assistance charges.

(D)

If, at any time, a T LD Plan customer cancels local service with the Company, they will automatically be converted to the appropriate Business Connections long distance product.

T LD Plan requires no term agreement. The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days and thereafter of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.30 S100 LD Plan

S100 LD Plan is a business service that is available to new customers who subscribe to the Select 100 local product in Section 3.25 of the Company's Local Service Guide. S100 LD Plan rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 60 seconds of the call. The customer will receive 100 free long distance minutes per line per month, aggregated at the account level. Free minutes from this combined total are applied as aggregate usage accrues. The rate per minute is not applicable to international, operator services or directory assistance charges. There are no violations for discontinuance of service. If a S100 LD Plan customer cancels local service with the Company, at any time, they will be converted to Business Connections long distance rates. No term or bundled discounts apply.

(D)

One monthly recurring fee will apply for subscription to both long distance and local service; however, the fee can be waived if the customer subscribes to on-line billing through the Company's free eBillMaster billing service.

S100 LD Plan may not be available in all areas. Customers can contact one of the Company's customer service representatives at 1-800-239-3000 to find out where this service is available in their area.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.31 EZ LD Switched Long Distance

EZ LD Switched Long Distance is a direct dialed outbound and inbound long distance service designed for Business Customers located in BellSouth ILEC territories whose monthly billed intrastate outbound and inbound usage is less than 60% of the Customer=s total outbound and inbound long distance usage. The product is marketed to new Customers or current Customers who are adding stand alone long distance locations to their accounts and meet the above eligibility requirement. This product is not available for subscription by customers on lines with local service provided by another Competitive Local Exchange Carrier (CLEC). Additionally, unless offered in conjunction with a promotional offering, this product is not available for subscription on lines with local service provided by the Company.

In the event Customer=s intrastate outbound and inbound long distance usage rises above 60% of total outbound and inbound long distance usage during a monthly billing cycle, the Company reserves the right to offer customer an alternate long distance product or terminate service.

A monthly fee, dependent upon the Customer=s commitment to a monthly long distance usage volume level as defined the Rates Section of this Service Guide, applies for this service. This fee is independent of the volume level commitments and is not included in the calculation used to reach the commitment amount. Although no term commitment is required, the Monthly Fee is waived for those Customers who sign a one-year term agreement. No additional discounts will be applied to the published rates.

The volume level commitment is based on total usage charges during a monthly billing period. Eligible usage includes Customer=s outbound, inbound, international, and directory assistance charges originating or terminating to telephone numbers utilizing BellSouth as the local service provider and established on one of the EZ LD Switched Long Distance options.

(D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.31 EZ LD Switched Long Distance (Cont'd.)

No other charges, including taxes and the monthly fee, if applicable, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes and surcharges apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

Discontinuance provisions apply as set forth in Section 2.15.1, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers who sign a term agreement will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. This discontinuance penalty applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company will seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If customer chooses to transfer service to an alternate product and service is subsequently terminated, Discontinuance Charges will apply under the new product. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Interstate and international service is offered in conjunction with intrastate service.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.32 EZ LD Dedicated Long Distance

EZ LD Dedicated Long Distance is a direct dialed outbound and inbound long distance service designed for Business Customers whose monthly billed intrastate outbound and inbound usage is less than 60% of the Customer's total outbound and inbound long distance usage. The product is marketed to new Customers or current Customers who are adding stand alone long distance locations to their accounts in areas where the Company can deliver dedicated T-1 loops and meet the above eligibility requirement. Unless offered in conjunction with a promotional offering, this product is not available for subscription on lines with local service provided by the Company.

A minimum one-year term agreement is required for this service. In the event Customer's intrastate outbound and inbound long distance usage rises above 60% of total outbound and inbound long distance usage during a monthly billing cycle, the Company reserves the right to offer customer an alternate long distance product or terminate service.

Installation fees will be billed at a rate of 50% on a one-year term and waived with a term of greater duration. No additional discounts will be applied to the published rates.

The volume level commitment is based on total usage charges during a monthly billing period. Eligible usage includes Customer's outbound, inbound, international, and directory assistance charges originating or terminating to telephone numbers established on the dedicated T-1 and subscribed to one of the Options listed in the Rates Section of this Service Guide. No other charges, including taxes, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes and surcharges apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.32 EZ LD Dedicated Long Distance (Cont.)

Discontinuance provisions apply as set forth in Section 2.15.1, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. This discontinuance penalty applies at the time of cancellation regardless of amounts paid in excess of previous months= volume level commitment. In addition, the Company will seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If customer chooses to transfer service to an alternate product and service is subsequently terminated, Discontinuance Charges will apply under the new product. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Interstate and international service is offered in conjunction with intrastate service.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.33 SimpliVoice Unlimited Long Distance

SimpliVoice Unlimited Long Distance is a direct dialed outbound and inbound long distance service offered in conjunction with the SimpliVoice local bundled product. The SimpliVoice Unlimited Long Distance plan provides the Customer with unlimited minutes of long distance usage for a flat rate monthly charge (certain restrictions apply as outlined below). Unused minutes will not roll over to the next month. This service is not offered on an intraLATA only basis, and is not offered as a stand-alone service. All lines in a single account must have this product in order to realize the full benefits.

A monthly fee per line, as defined the Rates Section of this Service Guide, applies for this service. No additional discounts will be applied to the published rates.

SimpliVoice Unlimited rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 30 seconds of the call. The rate per minute is not applicable to international, operator services or directory assistance charges. Eligible unlimited usage includes Customer's domestic outbound, inter and intraLATA long distance calls. Inbound, international, Directory Assistance, and Operator Services are not eligible. (D)

If the Company determines that the Customer's total long distance plan usage is excessive, the Customer may be subject to an additional rate per minute charge per month for which the usage was excessive. For the purpose of this plan, excessive usage is defined as total plan usage per account that exceeds 10 times the Company's average usage for all Customers subscribing to this same plan. In the alternative, at the Company's sole discretion, the Customer may be required to change to another calling plan. (D)

SimpliVoice Unlimited LD requires no term agreement. The Customer may discontinue service by contacting the Company's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days and thereafter of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

One monthly recurring fee will apply for subscription to both long distance and local service; however, the fee can be waived if the customer subscribes to on-line billing through the Company's free eBillMaster billing service.

If a SimpliVoice Unlimited LD customer cancels local service with the Company, at any time, they will be converted to the Company's EZ LD Switched long distance rates.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.34 SimpliVoice LD

SimpliVoice LD is a direct dialed outbound and inbound long distance service offered in conjunction with the SimpliVoice local product. This service is not offered on an intraLATA only basis, and is not offered as a stand-alone service. All lines in a single account must have this product in order to realize the full benefits.

SimpliVoice LD rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 30 seconds of the call. The rate per minute is not applicable to international, operator services, or directory assistance charges. All usage will be charged the plan rates per minute. (D)

A monthly fee, dependent upon the Customer's commitment to a monthly long distance usage volume level as defined the Rates Section of this Service Guide, applies for this service. This fee is independent of the volume level commitments and is not included in the calculation used to reach the commitment amount. Although no term commitment is required, the Monthly Fee is waived for those Customers who sign a term agreement. No additional discounts will be applied to the published rates.

The volume level commitment is based on total usage charges during a monthly billing period. Eligible usage includes Customer's outbound, inbound, international, and directory assistance charges originating or terminating to telephone numbers established on SimpliVoice LD. No other charges, including taxes, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes and surcharges apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis. (D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.34 SimpliVoice LD (Cont'd.)

Discontinuance provisions apply as set forth in Section 2.15, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers who sign a term agreement will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. This discontinuance penalty applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company will seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event Customer is unable to continue to meet the percentage usage requirements for this product and service are terminated by the Company, no discontinuance charges will be assessed. If customer chooses to transfer service to an alternate product and service is subsequently terminated, Discontinuance Charges will apply under the new product. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

One monthly recurring fee will apply for subscription to both long distance and local service; however, the fee can be waived if the customer subscribes to on-line billing through the Company's free eBillMaster billing service.

If a SimpliVoice LD customer cancels local service with the Company, at any time, they will be converted to the Company's EZ LD Switched long distance rates.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.35 T_5000 LD Plan

The T_5000 LD Plan is a long distance service plan available to business customers in those areas where the Company has facilities. The Plan provides Customers up to 5000 minutes per month of outbound and inbound usage for domestic long distance per qualified local T-1. Customers must be subscribed to one of the following products in order to have a qualified T-1: TPAC, Simpli-T, Simpli-T 3.0, Simpli-T Plus, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, Simpli-Business PRI v.3, Business Reach , IP Complete PRI, IVP, DVP, DUNE, Unity, and Integrated T. This product is available to Customers purchasing new local T-1 products and existing Customers who are re-termining services, within the Company's re-term guidelines.

The long distance rates are based on flat rates and duration of the call as set forth in the Rates Section of this Service Guide. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Intrastate service is offered in conjunction with interstate service. T_5000 LD Plan allows for 5000 minutes per month of outbound and inbound usage for domestic long distance per qualified local T-1. The free 5000 minutes are applied at the account level, which allows for customers with multiple T-1's or ancillary local lines to share the packaged minutes across the account. Customers who have multiple locations with the product cannot share the 5000 minutes across all lines unless all locations are loaded in a single account. Unused free minutes do not carry-over to the next month. Additional minutes used will carry a separate charge per minute as set forth in 4.58.2 of this Service Guide.

Interstate, Intrastate, Inbound, and Outbound domestic minutes qualify for the free minute application. The applicable rates per minute, as set forth in the Rates Section of this Service Guide, do not apply to International, Directory Assistance, and Operator Services minutes. These calls carry a separate rate per minute. (D)

If at any time, a T_5000 customer does not have an activated, qualified T-1 product, they will automatically be converted to the per minute rates in excess of 5000 minutes. The rates in excess of 5000 minutes are located in 4.58.2 of this Service Guide.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.36 LD Rewards

3.36.1 LD Rewards Switched Long Distance

LD Rewards Switched Long Distance is a direct dialed outbound long distance and toll free service designed for existing Company Business Customers who are re-termining their long distance services. Customers who commit to a minimum monthly volume level will receive rates as specified in Section 4.59. The volume level commitment is based on the Customer's total usage charges during a monthly billing period. Eligible usage includes Customer's outbound and toll free domestic calls.

Per minute intrastate and interstate rates are set forth in Section 4.59 of this Service Guide and apply exclusively to outbound and toll free domestic traffic. International, Directory Assistance and Operator Services calls are not eligible to receive the rates as specified in Section 4.59.

A minimum one-year term agreement is required for this service. No additional discounts will be applied to the rates as specified in Section 4.59.

No other charges, including taxes and the monthly fee, if applicable, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes and surcharges apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

Discontinuance provisions apply as set forth in Section 2, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers who sign a term agreement will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. This discontinuance penalty applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company will seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If customer chooses to transfer service to an alternate product and service is subsequently terminated, Discontinuance Charges will apply under the new product.

Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. International service is offered in conjunction with intrastate and interstate service.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.36 LD Rewards (Cont'd.)

3.36.2 LD Rewards Dedicated Long Distance

LD Rewards Dedicated Long Distance is a direct dialed outbound long distance and toll free service designed for existing Business Customers located in BellSouth territories. This plan is available for existing dedicated LD and facilities based local T-1 customers. This product cannot be applied to lines with local UNE-L, UNE-P, or resale service products from the Company. The product is marketed to current Customers who are re-termining their long distance services in areas where the Company can deliver dedicated T-1 loops. Customers who commit to a minimum monthly volume level will receive rates as specified in Section 4.59.

A minimum one-year term agreement is required for this service. No additional discounts will apply to the rates as specified in Section 4.59. Discounts on installation fees may be available to eligible customers.

The volume level commitment is based on total usage charges during a monthly billing period. Eligible usage includes Customer's outbound and toll free domestic calls originating or terminating to telephone numbers established on the dedicated T-1 and subscribed to one of the Options listed in Section 4 of this Service Guide. No other charges, including taxes, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes and surcharges apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

Discontinuance provisions apply as set forth in Section 2, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. This discontinuance penalty applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company will seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If customer chooses to transfer service to an alternate product and service is subsequently terminated, Discontinuance Charges will apply under the new product.

Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. International service is offered in conjunction with intrastate and interstate service.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.37 Business Reach LD

Business Reach LD is a business service that is available to customers who subscribe to the Business Reach or Business Allegiance Local product, as defined in the Company's Local Service Guide. Business Reach LD rates are based on flat rates and duration of the call. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. The rate per minute is not applicable to international, calling card, operator services or directory assistance charges. Business Reach local customers will receive 200 free long distance minutes of outbound and inbound domestic long distance per voice line or voice channel enabled per T-1, per account per month, aggregated across all T-1 active channels. Unused free minutes do not carry over to the next month. International, Directory Assistance, and Operator Services minutes do not qualify for free minutes. Customers who have multiple locations with the product cannot share the free minutes across all lines unless all locations are loaded in a single account. Additional minutes used will carry a separate charge per minute as set forth in the Rates Section of this Service Guide.

(D)

As part of the base package, one toll free number is included. Additional toll free numbers are available and carry an additional charge.

If, at any time, a Business Reach Customer cancels local service with the Company, the Business Reach LD product will not be converted to a stand-alone Long Distance product and therefore must be cancelled as well.

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

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.38 T_2500

The T_2500 is a long distance service plan available to business customers in those areas where the Company has facilities. The Plan provides Customers up to 2500 minutes per month of outbound and inbound usage for domestic long distance per qualified local T-1. Customers must be subscribed to one of the following products in order to have a qualified T-1: TPAC, Simpli-T Line Side, Simpli-T Trunk/PRI, Simpli-T 3.0 Line Side, Simpli-T 3.0 Trunk/PRI, Simpli-T Plus, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, Simpli-Business PRI v.3, Business Reach, IP Complete PRI, IVP, DVP, DUNE, Unity, and Integrated T. This product is available to Customers purchasing new local T-1 products and existing Customers who are re-termining services, within the Company's re-term guidelines.

The long distance rates are based on flat rates and duration of the call as set forth in the Rates Section of this Service Guide. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Intrastate service is offered in conjunction with interstate service. T_2500 allows for 2500 minutes per month of outbound and inbound usage for domestic long distance per qualified local T-1. The free 2500 minutes are applied at the account level, which allows for customers with multiple T-1's or ancillary local lines to share the packaged minutes across the account. Customers who have multiple locations with the product cannot share the 2500 minutes across all lines unless all locations are loaded in a single account. Unused free minutes do not carry-over to the next month. Additional minutes used will carry a separate charge per minute as set forth in 4.61.2 of this Service Guide.

Interstate, Intrastate, Inbound, and Outbound domestic minutes qualify for the free minute application. The applicable rates per minute, as set forth in the Rates Section of this Service Guide, do not apply to International, Directory Assistance, and Operator Services minutes. These calls carry a separate rate per minute.

(D)

If at any time, a T_2500 customer does not have an activated, qualified T-1 product, they will automatically be converted to the per minute rates in excess of 2500 minutes. The rates in excess of 2500 minutes are located in 4.61.2 of this Service Guide.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.39 Converged Minutes

Converged Minutes is a long distance service available to certain business Customers in those areas where the Company has facilities. Converged Minutes is available to Customers who subscribe to one of the following local products: Simplici-T Plus, Simplici-T 3.0, Simplici-T 3.0 PRI, IP Complete PRI, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, and Simpli-Business PRI v.3. Customers may also add Simpli-Mobile as an option to the package. The Plan provides Customers up to 1500 minutes per month of usage for outbound and inbound domestic long distance and mobile per qualified local T1. This product is available to Customers purchasing new local T-1 products and existing Customers who are re-termining services, within the Company's re-term guidelines.

The long distance rates are based on flat rates and duration of the call as set forth in the Rates Section of this Service Guide. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Intrastate service is offered in conjunction with interstate service. Converged Minutes allow for 1500 minutes per month of usage for outbound and inbound domestic long distance and mobile per qualified local T-1. The free 1500 minutes are applied at the account or master account level, which allows for Customers with multiple T-1s or ancillary local lines to share the packaged minutes across the account or across multiple accounts. Customers who have multiple locations with the product can share the 1500 minutes across all lines and all locations. Unused free minutes do not carry-over to the next month. Customers may purchase additional blocks of minutes as set forth in Section 4 of this Service Guide. Additional minutes used will carry a separate charge per minute as set forth in Section 4 of this Service Guide.

Domestic Interstate, Intrastate, Inbound, Outbound and mobile minutes qualify for the free minute application. The applicable rates per minute, as set forth in the Rates Section of this Service Guide, do not apply to International, Directory Assistance, and Operator Services minutes. These calls carry a separate rate per minute.

If at any time, a Converged Minutes customer does not have an activated, qualified T-1 product, they will automatically be converted to the per minute rates in excess of 1500 minutes. The rates in excess of 1500 minutes are located in Section 4 of this Service Guide.

(D)

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.40 VOLUME PLUS LD Switched Long Distance

VOLUME PLUS LD Switched Long Distance is a direct dialed outbound and inbound long distance service designed for business Customers located in AT&T ILEC territory in LA whose monthly billed intrastate outbound and inbound usage is less than 60% of the Customer's total outbound and inbound long distance usage. This product will be offered to new Customers or current Customers who are adding stand-alone long distance locations to their existing service or replacing their existing long distance product with this product and meet the eligibility requirement described in this section of the Service Guide. VOLUME PLUS LD Switched Long Distance is available to Customers on facility-based lines with local service provided by the Company or who have selected AT&T as their local service provider.

In the event Customer's intrastate outbound and inbound long distance usage rises above 60% of total outbound and inbound long distance usage during a monthly billing cycle, the Company reserves the right to offer the Customer an alternate long distance product or terminate service. If the Customer chooses to transfer service to an alternate long distance product, all terms, conditions and rates for the alternate product will apply.

Customers will be required to maintain a volume level commitment of \$7,500 during each billing period to qualify for VOLUME PLUS LD Switched Long Distance. The volume level commitment is based on total usage charges during a monthly billing period. Eligible usage includes Customer's outbound, inbound, international, and directory assistance charges originating or terminating to telephone numbers utilizing AT&T or the Company as the local service provider and established on the VOLUME PLUS LD Switched Long Distance option. No other charges, including taxes, will be eligible in attaining the volume level commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the Customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes apply to the Volume Level Shortfall Amount. The Customer will not be assessed the minimum Volume Level Commitment on their first partial invoice. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.40 VOLUME PLUS LD Switched Long Distance (Cont'd.)

Subscription to VOLUME PLUS LD Switched Long Distance does not require a term plan. However, Customers who sign a term agreement may incur a Discontinuance Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers will be billed an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. The Discontinuance Charge applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company may seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event the Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If the Customer chooses to transfer service to an alternate product and service is subsequently terminated prior to the end of the term agreement, Discontinuance Charges will apply under the new product.

Customers must maintain an average call length of two (2) minutes across all of their inbound and outbound long distance usage in a single billing period. Should the Customer fail to meet the two (2) minute minimum call length average, a short duration call fee of \$0.01 per minute will be assessed. The short duration call fee will be assessed as a separate line item on the bill as the total minutes for that billing period multiplied by \$0.01.

Calls are billed in six (6) second increments following an initial billing period of six (6) seconds. Interstate and international service is offered in conjunction with intrastate service. The applicable rates per minute, as set forth in the Rates Section of this Service Guide, do not apply to International, Directory Assistance, and Operator Services minutes. These calls carry a separate rate as described in the Rates Section of this Service Guide.

SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.41 VOLUME PLUS LD Dedicated Long Distance

VOLUME PLUS LD Dedicated Long Distance is a direct dialed outbound and inbound long distance service designed for business Customers whose monthly billed intrastate outbound and inbound usage is less than 60% of the Customer's total outbound and inbound long distance usage. This product will be offered to new Customers or current Customers who are adding stand alone long distance locations to their existing service or replacing their existing long distance product with this product in areas where the Company can deliver dedicated T-1 loops and meet the eligibility requirements as described in this section of the Service Guide.

PRI access is also available as an option to Customers subscribing to VOLUME PLUS LD Dedicated Long Distance. Each PRI has 23 "B" channels, and 1 "D" channel. PRI access will be provided to the Customer at the applicable rates set forth in the Rates section of this Service Guide.

A minimum one-year term agreement is required for this service. In the event the Customer's intrastate outbound and inbound long distance usage rises above 60% of total outbound and inbound long distance usage during a monthly billing cycle, the Company reserves the right to offer the Customer an alternate long distance product or terminate service. If the Customer chooses to transfer service to an alternate long distance product, all terms, conditions and rates for the alternate product will apply.

Non-recurring installation fees will be billed on a one-year term and may be waived with term agreements of a longer duration. No additional discounts are applicable for this product. The Customer will be responsible for the costs of the dedicated access loop necessary to provide VOLUME PLUS LD Dedicated Long Distance.

Customers will be required to maintain a volume level commitment of \$7,500 during each billing period to qualify for VOLUME PLUS LD Dedicated Long Distance. The volume level commitment is based on total usage charges during a monthly billing period. Eligible usage includes Customer's outbound, inbound, international and directory assistance charges originating or terminating to telephone numbers established on the dedicated T-1 and subscribed to Volume Plus LD in the Rates Section of this Service Guide. No other charges, including taxes, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the Customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

(D)

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SECTION 3 - DESCRIPTION OF SERVICE (CONT'D.)

3.41 VOLUME PLUS LD Dedicated Long Distance (Cont'd.)

Discontinuance provisions may apply as set forth in Section 2, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. The Discontinuance Charge applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company may seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event the Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If the Customer chooses to transfer service to an alternate product and service is subsequently terminated prior to the end of the term agreement, Discontinuance Charges will apply under the new product.

Customers must maintain an average call length of two (2) minutes across all of their long distance usage in a single billing period. Should the Customer fail to meet the two (2) minute minimum call length average, a short duration call fee of \$0.01 per minute will be assessed. The short duration call fee will be assessed as a separate line item on the bill as the total minutes for that billing period multiplied by \$0.01.

Calls are billed in six (6) second increments following an initial billing period of six (6) seconds. Interstate and international service is offered in conjunction with intrastate service. The applicable rates per minute, as set forth in the Rates section of this Service Guide, do not apply to International, Directory Assistance, and Operator Services minutes. These calls carry a separate rate as described in the Rates Section of this Service Guide.

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SECTION 4 - RATES

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

4.1 Travel Call

	Surcharge (Usage per call)
Day	\$0.40
Evening	\$0.40
Night/Weekend	\$0.40

Plus regular call charges from the customer's home exchange to the terminating exchange.

4.1.1 Family Connections Plus

Family Connections Plus Usage Rates

Day	\$.210
Evening	\$.120
Night/Weekend	\$.100

Family Connections Plus 800/888 Rates:

Day	\$.205
Evening	\$.205
Night/Weekend	\$.205

Family Connections Plus Card Rates:

Day	\$.250
Evening	\$.250
Night/Weekend	\$.250

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[AS OF THE EFFECTIVE DATE ABOVE, FAMILY CONNECTIONS PLUS IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS

Usage charges per minute

Day	\$.119
Evening	\$.095
Night/weekend	\$.086

Timed in 1/10th minute increments

Discounts

Usage \$5,000 to \$25,000	5%
Usage over \$25,000	10%

Applies to all usage, inter and intrastate

Installation Fee: none *

Monthly recurring charge: \$159.34 per account * (I)

"Monthly Message Detail" (optional):

Monthly Statement	\$13.01 per account	(I)
Monthly Magnetic Tape	\$97.55 per customer	(I)

* In addition to all other rates prescribed herein, the subscriber shall reimburse the Company for all such charges imposed by a local exchange carrier for pro vision of dedicated access and any other service or facility not provided by the Company.

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SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.1 DeltaCom Unison Option A - Switched/800 Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.1363	\$0.1227	\$0.1172	\$0.1118

DeltaCom Unison Option A - Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.3350	\$0.3015	\$0.2881	\$0.2747

Monthly Recurring Charge per toll free number: \$17.46 (I)

4.2.2 DeltaCom Unison Option A for Associations - Switched/800 Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.1363	\$0.1172	\$0.1118	\$0.1118

DeltaCom Unison Option A for Associations - Card Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.3350	\$0.2881	\$0.2747	\$0.2747

Monthly Recurring Charge per toll free number: \$17.46 (I)

SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.2 DeltaCom Unison Option A for Associations - Switched/800 Rates (Cont'd.)

A. DeltaCom Unison Option A - Dedicated Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.0949	\$0.0854	\$0.0816	\$0.0779

DeltaCom Unison Option A for Associations - Dedicated Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.0949	\$0.0816	\$0.0779	\$0.0779

B. DeltaCom Unison Option J

Outbound	\$0.1363
Inbound	\$0.1363
Card	\$0.2079

4.2.3 DeltaCom Unison Plus - Switched/800 Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.1271	\$0.1143	\$0.1093	\$0.1042

DeltaCom Unison Plus - Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.3350	\$0.3015	\$0.2881	\$0.2747

Monthly Recurring Charge per toll free number: \$17.46

(I)

SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.4 DeltaCom Unison Plus for Associations - Switched/800 Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.1271	\$0.1093	\$0.1042	\$0.1042

DeltaCom Unison Plus for Associations - Card Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.3350	\$0.2881	\$0.2747	\$0.2747

A. DeltaCom Unison Plus - Dedicated Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.0874	\$0.0787	\$0.0752	\$0.0717

Monthly Recurring Charge per toll free number: \$17.46 (I)

B. DeltaCom Unison Plus for Associations - Dedicated Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.0874	\$0.0752	\$0.0717	\$0.0717

Monthly Recurring Charge per toll free number: \$17.46 (I)

SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.4 DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

C. DeltaCom Unison Select Option 1 – Dedicated Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.0912	\$0.0766	\$0.0730	\$0.0693

DeltaCom Unison Select Option 1 – Card Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.3350	\$0.2814	\$0.2680	\$0.2546

Monthly Recurring Charge per toll free number: \$17.46 (I)

D. DeltaCom Unison Select Option 2 – Dedicated Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.0912	\$0.0748	\$0.0712	\$0.0675

DeltaCom Unison Select Option 2 – Card Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.3350	\$0.2747	\$0.2613	\$0.2479

Monthly Recurring Charge per toll free number: \$17.46 (I)

SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.4 DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

E. DeltaCom Unison Select Option 3 – Dedicated Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (28%)
\$0.0912	\$0.0730	\$0.0693	\$0.0657

DeltaCom Unison Select Option 3 – Card Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (28%)
\$0.3350	\$0.2680	\$0.2546	\$0.2412

Monthly Recurring Charge per toll free number: \$17.46 (I)

F. DeltaCom Unison Select Option 4 – Switched Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.1271	\$0.1067	\$0.1016	\$0.0966

DeltaCom Unison Select Option 4 – Card Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.3350	\$0.2814	\$0.2680	\$0.2546

Monthly Recurring Charge per toll free number: \$17.46 (I)

SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.4 DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

G. DeltaCom Unison Select Option 4 for Associations– Switched Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (24%)
\$0.1271	\$0.1016	\$0.0966	\$0.0966

DeltaCom Unison Select Option 4 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (24%)
\$0.3350	\$0.2680	\$0.2546	\$0.2546

Monthly Recurring Charge per toll free number: \$17.46 (I)

H. DeltaCom Unison Select Option 5 – Switched Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.1213	\$0.0994	\$0.0946	\$0.0897

DeltaCom Unison Select Option 5 – Card Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.3350	\$0.2747	\$0.2613	\$0.2479

Monthly Recurring Charge per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.2 Delta Competition WATS (Cont'd.)

4.2.4 DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

I. DeltaCom Unison Select Option 5 for Associations – Switched Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (26%)	3 Year Term (26%)
\$0.1213	\$0.0946	\$0.0897	\$0.0897

DeltaCom Unison Select Option 5 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (26%)	3 Year Term (26%)
\$0.3350	\$0.2613	\$0.2479	\$0.2479

Monthly Recurring Charge per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.3 Delta Flexline

Day	\$0.199
Evening	\$0.165
Night/Weekend	\$0.160

Timed in 1/10th minute increments, after initial 30 seconds.

Discounts	
Usage \$200 to \$1800	10% discount
Usage over \$1800	21% discount
Applies to all usage, inter and intrastate	

Installation Fee, per account: \$15.00

Monthly recurring charge, per account: \$38.23 (I)

4.4 Custom Design 800

Day	\$0.210
Evening	\$0.189
Night/Weekend	\$0.175

Timed in 1/10-minute increments, after initial 30 seconds

Discounts	
Usage \$50 to \$335	05%
\$ 335 to \$1,250	10%
Usage over \$1,250	15%

Applies to all usage, inter and intrastate

Installation Fee, per account: \$15.00

Monthly recurring charge, per account: \$38.23 (I)

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SECTION 4 - RATES (CONT'D.)

4.5 Custom Design Watts Plus

Day	\$0.172
Evening	\$0.130
Night/Weekend	\$0.130

Timed in 1/10th minute increments, after initial 30 seconds.

Discounts	
Usage \$200 to \$2000	10%
Usage over \$2000	21%

Applies to all usage, inter and intrastate

Installation Fee: up to \$95 per line

Monthly Recurring Charge, per line: \$111.53

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SECTION 4 - RATES (CONT'D.)

4.6 Custom Design Plus 800

Day	\$0.192
Evening	\$0.177
Night/Weekend	\$0.163

Timed in 1/10th minute increments, after initial 30 seconds.

Discounts	
Usage \$ 50 to \$335	5%
\$335 to \$1,250	10%
Usage over \$1,250	15%

Applies to all usage, inter and intrastate

Installation Fees, per line:	\$95.00
Monthly recurring charge, per line:	\$111.53

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 4 - RATES (CONT'D.)

4.6 Custom Design Plus 800 (Cont'd.)

4.6.1 Operator Services (Cont'd.)

The following charges are in addition to the basic Rate Tables preceding when the call is placed using the following operator services:

B. Service Charges and Surcharges

Call Type	Per Use Charge
Customer Dialed Calling Card	\$4.99
Operator Must Dial Calling Card	\$4.99
Operator Dialed Calling Card	\$4.99
Collect - Automated	\$4.99
Collect – Operator Handled	\$6.50
Third Party - Automated	\$4.99
Third Party – Operator Handled	\$9.99
Sent Paid – Non-Coin – Automated	\$4.99
Sent Paid – Non-Coin – Operator	\$9.99
Person-to-Person	\$9.99
Operator Dialed Surcharge	\$2.15
General Assistance	\$1.99
Busy Line Verification	\$9.99
Busy Line Verification Interrupt	\$9.99

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C. Cellular Service Charges and Surcharges

Additional charges and surcharges may apply when the customer utilizes certain applicable cellular services to access the Company's Operator Services.

* Includes Real Time Rated Calls

IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 4 - RATES (CONT'D.)

4.6 Custom Design Plus 800 (Cont'd.)

4.6.2 Quest Option A

A. Switched

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/Outbound	\$0.128	\$0.121	\$0.119	\$0.115
Card	\$0.228	\$0.216	\$0.212	\$0.205

B. Dedicated

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/Outbound	\$0.088	\$0.084	\$0.082	\$0.079
Card	\$0.220	\$0.209	\$0.205	\$0.198

Monthly recurring Charge per toll free number: \$17.46 (I)

4.6.3 Quest Option A for Associations

A. Switched

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/Outbound	\$0.121	\$0.115	\$0.113	\$0.113
Card	\$0.216	\$0.205	\$0.201	\$0.201

B. Dedicated

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/Outbound	\$0.087	\$0.082	\$0.081	\$0.081
Card	\$0.209	\$0.199	\$0.194	\$0.194

Monthly recurring Charge per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.6 Custom Design Plus 800 (Cont'd.)

4.6.4 Quest Option L

Outbound	\$0.128
Inbound	\$0.128
Card	\$0.180

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SECTION 4 - RATES (CONT'D.)

4.7 Basic Service (MTS) a/k/a/ ITC^DeltaCom Equal Access – Louisiana

Usage charge per minute:

INTRASTATE LONG-DISTANCE RATES

Day		Evening		Night/Weekend	
Initial	Each Add'l	Initial	Each Add'l	Initial	Each Add'l
\$0.21	\$0.21	\$0.14	\$0.14	\$0.13	\$0.13

Holidays are described in Section 1 page 8 of this Service Guide. Evening and Night/Weekend are described in Section 1.

Installation Fees: none

Monthly Recurring Charge: none

4.7.1 Louisiana Premier

TYPE SERVICE:	TERM	INTRASTATE
Switched	Base	\$0.110
	1 year	\$0.105
	2 year	\$0.102
	3 year	\$0.099

TYPE SERVICE:	TERM	INTRASTATE
Dedicated	Base	\$0.083
	1 year	\$0.079
	2 year	\$0.078
	3 year	\$0.075

Monthly Recurring Charges:

Monthly recurring charge for each 800 number:	\$17.46	(I)
Monthly charge for customized pin package, per 100 pins:	\$127.44	(I)
Monthly charge for auto dialers, per access line:	\$9.55	(I)

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4.8 Custom Design Watts

Louisiana

Day	\$0.185
Evening	\$0.133
Night/Weekend	\$0.125

Timed in 1/10-minute increments, after initial 30 seconds.

Discounts

\$350.00 to \$750.00	10%
Usage over \$ 750.00 to \$2,000.00	15%
Usage over \$2,000.00	21%

Applies to all usage, Inter and Intrastate

Installation Fee, per account: \$15.00

Monthly recurring charge, per account: \$15.91

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4.8 Custom Design Watts (Cont'd.)

4.8.1 Dial Up

Rate per Minute:	
Day	\$0.21
Evening	\$0.14
Night/Weekend	\$0.13

A. [Reserve For Future Use]

(D)

B. ValueLink

Rate per Minute:	
Day	\$0.21
Evening	\$0.14
Night/Weekend	\$0.13
Per Call Surcharge	\$0.40

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SECTION 4 - RATES (CONT'D.)

4.9 Premier Advantage

4.9.1 Switched 1+ and 800

	Volume	Discount	12 Month	24 Month	36 Month
	Discount	Rates	Term	Term	Term
			Discount	Discount	Discount
Base	0%	\$0.160	\$0.152	\$0.149	\$0.144
\$150-500	3%	\$0.155	\$0.147	\$0.144	\$0.140
\$501-1000	6%	\$0.150	\$0.142	\$0.140	\$0.135
\$1001-2000	9%	\$0.145	\$0.138	\$0.135	\$0.131
\$2001-3500	10%	\$0.144	\$0.136	\$0.133	\$0.129
\$3501 +	12%	\$0.141	\$0.133	\$0.131	\$0.127

4.9.2 Dedicated Outbound and 800

	Volume	Discount	12 Month	24 Month	36 Month
	Discount	Rates	Term	Term	Term
			Discount	Discount	Discount
Base	0%	\$0.116	\$0.110	\$0.108	\$0.105
\$2500-4000	5%	\$0.110	\$0.105	\$0.102	\$0.099
\$4001-7500	7%	\$0.108	\$0.102	\$0.100	\$0.097
\$7501-12000	12%	\$0.101	\$0.097	\$0.095	\$0.091
\$12001-20000	14%	\$0.099	\$0.095	\$0.092	\$0.089
\$20001-35000	15%	\$0.098	\$0.094	\$0.091	\$0.088
\$35001-50000	16%	\$0.097	\$0.092	\$0.090	\$0.087
\$50001-75000	17%	\$0.096	\$0.091	\$0.089	\$0.086
\$75001-100000	19%	\$0.094	\$0.089	\$0.087	\$0.085
\$100,001+	20%	\$0.092	\$0.088	\$0.086	\$0.084

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SECTION 4 - RATES (CONT'D.)

4.9 Premier Advantage (Cont'd.)

4.9.3 [Reserved For Future Use]

(D)

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SECTION 4 - RATES (CONT'D.)

4.10 Premier Advantage for Associations

4.10.1 Switched 1+ and 800 Association

	Volume Discount	Discount Rates	Association Rates	12 Month Term Discount	24 Month Term Discount	36 Month Term Discount
Base	0%	\$0.160	\$0.152	\$0.144	\$0.141	\$0.141
\$150-500	3%	\$0.155	\$0.147	\$0.140	\$0.136	\$0.136
\$501-1000	6%	\$0.150	\$0.142	\$0.135	\$0.132	\$0.132
\$1001-2000	9%	\$0.145	\$0.138	\$0.131	\$0.129	\$0.129
\$2001-3500	10%	\$0.144	\$0.136	\$0.130	\$0.127	\$0.127
\$3501 +	12%	\$0.141	\$0.133	\$0.127	\$0.124	\$0.124

4.10.2 Dedicated Outbound and 800

	Volume Discount	Discount Rates	Association Rates	12 Month Term Discount	24 Month Term Discount	36 Month Term Discount
Base	0%	\$0.116	\$0.112	\$0.107	\$0.105	\$0.105
\$2500-4000	5%	\$0.110	\$0.107	\$0.101	\$0.099	\$0.099
\$4001-7500	7%	\$0.108	\$0.105	\$0.099	\$0.097	\$0.097
\$7501-12000	12%	\$0.102	\$0.099	\$0.094	\$0.092	\$0.092
\$12001-20000	14%	\$0.100	\$0.097	\$0.091	\$0.090	\$0.090
\$20001+	15%	\$0.099	\$0.096	\$0.090	\$0.089	\$0.089

DeltaCom, LLC

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SECTION 4 - RATES (CONT'D.)

4.10 Premier Advantage for Associations (Cont'd.)

4.10.3 [Reserved For Future Use]

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SECTION 4 - RATES (CONT'D.)

4.10 Premier Advantage for Associations (Cont'd.)

4.10.4 Pinnacle

Switched:

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/Outbound	\$0.1097	\$0.1040	\$0.1016	\$0.0982
Card	\$0.2633	\$0.2495	\$0.2449	\$0.2368

Dedicated:

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/Outbound	\$0.0716	\$0.0680	\$0.0665	\$0.0644
Card	\$0.2541	\$0.2414	\$0.2368	\$0.2287

Monthly Recurring Charges:

Monthly charge for each 800 number:	\$17.46	(I)
Monthly charge for customized pin package, per 100 pins:	\$127.44	
Monthly charge for auto dialers, per access line:	\$9.55	(I)

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SECTION 4 - RATES (CONT'D.)

4.10 Premier Advantage for Associations (Cont'd.)

4.10.4 Pinnacle (Cont'd.)

A.	Aspect Option A	
	Outbound	\$0.0924
	Inbound	\$0.0924
	Card	\$0.2021
B.	Aspect Option B	
	Outbound	\$0.1155
	Inbound	\$0.1155
	Card	\$0.2021
C.	Aspect Option C	
	Outbound	\$0.1271
	Inbound	\$0.1271
	Card	\$0.2079
D.	Aspect Option D	

TYPE	TERM	INBOUND/ OUTBOUND
SERVICE:		
Switched	Base	\$0.1675
	1 year	\$0.1594
	2 year	\$0.1559
	3 year	\$0.1513

Monthly Recurring Charges:

Monthly charge for each 800 number:	\$17.46	(I)
Monthly charge for customized pin package, per 100 pins:	\$127.44	
Monthly charge for auto dialers, per access line:	\$9.55	(I)

IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 4 - RATES (CONT'D.)

4.10 Premier Advantage for Associations (Cont'd.)

4.10.4 Pinnacle (Cont'd.)

E. Aspect Option D for Associations

TYPE SERVICE:	TERM	INBOUND/ OUTBOUND
Switched	Base	\$0.1675
	1 year	\$0.1594
	2 year	\$0.1559
	3 year	\$0.1513

Monthly Recurring Charges:

Monthly charge for each 800 number:	\$17.46	(I)
Monthly charge for customized pin package, per 100 pins:	\$127.44	
Monthly charge for auto dialers, per access line:	\$9.55	(I)

F. Aspect Option E

	Peak	Off-Peak
Outbound	\$0.1386	\$0.1155
Inbound	\$0.1386	\$0.1155
Card	\$0.2079	\$0.2079

G. Aspect Option G

Outbound	\$0.1155
Inbound	\$0.1155
Card	\$0.2079

H. Aspect Option H

Outbound	\$0.1675
Inbound	\$0.1675
Card	\$0.2021

I. [Reserved for Future Use]

IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic

4.11.1 Usage charges per minute for all times-of-day/days-of-week (Flat Rate):

	CLASSES OF SERVICE			
	Switched	Dedicated	Switched Association	Dedicated Association
Outbound	\$0.193	\$0.124	\$0.193	\$0.124
800	\$0.197	\$0.129	\$0.197	\$0.129
Card	\$0.270	\$0.270	\$0.270	\$0.270

4.11.2 Volume Discount

The following rates by traffic type are apply to each of the respective Destiny classes of service when the corresponding Volume Discount Levels are achieved.

A. Destiny Classic Switched

Volume Discount Levels	RATES BY TRAFFIC TYPE		
	Outbound	800	
\$150.00	\$0.187	\$0.191	(D)
\$301.00	\$0.181	\$0.185	
\$751.00	\$0.178	\$0.181	
\$1001.00	\$0.170	\$0.173	
\$1501.00	\$0.166	\$0.169	(D)
\$3001.00	\$0.158	\$0.162	
\$5001.00	\$0.154	\$0.158	
\$7501.00	\$0.149	\$0.152	

B. Destiny Classic Dedicated

Volume Discount Levels	RATES BY TRAFFIC TYPE		
	Outbound	800	
\$2501.00	\$0.120	\$0.125	(D)
\$4001.00	\$0.117	\$0.121	
\$7501.00	\$0.114	\$0.119	
\$12001.00	\$0.109	\$0.114	
\$20001.00	\$0.107	\$0.111	(D)

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SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.2 Volume Discount

The following rates by traffic type are applicable for each of the respective Destiny classes of service when the corresponding Volume Discount Levels are achieved (Cont.)

C. Destiny Classic Switched Association

RATES BY TRAFFIC TYPE			
Volume Discount Levels	Outbound	800	
\$0.00	\$0.183	\$0.187	(D)
\$150.00	\$0.178	\$0.182	
\$301.00	\$0.172	\$0.176	
\$751.00	\$0.169	\$0.172	
\$1001.00	\$0.161	\$0.165	
\$1501.00	\$0.158	\$0.161	(D)

D. Destiny Classic Dedicated Association

RATES BY TRAFFIC			
Volume Discount Levels	Outbound	800	
\$0.00	\$0.120	\$0.125	(D)
\$2501.00	\$0.117	\$0.121	
\$4001.00	\$0.113	\$0.118	
\$7501.00	\$0.111	\$0.115	
\$12001.00	\$0.106	\$0.110	
\$20001.00	\$0.103	\$0.108	(D)

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SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.2 Volume Discount (Cont'd.)

The following rates by traffic type and corresponding Term Discount Levels are applicable for each of the respective Destiny Classic classes of service when the subscriber achieves a "Average Monthly Usage Commitment."

A. Destiny Classic Switched

1. Outbound

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.178	\$0.166	\$0.160
\$151.00	\$0.172	\$0.161	\$0.155
\$301.00	\$0.167	\$0.156	\$0.151
\$751.00	\$0.163	\$0.153	\$0.147
\$1001.00	\$0.156	\$0.146	\$0.141
\$1501.00	\$0.153	\$0.143	\$0.138
\$3001.00	\$0.146	\$0.136	\$0.131
\$5001.00	\$0.142	\$0.133	\$0.128
\$7501.00	\$0.137	\$0.128	\$0.123

2. 800

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.181	\$0.169	\$0.164
\$151.00	\$0.176	\$0.164	\$0.159
\$301.00	\$0.170	\$0.159	\$0.154
\$751.00	\$0.167	\$0.156	\$0.150
\$1001.00	\$0.159	\$0.149	\$0.144
\$1501.00	\$0.156	\$0.146	\$0.141
\$3001.00	\$0.149	\$0.139	\$0.134
\$5001.00	\$0.145	\$0.136	\$0.131
\$7501.00	\$0.140	\$0.130	\$0.126

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SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.3 Term Discount

A. Card

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.248	\$0.232	\$0.224
\$151.00	\$0.241	\$0.225	\$0.217
\$301.00	\$0.233	\$0.218	\$0.211
\$751.00	\$0.229	\$0.214	\$0.206
\$1001.00	\$0.219	\$0.204	\$0.197
\$1501.00	\$0.214	\$0.200	\$0.193

B. Destiny Classic Dedicated

1. Outbound

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.114	\$0.107	\$0.103
\$2500.00	\$0.111	\$0.103	\$0.100
\$4001.00	\$0.107	\$0.100	\$0.097
\$7501.00	\$0.105	\$0.098	\$0.095
\$12001.00	\$0.100	\$0.094	\$0.091
\$20001.00	\$0.098	\$0.092	\$0.089

2. 800

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.119	\$0.111	\$0.107
\$2501.00	\$0.115	\$0.108	\$0.104
\$4001.00	\$0.112	\$0.104	\$0.101
\$7501.00	\$0.109	\$0.102	\$0.099
\$12001.00	\$0.104	\$0.098	\$0.094
\$20001.00	\$0.102	\$0.095	\$0.092

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SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.3 Term Discount (Cont'd.)

B. Destiny Classic Dedicated (Cont'd.)

3. Card

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.248	\$0.232	\$0.224
\$2501.00	\$0.241	\$0.225	\$0.217
\$4001.00	\$0.233	\$0.218	\$0.211
\$7501.00	\$0.229	\$0.214	\$0.206
\$12001.00	\$0.219	\$0.204	\$0.197
\$20001.00	\$0.214	\$0.200	\$0.193

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SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.3 Term Discount (Cont'd.)

C. Destiny Classic Switched-Association

1. Outbound

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.169	\$0.158	\$0.152
\$151.00	\$0.164	\$0.153	\$0.148
\$301.00	\$0.159	\$0.148	\$0.143
\$751.00	\$0.155	\$0.145	\$0.140
\$1001.00	\$0.148	\$0.139	\$0.134
\$1501.00	\$0.145	\$0.136	\$0.131

2. 800

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.172	\$0.161	\$0.155
\$151.00	\$0.167	\$0.156	\$0.151
\$301.00	\$0.162	\$0.151	\$0.146
\$751.00	\$0.158	\$0.148	\$0.143
\$1001.00	\$0.152	\$0.142	\$0.137
\$1501.00	\$0.148	\$0.138	\$0.134

3. Card

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.236	\$0.221	\$0.213
\$151.00	\$0.229	\$0.214	\$0.207
\$301.00	\$0.222	\$0.207	\$0.200
\$751.00	\$0.217	\$0.203	\$0.196
\$1001.00	\$0.208	\$0.194	\$0.187
\$1501.00	\$0.203	\$0.190	\$0.183

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SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.3 Term Discount (Cont'd.)

D. Destiny Classic Dedicated – Association

1. Outbound

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.111	\$0.103	\$0.100
\$2501.00	\$0.107	\$0.100	\$0.097
\$4001.00	\$0.104	\$0.097	\$0.094
\$7501.00	\$0.102	\$0.095	\$0.092
\$12001.00	\$0.097	\$0.091	\$0.088
\$20001.00	\$0.095	\$0.089	\$0.086

2. 800

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	0.115	0.108	0.104
\$2501.00	0.112	0.104	0.101
\$4001.00	0.108	0.101	0.098
\$7501.00	0.106	0.099	0.096
\$12001.00	0.101	0.095	0.091
\$20001.00	0.099	0.093	0.089

3. Card

Term Discount Levels	12 Months	24 Months	36 Months
\$0.00	\$0.241	\$0.225	\$0.217
\$2501.00	\$0.234	\$0.218	\$0.211
\$4001.00	\$0.226	\$0.212	\$0.204
\$7501.00	\$0.222	\$0.207	\$0.200
\$12001.00	\$0.212	\$0.198	\$0.191
\$20001.00	\$0.207	\$0.194	\$0.187

SECTION 4 - RATES (CONT'D.)

4.11 Destiny Classic (Cont'd.)

4.11.4 Installation Fees: None

4.11.5 Monthly Recurring Charges:

- | | | | |
|----|---|----------|------------|
| A. | Monthly Charge for each 800 number: | \$14.55 | (I) |
| B. | Monthly Charge for Authorization Code a/k/a Customized Pin package, per 100 PINS: | \$106.20 | (I) |
| C. | Monthly Charge for Autodialers, per access line: | \$7.96 | (I) |

4.11.6 In addition to all other rates prescribed herein, the subscriber shall reimburse the company for all such charges imposed by a local exchange carrier for provision of dedicated or any other service or facility not provided by the company.

(Applies to Destiny Classic and Destiny Classic for Associations)

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SECTION 4 - RATES (CONT'D.)

4.12 Premier Hospitality

4.12.1 Premier Hospitality

Outbound Rate	\$0.1125
Inbound 800 Rate	\$0.1300

4.13 Delta Net

1. Rate per State or Mileage

Louisiana (Intrastate)	
Off-Net to Off-Net	\$0.185
On-Net to Off-Net (or vice or versa)	\$0.135
On-Net to On-Net	\$0.070

2. Monthly Volume Discounts:

Minutes	Discount	Minutes	Discount
2,000	3.00%	150,000	14.03%
8,000	3.00%	200,000	16.15%
15,000	7.00%	250,000	17.85%
25,000	9.00%	375,000	21.42%
50,000	10.00%	500,000	22.27%
75,000	12.00%	750,000	22.78%
100,000	12.00%	1,000,000	23.12%

3. Installation Fees (Per Location):

Off-Net	\$15.00
On-Net	\$30.00

4. Minimum Term: Twelve (12) Months

5. Monthly Recurring (Per Location): (*)

Off-Net	\$25.50	(I)
On-Net	\$79.64	(I)

6. Time of Day Discount: 30% Evening and Night

(*) In addition to all other rates prescribed herein, the subscriber shall reimburse the Company (DeltaCom, LLC) for all such charges imposed by a local exchange carrier for provision of dedicated access and any other service or facility not provided by the Company.

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SECTION 4 - RATES (CONT'D.)

4.14 Personal 800

- 1. Usage charge per minute of usage:
 - Flat Rate \$0.22
- 2. Volume Discount :
 - Usage over \$25.00 10%
- 3. Installation Charges: None
- 4. Monthly Recurring: \$5.09

4.15 ITC^DeltaCom Resp Org Charges

Where the Company serves as a Resp Org for a non-Company Inbound 800 Service customer, the Company will pass on the tariffed Local Exchange Carrier charges for MS/800 Data Base and relative services. In addition, the following Company charges will apply:

	Set-up Charge	Monthly Recurring Charge
Set-up/installation 800 Number (per 800 number)	\$0.00	\$17.46 (I)
Modify 800 Record (add/change 800 number, or Vertical Features)	\$0.00	\$6.83 (I)

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SECTION 4 - RATES (CONT'D.)

4.16 Inbound 800 Service Features

A. 800 Referral Service

1. Announcement

a.	Monthly Recurring Charge	\$30.35 (I)
b.	Installation Charge	\$35.00
c.	Subsequent Change Charge	\$0.00

B. Reserved for future use.

C. Incoming Exclusion/Area Blocking

1.	Monthly Recurring Charge	\$30.35 (I)
2.	Installation Charge	\$35.00
3.	Subsequent Change Charge	\$0.00

D. Dialed Number Identification Service (DNIS)

1.	Monthly Recurring Charge	\$54.62 (I)
2.	Installation Charge	\$35.00
3.	Subsequent Change Charge	\$0.00

SECTION 4 - RATES (CONT'D.)

4.16 Inbound 800 Service Features (Cont'd.)

E. Time of Day Routing

1.	Monthly Recurring Charge	\$54.62 (I)
2.	Installation Charge	\$35.00
3.	Subsequent Change Charge	\$0.00

F. Day of Week Routing

1.	Monthly Recurring Charge	\$54.62 (I)
2.	Installation Charge	\$35.00
3.	Subsequent Change Charge	\$0.00

G. Command Routing

1.	Monthly Recurring Charge	\$75.88 (I)
2.	Installation Charge	\$35.00
3.	Subsequent Change Charge	\$0.00

H. Real Time ANI

1.	Monthly Recurring Charge	\$288.29 (I)
2.	Installation Charge	\$250.00
3.	Subsequent Change Charge	\$0.00

I. Route Advance

1.	Monthly Recurring Charge	\$0.00
2.	Installation Charge	\$0.00
3.	Subsequent Change Charge	\$0.00

SECTION 4 - RATES (CONT'D.)

4.16 Inbound 800 Service Features (Cont'd.)

J. Percent Allocation Time

1.	Monthly Recurring Charge	\$0.00
2.	Installation Charge	\$0.00
3.	Subsequent Change Charge	\$0.00

K. Directory Listing

1.	Monthly Recurring Charge	\$0.00
2.	Installation Charge	\$0.00

L. Vertical Features for Delta Inbound 800 Subscribers – The subscriber shall reimburse Delta for all such charges imposed by a Local Exchange Company.

[AS OF NOVEMBER 30, 1998, VERTICAL FEATURES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

M. RESERVED FOR FUTURE USE

N. 800 + PIN

1.	Monthly Recurring Charge	\$60.71 (I)
2.	Installation Charge	\$00.00

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SECTION 4 - RATES (CONT'D.)

4.16 Inbound 800 Service Features (Cont'd.)

4.16.1 Destiny Classic 800 + PIN Switched - Volume and Term Discounts

	Volume Discount	Discount Rates	12 Months 8%	24 Months 14%	36 Months 17%
Base	0%	\$0.227	\$0.201	\$0.189	\$0.184
\$150-\$300	3%	\$0.211	\$0.196	\$0.184	\$0.179
\$301-\$750	6%	\$0.205	\$0.190	\$0.179	\$0.174
\$751-\$1000	8%	\$0.201	\$0.187	\$0.176	\$0.170
\$1001-\$1500	12%	\$0.193	\$0.179	\$0.169	\$0.164
\$1501+	14%	\$0.189	\$0.176	\$0.166	\$0.161

4.16.2 Destiny Classic 800 + PIN Dedicated - Volume and Term Discounts

	Volume Discount	Discount Rates	12 Months 8%	24 Months 14%	36 Months 17%
Base	0%	\$0.159	\$0.149	\$0.141	\$0.137
\$2500-\$4000	3%	\$0.155	\$0.145	\$0.138	\$0.134
\$4001-\$7500	6%	\$0.151	\$0.142	\$0.134	\$0.131
\$7501-\$12000	8%	\$0.149	\$0.139	\$0.132	\$0.129
\$12001-\$20000	12%	\$0.144	\$0.134	\$0.128	\$0.124
\$20001-\$35000	14%	\$0.141	\$0.132	\$0.125	\$0.122
\$35001-\$50000	18%	\$0.136	\$0.127	\$0.121	\$0.118
\$50001-\$75000	20%	\$0.133	\$0.125	\$0.119	\$0.116
\$75001-\$100000	23%	\$0.129	\$0.121	\$0.115	\$0.112
\$100001+	26%	\$0.125	\$0.118	\$0.112	\$0.109

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SECTION 4 - RATES (CONT'D.)

4.16 Inbound 800 Service Features (Cont'd.)

4.16.3 Association Classic 800 + PIN Switched

	Volume Discount	Discount Rates	12 Month (8%)	24 Month (14%)	36 Month (17%)
Base	0%	\$0.217	\$0.192	\$0.181	\$0.175
\$150-\$300	3%	\$0.202	\$0.187	\$0.176	\$0.171
\$300-\$750	6%	\$0.196	\$0.182	\$0.171	\$0.166
\$750-\$1000	8%	\$0.192	\$0.178	\$0.168	\$0.163
\$1000-\$1500	12%	\$0.185	\$0.172	\$0.162	\$0.157
\$1500 +	14%	V0.181	\$0.168	\$0.158	\$0.154

4.16.4 Association Classic 800 + PIN Dedicated

	Volume Discount	Discount Rates	12 Month (8%)	24 Month (14%)	36 Month (17%)
Base	0%	\$0.155	\$0.135	\$0.128	\$0.124
\$2500-\$4000	3%	\$0.141	\$0.132	\$0.124	\$0.121
\$4001-\$7500	6%	\$0.138	\$0.128	\$0.121	\$0.118
\$7501-\$12000	8%	\$0.135 0.135	\$0.126	\$0.119	\$0.116
\$12001-\$20000	12%	\$0.130	\$0.121	\$0.115	\$0.111109
\$20001 +	14%	\$0.128	\$0.119	\$0.113	\$0.122

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SECTION 4 - RATES (CONT'D.)

4.17 Directory Assistance Services

4.17.1 Directory Assistance

Each Call	\$1.99	(I)
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4.17.2 Directory Assistance Call Completion

A. Per Call Completion Rate	\$0.50
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B. Usage Charges:

The per minute rate shall be the per minute rate of the 1+ plan that the Customer is subscribed to or enrolled in at the time of the call.

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SECTION 4 - RATES (CONT'D.)

4.18 Destiny Classic Dedicated with Peak/Off-Peak

4.18.1 Outbound

	Volume Discount	DISCOUNT RATES	
		Day	Evening/Night
Base	0%	\$0.137	\$0.105
\$2500-\$4000	3%	\$0.133	\$0.102
\$4001-\$7500	6%	\$0.129	\$0.099
\$7501-\$12000	8%	\$0.126	\$0.097
\$12001-\$20000	12%	\$0.121	\$0.092
\$20001-\$35000	14%	\$0.118	\$0.090
\$35001-\$50000	18%	\$0.112	\$0.086
\$50001-\$75000	20%	\$0.110	\$0.084
\$75001-\$100000	23%	\$0.105	\$0.081
\$100001 +	26%	\$0.101	\$0.078

	12 Months Term Discount (8%)		24 Months Term Discount (14%)		36 Months Term Discount (17%)	
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	\$0.126	\$0.097	\$0.118	\$0.090	\$0.114	\$0.087
\$2500-\$4000	\$0.122	\$0.094	\$0.114	\$0.088	\$0.110	\$0.085
\$4001-\$7500	\$0.118	\$0.091	\$0.111	\$0.085	\$0.107	\$0.082
\$7501-\$12000	\$0.116	\$0.089	\$0.108	\$0.083	\$0.105	\$0.080
\$12001-\$20000	\$0.111	\$0.085	\$0.104	\$0.079	\$0.100	\$0.077
\$20001-\$35000	\$0.108	\$0.083	\$0.101	\$0.078	\$0.098	\$0.075
\$35001-\$50000	\$0.103	\$0.079	\$0.097	\$0.074	\$0.093	\$0.071
\$50001-\$75000	\$0.101	\$0.077	\$0.094	\$0.072	\$0.091	\$0.070
\$75001-\$100000	\$0.097	\$0.074	\$0.091	\$0.070	\$0.088	\$0.067
\$100001 +	\$0.093	\$0.071	\$0.087	\$0.067	\$0.084	\$0.064

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SECTION 4 - RATES (CONT'D.)

4.18 Destiny Classic Dedicated with Peak/Off-Peak (Cont'd.)

4.18.2 800

	DISCOUNT RATES					
	Volume Discount		Day		Evening/Night	
Base	0%		\$0.141		\$0.109	
\$2500-\$4000	3%		\$0.137		\$0.106	
\$4001-\$7500	6%		\$0.133		\$0.102	
\$7501-\$12000	8%		\$0.130		\$0.100	
\$12001-\$20000	12%		\$0.124		\$0.096	
\$20001-\$35000	14%		\$0.121		\$0.094	
\$35001-\$50000	18%		\$0.116		\$0.089	
\$50001-\$75000	20%		\$0.113		\$0.087	
\$75001-\$100000	23%		\$0.109		\$0.084	
\$100001 +	26%		\$0.104		\$0.081	
	12 Months		24 Months		36 Months	
	Term Discount		Term Discount		Term Discount	
	(8%)		(14%)		(17%)	
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	\$0.130	\$0.100	\$0.121	\$0.094	\$0.117	\$0.090
\$2500-\$4000	\$0.126	\$0.097	\$0.118	\$0.091	\$0.114	\$0.088
\$4001-\$7500	\$0.122	\$0.094	\$0.114	\$0.088	\$0.110	\$0.085
\$7501-\$12000	\$0.119	\$0.092	\$0.112	\$0.086	\$0.108	\$0.083
\$12001-\$20000	\$0.114	\$0.088	\$0.107	\$0.082	\$0.103	\$0.080
\$20001-\$35000	\$0.112	\$0.086	\$0.104	\$0.081	\$0.101	\$0.078
\$35001-\$50000	\$0.106	\$0.082	\$0.099	\$0.077	\$0.096	\$0.074
\$50001-\$75000	\$0.104	\$0.080	\$0.097	\$0.075	\$0.094	\$0.072
\$75001-\$100000	\$0.100	\$0.077	\$0.093	\$0.072	\$0.090	\$0.070
\$100001 +	\$0.096	\$0.074	\$0.090	\$0.069	\$0.087	\$0.067

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4.18 Destiny Classic Dedicated with Peak/Off-Peak (Cont'd.)

4.18.3 Card

	Volume Discount		Discount Rates Day	
Base	0%		\$0.270	
\$2500-\$4000	3%		\$0.262	
\$4001-\$7500	6%		\$0.254	
\$7501-\$12000	8%		\$0.248	
\$12001-\$20000	12%		\$0.238	
\$20001-\$35000	14%		\$0.232	

	12 Months Term Discount (8%)		24 Months Term Discount (14%)		36 Months Term Discount (17%)	
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	\$0.248	\$0.248	\$0.232	\$0.232	\$0.224	\$0.224
\$2500-\$4000	\$0.241	\$0.241	\$0.225	\$0.225	\$0.217	\$0.217
\$4001-\$7500	\$0.233	\$0.233	\$0.218	\$0.218	\$0.211	\$0.211
\$7501-\$12000	\$0.229	\$0.229	\$0.214	\$0.214	\$0.206	\$0.206
\$12001-\$20000	\$0.219	\$0.219	\$0.204	\$0.204	\$0.197	\$0.197
\$20001-\$35000	\$0.214	\$0.214	\$0.200	\$0.200	\$0.193	\$0.193

Monthly Recurring Charge, per 800 number:

\$17.46

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4.19 Destiny Classic Switched with Peak/Off-Peak

4.19.1 Outbound

	Volume Discount	DISCOUNT RATES	
		Day	Evening/Night
Base	0%	\$0.222	\$0.150
\$150-\$300	3%	\$0.215	\$0.146
\$301-\$750	6%	\$0.209	\$0.141
\$751-\$1000	8%	\$0.204	\$0.138
\$1001-\$1500	12%	\$0.195	\$0.132
\$1501 +	14%	\$0.191	\$0.129

	12 Months Term Discount (8%)		24 Months Term Discount (14%)		36 Months Term Discount (17%)	
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	\$0.204	\$0.138	\$0.191	\$0.129	\$0.184	\$0.125
\$150-\$300	\$0.198	\$0.134	\$0.185	\$0.125	\$0.179	\$0.121
\$301-\$750	\$0.192	\$0.130	\$0.179	\$0.121	\$0.173	\$0.117
\$751-\$1000	\$0.180	\$0.121	\$0.168	\$0.114	\$0.162	\$0.110
\$1501 +	\$0.176	\$0.119	\$0.164	\$0.111	\$0.158	\$0.107

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4.19 Destiny Classic Switched with Peak/Off-Peak (Cont'd.)

4.19.2 800

	Volume Discount		DISCOUNT RATES			
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	0%		\$0.227		\$0.155	
\$150-\$300	3%		\$0.220		\$0.150	
\$301-\$750	6%		\$0.213		\$0.146	
\$751-\$1000	8%		\$0.209		\$0.143	
\$1001-\$1500	12%		\$0.200		\$0.136	
\$1501 +	14%		\$0.195		\$0.133	
	12 Months Term Discount (8%)		24 Months Term Discount (14%)		36 Months Term Discount (17%)	
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	\$0.209	\$0.143	\$0.195	\$0.133	\$0.188	\$0.129
\$150-\$300	\$0.203	\$0.138	\$0.189	\$0.129	\$0.183	\$0.125
\$301-\$750	\$0.196	\$0.134	\$0.184	\$0.125	\$0.177	\$0.121
\$751-\$1000	\$0.192	\$0.131	\$0.180	\$0.123	\$0.173	\$0.118
\$1001-\$1500	\$0.184	\$0.125	\$0.172	\$0.117	\$0.166	\$0.113
\$1501 +	\$0.180	\$0.123	\$0.168	\$0.115	\$0.162	\$0.111

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SECTION 4 - RATES (CONT'D.)

4.19 Destiny Classic Switched with Peak/Off-Peak (Cont'd.)

4.19.3 Card

	Volume Discount		Discount Rates			
			Day			
Base	0%		\$0.270			
\$150-\$300	3%		\$0.262			
\$301-\$750	6%		\$0.254			
\$751-\$1000	8%		\$0.248			
\$1001-\$1500	12%		\$0.238			
\$1501 +	14%		\$0.232			

	12 Months Term Discount (8%)		24 Months Term Discount (14%)		36 Months Term Discount (17%)	
	Day	Eve/Night	Day	Eve/Night	Day	Eve/Night
Base	\$0.248	\$0.248	\$0.232	\$0.232	\$0.224	\$0.224
\$150-\$300	\$0.241	\$0.241	\$0.225	\$0.225	\$0.217	\$0.217
\$301-\$750	\$0.233	\$0.233	\$0.218	\$0.218	\$0.211	\$0.211
\$751-\$1000	\$0.229	\$0.229	\$0.214	\$0.214	\$0.206	\$0.206
\$1001-\$1500	\$0.219	\$0.219	\$0.204	\$0.204	\$0.197	\$0.197
\$1501 +	\$0.214	\$0.214	\$0.200	\$0.200	\$0.193	\$0.193

Monthly Recurring Charge, per 800 number:

\$14.55

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SECTION 4 - RATES (CONT'D.)

4.20 Dedicated Frame Relay Service I

	Monthly Recurring Charge	Installation Charge
56 Kbps w/10 CIR minimum (1 st PVC will be included)	\$422.16 (I)	\$150.00
112/128 Kbps w/32 CIR minimum (1 st PVC will be included)	\$828.43 (I)	\$150.00
224/256 Kbps w/48 CIR minimum (1 st PVC will be included)	\$1,386.01 (I)	\$150.00
1.344/1.544 Mbps w/64 CIR minimum (1 st PVC will be included)	\$1,433.81 (I)	\$150.00
Plus, each additional CIR	\$3.98 (I)	---
Plus, additional PVC	\$9.55 (I)	---
LEC loop to POP	Actual LEC Cost	Actual LEC Cost
Feature Change Charge (Each after first installation)	---	\$25.00

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SECTION 4 - RATES (CONT'D.)

4.21 Frame Relay Service with NNI Interface I

	Monthly Recurring Charge	Installation Charge
56 Kbps UNI	\$312.28 (I)	\$150.00
1.3344/1.544 Mbps	\$2,142.74 (I)	\$150.00
Each CIR	\$3.98 (I)	---
Each PVC	\$9.55 (I)	---
LEC UNI Charges	Actual LEC Cost	Actual LEC Cost
Each feature change charge, after first installation)	---	\$25.00

4.21.1 Dedicated Frame Relay Service II

	Monthly Recurring Charge for UNI	Installation Charge
56/64 Kbps port with 1 PVC (minimum 8 CIR required)	\$430.16 (I)	\$150.00
128 Kbps port with 1 PVC (minimum 16 CIR required)	\$780.62 (I)	\$150.00
256 Kbps port with 1 PVC (minimum 32 CIR required)	\$1,083.32 (I)	\$150.00
384 Kbps port with 1 PVC (minimum 48 CIR required)	\$1,386.01 (I)	\$150.00
512 Kbps port with 1 PVC (minimum 64 CIR required)	\$2,023.27 (I)	\$150.00
768 Kbps port with 1 PVC (minimum 112 CIR required)	\$2,405.62 (I)	\$150.00
1.02 Mbps port with 1 PVC (minimum 128 CIR required)	\$3,377.41 (I)	\$150.00
1.54 Mbps port with 1 PVC (minimum 192 CIR required)	\$4,333.28 (I)	\$150.00
	Monthly Recurring Charge for UNI	Installation Charge
Each additional CIR	\$3.98 (I)	---
Each additional PVC	\$31.86 (I)	---
LEC loop to POP	Actual LEC Cost	Actual LEC Cost
Feature change charge (Each, after first installation)	---	\$25.00

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SECTION 4 - RATES (CONT'D.)

4.21 Frame Relay Service with NNI Interface I (Cont'd.)

4.21.2 Frame Relay with NNI Interface II

	Monthly Recurring Charge for UNI	Installation Charge
56/64 Kbps port with 1 PVC (minimum 8 CIR required)	\$191.17 (I)	\$150.00
128 Kbps port with 1 PVC (minimum 16 CIR required)	\$318.62 (I)	\$150.00
256 Kbps port with 1 PVC (minimum 32 CIR required)	\$477.94 (I)	\$150.00
384 Kbps port with 1 PVC (minimum 48 CIR required)	\$669.11 (I)	\$150.00
512 Kbps port with 1 PVC (minimum 64 CIR required)	\$955.88 (I)	\$150.00
768 Kbps port with 1 PVC (minimum 112 CIR required)	\$1,147.06 (I)	\$150.00
1.02 Mbps port with 1 PVC (minimum 128 CIR required)	\$1,433.81 (I)	\$150.00
1.54 Mbps port with 1 PVC (minimum 192 CIR required)	\$1,816.16 (I)	\$150.00
	Monthly Recurring Charge for UNI	Installation Charge
Each additional CIR	\$3.98 (I)	---
Each additional PVC	\$31.86 (I)	---
LEC loop to POP	Actual LEC Cost	Actual LEC Cost
Feature change charge (each, after first installation)	---	\$25.00

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SECTION 4 - RATES (CONT'D.)

4.22 ISDN

	<u>Monthly</u>	<u>Installation</u>
PRI Local Access	DS1 cost plus \$318.62 (I) per D Channel	Based on location
800/ANI	\$0.02 per ANI delivered	N/A
Rearrange trunk group after initial installation	\$200.00 per occurrence	N/A
BRI – Switched 64 Kbps	Price is based on usage rates of service selected by customer	

4.25 Payphone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371) and amended by Report and Order released August 12, 2004 (FCC 04-182), an undiscountable per call charge is applicable to all interstate, intrastate, and international calls that originate from any domestic pay telephone used to access the Company's services.

Rate per Call	\$3.00
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SECTION 4 - RATES (CONT'D.)

4.26 Patron - Switched/800 Rates

Volume	Rate	3% Discount to Extend Term
\$0 - \$1500	\$0.1143	\$0.1109

Patron – Card Rates

Rate	3% Discount to Extend Term
\$0.2252	\$0.2185

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.26.1 Patron - Dedicated Rates

Volume	Rate	3% Discount to Extend Term
\$2500 - \$5000	\$0.0785	\$0.0762
\$5001 +	\$0.0785	\$0.0762

Patron – Card Rates

Rate	3% Discount to Extend Term
\$0.2195	\$0.2129

Monthly Recurring Charge, per 800 number: \$17.46 (I)

SECTION 4 - RATES (CONT'D.)

4.27 Private Line Service

4.27.1 Charges between and/or among the Company's Points of Presence (POP)

Monthly recurring and installation charge:

Service Type	Monthly Recurring Charge/Mile	Installation
DS3 44.736 MBPS	ICB	ICB
DS1 1.544 MBPS	\$38.23 (I)	\$250.00
DSO 2.4 KBPS - 19.2 KBPS	\$2.23 (I)	\$150.00
DDS 2.4 KBPS 64 KBPS	\$2.23 (I)	\$150.00

* Computation of airline mileage is described in Section 3 of this Service Guide.

4.27.2 Charges for Local Access - DS1

Digital Local Channel	Nonrecurring Charge	Month-to-Month	
	\$1,675.84	\$1,520.10 (I)	
Interoffice Channel	Nonrecurring Charge	Installation	Month-to-Month
Fixed Monthly Rate	\$103.39		\$346.50 (I)
Each airline mile or fraction thereof	-----		\$131.12 (I)

4.27.3 Charges for Local Access - DS0

Digital Local Channel	Nonrecurring Charge	Month-to-Month	
	\$1,000.00	\$599.02 (I)	
Interoffice Channel	Nonrecurring Charge	Installation	Month-to-Month
Fixed Monthly Rate	\$60.00		\$122.21 (I)
Each airline mile or fraction thereof	\$0.00		\$12.58 (I)

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SECTION 4 - RATES (CONT'D.)

4.28 Custom Billing Rates

Set Up	\$25.00	
Monthly Recurring charge	\$47.82	(I)
Replacement Copy	\$10.00	

4.29 Business Connections Option 1 – Switched Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (3%)	3 Year Term (7%)
\$0.1097	\$0.1097	\$0.1064	\$0.1020

Business Connections Option 1 – Card Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (3%)	3 Year Term (7%)
\$0.2541	\$0.2541	\$0.2465	\$0.2363

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.29.1 Business Connections Option 1 for Associations – Switched Rates

Base Rate (No Term)	1 Year Term (3%)	2 Year Term (7%)	3 Year Term (7%)
\$0.1097	\$0.1064	\$0.1020	\$0.1020

Business Connections Option 1 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (3%)	2 Year Term (7%)	3 Year Term (7%)
\$0.2541	\$0.2465	\$0.2363	\$0.2363

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.30 Business Connections Option 2 – Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (17%)	3 Year Term (21%)
\$0.1097	\$0.0955	\$0.0911	\$0.0867

Business Connections Option 2 – Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (17%)	3 Year Term (21%)
\$0.2541	\$0.2211	\$0.2109	\$0.2007

Monthly Recurring Charge: \$17.46 per toll free number

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4.30.1 Business Connections Option 2 for Associations – Switched Rates

Base Rate (No Term)	1 Year Term (17%)	2 Year Term (21%)	3 Year Term (21%)
\$0.1097	\$0.0911	\$0.0867	\$0.0867

Business Connections Option 2 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (17%)	2 Year Term (21%)	3 Year Term (21%)
\$0.2541	\$0.2109	\$0.2007	\$0.2007

Monthly Recurring Charge, per toll free number: \$17.46

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SECTION 4 - RATES (CONT'D.)

4.31 Business Connections Option 3 – Switched Rates

Base Rate (No Term)	1 Year Term (19%)	2 Year Term (22%)	3 Year Term (28%)
\$0.1097	\$0.0889	\$0.0856	\$0.0790

Business Connections Option 3 – Card Rates

Base Rate (No Term)	1 Year Term (19%)	2 Year Term (22%)	3 Year Term (28%)
\$0.2541	\$0.2058	\$0.1982	\$0.1830

Monthly Recurring Charge, per toll free number: \$17.46

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4.31.1 Business Connections Option 3 for Associations – Switched Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (28%)	3 Year Term (28%)
\$0.1097	\$0.0856	\$0.0790	\$0.0790

Business Connections Option 3 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (28%)	3 Year Term (28%)
\$0.2541	\$0.1982	\$0.1830	\$0.1830

Monthly Recurring Charge, per toll free number: \$17.46

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SECTION 4 - RATES (CONT'D.)

4.32 Business Connections Option 4 – Dedicated Rates

Base Rate (No Term)	1 Year Term (12%)	2 Year Term (16%)	3 Year Term (20%)
\$0.0982	\$0.0854	\$0.0815	\$0.0776

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.33 Business Connections Option 5 – Dedicated Rates

Base Rate (No Term)	1 Year Term (28%)	2 Year Term (31%)	3 Year Term (34%)
\$0.0982	\$0.0707	\$0.0677	\$0.0648

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.34 Business Connections Option 6 – Dedicated Rates

Base Rate (No Term)	1 Year Term (30%)	2 Year Term (33%)	3 Year Term (38%)
\$0.0982	\$0.0687	\$0.0658	\$0.0609

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.35 Business Connections Option 7 – Dedicated Rates

Base Rate (No Term)	1 Year Term (32%)	2 Year Term (36%)	3 Year Term (40%)
\$0.0982	\$0.0668	\$0.0628	\$0.0589

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.36 Government Contracts

Per Minute Usage Rates

A. Switched Service

Intrastate IntraLATA Traffic	Rate Per Minute \$0.0500
------------------------------	-----------------------------

B. Switched Service

Intrastate InterLATA Traffic	Rate Per Minute \$0.0500
------------------------------	-----------------------------

C. Dedicated Service

Intrastate IntraLATA Traffic	Rate Per Minute \$0.0300
Intrastate InterLATA Traffic	\$0.0300

D. Operator Service

Type Call	Interstate Surcharge	Intrastate/InterLATA Surcharge	Per Minute Rate
Operator Assisted	\$0.60	\$0.60	\$0.1164
Operator Dialed	\$0.60	\$0.60	\$0.1164
Person to Person	\$0.60	\$0.60	\$0.1164
Station to Station	\$0.60	\$0.60	\$0.1164

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4.37 Enhanced Toll-Free Service Feature Rates

A.	Enhanced Toll-Free Routing Package	
1.	Monthly Recurring Charge	\$151.72 (I)
2.	Installation Charge	\$50.00
3.	Change Charge	\$0.00
B.	Time of Day Routing	
1.	Monthly Recurring Charge	\$60.71 (I)
2.	Installation Charge	\$50.00
3.	Change Charge	\$0.00
C.	Day of Week Routing	
1.	Monthly Recurring Charge	\$60.71 (I)
2.	Installation Charge	\$50.00
3.	Change Charge	\$0.00
D.	Holiday Routing	
1.	Monthly Recurring Charge	\$60.71 (I)
2.	Installation Charge	\$50.00
3.	Change Charge	\$0.00
E.	Point of Origin Routing	
1.	Monthly Recurring Charge	\$60.71 (I)
2.	Installation Charge	\$50.00
3.	Change Charge	\$0.00
F.	Toll Free Blocking	
1.	Monthly Recurring Charge	\$60.71 (I)
2.	Installation Charge	\$50.00
3.	Change Charge	\$0.00

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4.37 Enhanced Toll-Free Service Feature Rates (Cont'd.)

G.	Percent Allocation	
	1. Monthly Recurring Charge	\$60.71 (I)
	2. Installation Charge	\$50.00
	3. Change Charge	\$0.00
H.	Toll Free with Call Completion	
	1. Monthly Recurring Charge	\$77.32 (I)
	2. Installation Charge	\$100.00
	3. Change Charge	\$0.00
I.	Toll Free with Route Advance	
	1. Monthly Recurring Charge	\$30.35 (I)
	2. Installation Charge	\$50.00
	3. Change Charge	\$0.00
J.	Toll Free with DNIS Delivery	
	1. Monthly Recurring Charge	\$303.44 (I)
	2. Change Charge	\$0.00
K.	Toll Free with Real Time ANI Delivery	
	1. Usage Charge	\$0.01/Call Delivered
	2. Change Charge	\$0.00
L.	Toll Free with Menu-Prompted Routing	
	1. Monthly Recurring Charge	\$606.91 (I)
	1. Installation Charge	\$500.00
	2. Change Charge	\$0.00

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SECTION 4 - RATES (CONT'D.)

4.38 Select 100

	Rates
Long Distance, per minute	\$0.0751
Monthly Recurring Fee	\$12.86*

(D)

- * Only one monthly recurring fee will apply for subscription to both Long Distance and Local Select 100 service. However, the fee can be waived if the Customer subscribes to on-line billing through the Company's free eBillMaster billing service.

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SECTION 4 - RATES (CONT'D.)

4.39 EnterpriseLD Switched Option 1 – Switched Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.0924	\$0.0878	\$0.0841	\$0.0804

EnterpriseLD Switched Option 1 – Card Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.2200	\$0.2090	\$0.2002	\$0.1914

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.39.1 EnterpriseLD Switched Option 1 for Associations– Switched Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.0924	\$0.0841	\$0.0804	\$0.0804

EnterpriseLD Switched Option 1 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.2200	\$0.2002	\$0.1914	\$0.1914

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.40 EnterpriseLD Switched Option 2 – Switched Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (13%)	3 Year Term (19%)
\$0.0924	\$0.0832	\$0.0804	\$0.0748

EnterpriseLD Switched Option 2 – Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (13%)	3 Year Term (19%)
\$0.2200	\$0.1980	\$0.1914	\$0.1782

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.40.1 EnterpriseLD Switched Option 2 for Associations– Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.0924	\$0.0804	\$0.0748	\$0.0748

EnterpriseLD Switched Option 2 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.2200	\$0.1914	\$0.1782	\$0.1782

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.41 EnterpriseLD Switched Option 3 – Dedicated Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (2%)	3 Year Term (5%)
\$0.0705	\$0.0705	\$0.0690	\$0.0669

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.42 EnterpriseLD Switched Option 4 – Dedicated Rates

Base Rate (No Term)	1 Year Term (15%)	2 Year Term (20%)	3 Year Term (25%)
\$0.0705	\$0.0599	\$0.0564	\$0.0528

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.43 EnterpriseLD Switched Option 5 – Dedicated Rates

Base Rate (No Term)	1 Year Term (21%)	2 Year Term (25%)	3 Year Term (28%)
\$0.0705	\$0.0557	\$0.0528	\$0.0507

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.44 Horizon LD Switched Option 1 – Switched Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.0920	\$0.0878	\$0.0841	\$0.0804

Horizon LD Switched Option 1 – Card Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.2195	\$0.2085	\$0.1997	\$0.1909

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.44.1 Horizon LD Switched Option 1 for Associations – Switched Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.0920	\$0.0841	\$0.0804	\$0.0804

Horizon LD Switched Option 1 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.2195	\$0.1997	\$0.1909	\$0.1909

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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4.45 Horizon LD Switched Option 2 – Switched Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (13%)	3 Year Term (19%)
\$0.0920	\$0.0832	\$0.0804	\$0.0748

Horizon LD Switched Option 2 – Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (13%)	3 Year Term (19%)
\$0.2195	\$0.1975	\$0.1909	\$0.1778

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.45.1 Horizon LD Switched Option 2 for Associations – Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.0920	\$0.0804	\$0.0748	\$0.0748

Horizon LD Switched Option 2 for Associations – Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.2195	\$0.1909	\$0.1778	\$0.1778

Monthly Recurring Charge, per toll free number: \$17.46 (I)

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4.46 Horizon LD Switched Option 3 – Dedicated Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (2%)	3 Year Term (5%)
\$0.0705	\$0.0705	\$0.0690	\$0.0669

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.47 Horizon LD Switched Option 4 – Dedicated Rates

Base Rate (No Term)	1 Year Term (15%)	2 Year Term (20%)	3 Year Term (25%)
\$0.0705	\$0.0599	\$0.0564	\$0.0528

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.48 Horizon LD Switched Option 5 – Dedicated Rates

Base Rate (No Term)	1 Year Term (21%)	2 Year Term (25%)	3 Year Term (28%)
\$0.0705	\$0.0557	\$0.0528	\$0.0507

Monthly Recurring Charge, per toll free number: \$17.46 (I)

4.49 100Free LD

Long Distance Rate, per minute Rates
\$0.0751

Monthly Recurring Fee \$24.12* (I)

* Only one monthly recurring fee will apply for subscription to both long distance and local service. However, the fee can be waived if the Customer subscribes to on-line billing through DeltaCom's free eBillMaster billing service.

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4.50 Associations Program

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

4.51 T LD Plan

4.51.1	Monthly Recurring Charges, per toll-free number:	\$17.46	(I)
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4.51.2	Per Minute Rates:	Direct Dialed and Toll Free – Intrastate:
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T-PAC, T-PAC Remote, Simplici-T, Simplici-T 3.0, Simplici-T PRI, Simplici-T Plus, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, Simpli-Business PRI v.3, IVP, DVP and DUNE local customers	Above initial 100 minutes per voice channel	\$0.0566
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Unity local customers	Above initial 2400 minutes per T-1	\$0.0566
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4.52 S100 LD Plan

Long Distance, rate per minute	\$0.075
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4.53 Idle T1 Charge

(See Section 2.12.4 for Regulations concerning this charge.)

Monthly Recurring Charge	\$621.34	(I)
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4.54 EZ LD Switched Long Distance

	Monthly Volume*	Monthly Fee	Rate, per Minute
EZ LD Switched, Option A**	\$25.00	\$4.95	\$0.0605
EZ LD Switched, Option B**	\$50.00	\$7.95	\$0.0539

Toll Free Number, per number \$17.46 (I)

- * Volume does not include any surcharges, taxes or other similar fees.
- ** Rates apply to outbound and inbound domestic calls.
- *** A surcharge will not apply.

4.55 EZ LD Dedicated Long Distance

Loop Installation Fees All Options	ICB#	Monthly Volume*	Rate, per Minute
EZ LD Dedicated, Option A** All Options		\$500.00	\$0.0385
EZ LD Dedicated, Option B**		\$1,000.00	\$0.0352
EZ LD Dedicated, Option C**		\$2,000.00	\$0.0330
EZ LD Dedicated, Option D**		\$3,000.00	\$0.0308

Toll Free Number, per number Monthly Recurring Charge \$17.46 (I)

- * Volume does not include any surcharges, taxes or other similar fees.
- ** Rates apply to outbound and inbound domestic calls.
- *** A surcharge will not apply.
- # Loop installation charges will be quoted on an individual customer basis.

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SECTION 4 - RATES (CONT'D.)

4.56 SimpliVoice Unlimited LD

	Monthly Recurring	Per Minute Rate
1 st Line	\$47.82 (I)	---
Each Additional Line (per line)	\$47.82 (I)	---
Excessive Usage	---	\$0.10
Toll Free Number (per number)	\$17.46 (I)	\$0.06
*		

* A surcharge will not apply.

4.57 SimpliVoice LD

4.57.1	Monthly Recurring Charge, per account:	\$15.74	(I)
4.57.2	Monthly Volume Commitment*:	\$11.00	
4.57.3	Per Minute Rates		
	Intrastate	\$0.066	
4.57.4	Toll Free Number (per number)	\$17.46	(I)

(**Note: If Customer does not meet Monthly Volume Commitment usage, Customer will be billed the Monthly Volume Commitment)

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4.58 T_5000 LD Plan

4.58.1 Monthly Recurring Charge

Eligible Product*	Monthly Recurring	
Simplici-T Plus	\$159.34	(I)
Simplici-T Line Side	\$159.34	
Simplici-T Trunk Side/PRI	\$159.34	
Simplici-T 3.0 Line Side	\$159.34	
Simplici-T 3.0 Trunk Side/PRI	\$159.34	
Simpli-Business T	\$159.34	
Simpli-Business T 2.0	\$159.34	
Simpli-Business T v.3	\$159.34	
Simpli-Business PRI	\$159.34	
Simpli-Business PRI v.3	\$159.34	
Business Reach	\$159.34	
IP Complete	\$79.64	
IVP	\$159.34	
DVP	\$159.34	
Retired Product*	\$159.34	
TPAC	\$159.34	
DUNE	\$159.34	
Integrated T	\$159.34	
Unity	\$159.34	(I)

* T_5000 is only available to T-based local customers. T_5000 is not available on Infinity, Select100 or Simpli-Voice.

** Special discounts may apply

A. Toll Free Number, per number	\$17.46	(I)
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4.58.2 Per Minute Rates in excess of 5000 minutes

Intrastate	\$0.0566
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SECTION 4 - RATES (CONT'D.)

4.59 LD Rewards

4.59.1 Switched Rates

	Monthly Volume*	Intrastate Per Minute Rate
Option A**	\$10.00	\$0.065
Option B**	\$15.00	\$0.060
Option C**	\$25.00	\$0.055
Option D**	\$50.00	\$0.049

- * Volume does not include any surcharges, taxes or other similar fees.
- ** Rates apply to outbound and toll-free domestic calls.
- *** A surcharge will not apply.

Monthly Recurring Charge Toll Free Number, per number: \$17.46 (I)

4.59.2 Dedicated Rates

	Monthly Volume*	Intrastate Per Minute Rate
Option A**	\$250.00	\$0.035
Option B**	\$500.00	\$0.035
Option C**	\$1,000.00	\$0.035
Option D**	\$3,000.00	\$0.032
Option E**	\$5,000.00	\$0.030
Option F**	\$7,500.00	\$0.028

- * Volume does not include any surcharges, taxes or other similar fees.
- ** Rates apply to outbound and toll-free domestic calls.

A. Loop Installation Fees, all Options: ICB
 Loop installation charges will be quoted on an individual customer basis.

B. Monthly Recurring Charge Toll Free Number, per number: \$17.46 (I)

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SECTION 4 - RATES (CONT'D.)

4.60 Business Reach LD

4.60.1 Per minute Rates:

Direct Dialed - Intrastate
Above initial 200 minutes per voice channel: \$0.0566

4.60.2 Additional Toll-Free Numbers: \$17.46 (I)

4.61 T_2500

4.61.1 Monthly Recurring Charge:

Eligible Product	Monthly Recurring Charge
Business Reach	\$54.20 (I)
All Other Products	\$0.00

* T_2500 is only available to T-based local products as identified in section 3.4.70 of this Service Guide.

Toll Free Number, per number: \$17.46 (I)

4.61.2 Per Minute Rates in excess of 2500 minutes:

	Per Minute
Intrastate	\$0.0566

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4.63 Converged Minutes

4.63.1 Monthly Recurring Charge:

Eligible Product*	Monthly Recurring Charge	
All Products as identified in Section 3 of this Service Guide	\$0.00	
A. Toll Free Number, per number	\$17.46	(I)

4.63.2 Per Minute Rates in excess of 1500 minutes

Intrastate	Per Minute
	\$0.075

4.63.3 Additional Block of Minutes

Block of 1000 Minutes, per block	Monthly Recurring Charge	
	\$159.34	(I)

4.64 VOLUME PLUS LD Switched Long Distance*

Intrastate outbound/inbound	Monthly Volume Level Commitment*	Per Minute Rate
	\$7,500.00	\$0.0550

* Volume Level Commitment is based on total qualified usage during each monthly billing period

Toll Free Number, per number	Monthly Recurring Charge	
	\$17.46	(I)

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4.65 VOLUME PLUS LD Dedicated Long Distance

	Monthly Volume Level Commitment*	Per Rate	Minute
Intrastate outbound/inbound	\$7,500.00	\$0.0290	

* Volume Level Commitment is based on total qualified usage during each monthly billing period

	Monthly Recurring Charge	Nonrecurring Charge
Loop Installation Charge	N/A	\$750.00**
Dedicated Access	ICB	N/A
PRI Access	Dedicated Access Charge + \$100	N/A

** Installation Charge may be waived for Customers who sign a multiple year term plan.

	Monthly Recurring Charge
Toll Free Number, per number	\$11.00

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SECTION 5 - MISCELLANEOUS SERVICES

5.1 Service Order Charge

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service.

Service Order Charge	Non-Recurring Charge \$10.00
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5.2 Minimum Monthly Usage Charge

This charge applies to Customer who only subscribe to the Company's long-distance service and whose long-distance usage falls below 400 minutes per month. This charge is in addition to the per minute charged billed by the Company for any minutes used below the minimum 400 minutes per month.

Minimum Monthly Usage Charge	Monthly Recurring Charge \$15.11
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SECTION 6 - EARTHLINK BUSINESS SERVICES, RATES AND CHARGES

6.1 [Reserved For Future Use]

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

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

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SECTION 7 – NON-TERM RATES

The rates provided in this section only apply to Customers that are being provided Month to Month services through an expired contract or who have never had a contractual relationship with the Company. Customers still under contract with the Company will find the rates for their services in Section 4 – Rates.

7.1 Business Rates

7.1.1	Monthly Account Fee	\$36.19	(I)
7.1.2	Message Detail		
	Provided on Billing	Monthly \$18.58	(I)
	Provided on Magnetic Tape	\$139.34	(I)

[AS OF THE EFFECTIVE DATE ABOVE, FAMILY CONNECTIONS PLUS IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS

Usage charges per minute

Day	\$0.119
Evening	\$0.095
Night/weekend	\$0.086

Timed in 1/10th minute increments

Discounts

Usage \$5,000 to \$25,000	5%
Usage over \$25,000	10%

Applies to all usage, inter and intrastate

Installation Fee: none *

Monthly recurring charge: \$238.99 per account * **(I)**

"Monthly Message Detail" (optional):

Monthly Statement	\$27.30 per account	(I)
Monthly Magnetic Tape	\$204.83 per customer	(I)

* In addition to all other rates prescribed herein, the subscriber shall reimburse the Company for all such charges imposed by a local exchange carrier for provision of dedicated access and any other service or facility not provided by the Company.

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Issued by: Senior Regulatory Counsel
Toll-Free: 800-239-3000

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

A. DeltaCom Unison Option A - Switched/800 Rates

Base Rate (No Term) \$0.1363

Monthly Recurring Charge per toll free number \$26.20 (I)

B. DeltaCom Unison Option A for Associations - Switched/800 Rates

Base Rate (No Term) \$0.1363

DeltaCom Unison Option A for Associations - Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

B. DeltaCom Unison Plus - Switched/800 Rates

Base Rate (No Term) \$0.1271

DeltaCom Unison Plus - Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20

(I)

IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

C. DeltaCom Unison Plus for Associations - Switched/800 Rates

Base Rate (No Term) \$0.1271

DeltaCom Unison Plus for Associations - Card Rates

Base Rate (No Term) \$0.3350

1. DeltaCom Unison Plus - Dedicated Rates

Base Rate (No Term) \$0.0874

Monthly Recurring Charge per toll free number \$26.20 (I)

2. DeltaCom Unison Plus for Associations - Dedicated Rates

Base Rate (No Term) \$0.0874

Monthly Recurring Charge per toll free number \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

C. DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

3. DeltaCom Unison Select Option 1 – Dedicated Rates

Base Rate (No Term) \$0.0912

DeltaCom Unison Select Option 1 – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

4. DeltaCom Unison Select Option 2 – Dedicated Rates

Base Rate (No Term) \$0.0912

DeltaCom Unison Select Option 2 – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

C. DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

5. DeltaCom Unison Select Option 3 – Dedicated Rates

Base Rate (No Term) \$0.0912

DeltaCom Unison Select Option 3 – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

6. DeltaCom Unison Select Option 4 – Switched Rates

Base Rate (No Term) \$0.1271

DeltaCom Unison Select Option 4 – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

C. DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

7. DeltaCom Unison Select Option 4 for Associations– Switched Rates

Base Rate (No Term) \$0.1271

DeltaCom Unison Select Option 4 for Associations – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

8. DeltaCom Unison Select Option 5 – Switched Rates

Base Rate (No Term) \$0.1213

DeltaCom Unison Select Option 5 – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.3 Delta Competition WATS (Cont'd.)

C. DeltaCom Unison Plus for Associations - Switched/800 Rates (Cont'd.)

9. DeltaCom Unison Select Option 5 for Associations – Switched Rates

Base Rate (No Term) \$0.1213

DeltaCom Unison Select Option 5 for Associations – Card Rates

Base Rate (No Term) \$0.3350

Monthly Recurring Charge per toll free number \$26.20

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.4 Delta Flexline

Day	\$0.199
Evening	\$0.165
Night/Weekend	\$0.160

Timed in 1/10th minute increments, after initial 30 seconds.

Discounts	
Usage \$200 to \$1800	10% discount
Usage over \$1800	21% discount
Applies to all usage, inter and intrastate	

Monthly recurring charge, per account: \$57.35 (I)

7.1.5 Custom Design 800

Day	\$0.210
Evening	\$0.189
Night/Weekend	\$0.175

Timed in 1/10-minute increments, after initial 30 seconds

Discounts	
Usage \$50 to \$335	5%
\$ 335 to \$1,250	10%
Usage over \$1,250	15%

Applies to all usage, inter and intrastate

Monthly recurring charge, per account: \$57.35 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.6 Custom Design Watts Plus

Day	\$0.172
Evening	\$0.130
Night/Weekend	\$0.130

Timed in 1/10th minute increments, after initial 30 seconds.

Discounts	
Usage \$200 to \$2000	10%
Usage over \$2000	21%

Applies to all usage, inter and intrastate

Monthly Recurring Charge, per line: \$167.34

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.7 Custom Design Plus 800

Day	\$0.192
Evening	\$0.177
Night/Weekend	\$0.163

Timed in 1/10th minute increments, after initial 30 seconds.

Discounts	
Usage \$ 50 to \$335	5%
\$335 to \$1,250	10%
Usage over \$1,250	15%

Applies to all usage, inter and intrastate

Monthly recurring charge, per line: \$167.34

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.7 Custom Design Plus 800 (Cont'd.)

A. Quest Option A

1. Switched

No Term	
Inbound/Outbound	\$0.128
Card	\$0.128

2. Dedicated

No Term	
Inbound/Outbound	\$0.088
Card	\$0.220

Monthly recurring Charge per toll free number: \$26.20 (I)

B. Quest Option A for Associations

1. Switched

No Term	
Inbound/Outbound	\$0.121
Card	\$0.216

2. Dedicated

No Term	
Inbound/Outbound	\$0.087
Card	\$0.209

Monthly recurring Charge per toll free number: \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.8 Basic Service (MTS) a/k/a/ ITC^DeltaCom Equal Access – Louisiana

Usage charge per minute:

INTRASTATE LONG-DISTANCE RATES

Day		Evening		Night/Weekend	
Initial	Each Add'l	Initial	Each Add'l	Initial	Each Add'l
\$0.21	\$0.21	\$0.14	\$0.14	\$0.13	\$0.13

Holidays are described in Section 1 page 8 of this Service Guide. Evening and Night/Weekend are described in Section 1.

Monthly Recurring Charge: none

A. Louisiana Premier

TYPE SERVICE:	TERM	INTRASTATE
Switched	Base	\$0.110
	1 year	\$0.105
	2 year	\$0.102
	3 year	\$0.099

TYPE SERVICE:	TERM	INTRASTATE
Dedicated	Base	\$0.083
	1 year	\$0.079
	2 year	\$0.078
	3 year	\$0.075

Monthly Recurring Charges:

Monthly recurring charge for each 800 number:	\$26.20	(I)
Monthly charge for customized pin package, per 100 pins:	\$191.17	(I)
Monthly charge for auto dialers, per access line:	\$14.35	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.9 Custom Design Watts

Louisiana

Day	\$0.185
Evening	\$0.133
Night/Weekend	\$0.125

Timed in 1/10-minute increments, after initial 30 seconds.

Discounts

\$350.00 to \$750.00	10%
Usage over \$ 750.00 to \$2,000.00	15%
Usage over \$2,000.00	21%

Applies to all usage, Inter and Intrastate

Monthly recurring charge, per account: \$23.89

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7.1 Business Rates (Cont'd.)

7.1.10 [Reserved for Future Use]

Monthly Recurring Charge, per toll free number: \$21.83

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

(N)

7.1.11 Premier Advantage for Associations

A. Switched 1+ and 800 Association

	Volume Discount	Rates	Association Rates
Base	0%	\$0.160	\$0.152
\$150-500	3%	\$0.155	\$0.147
\$501-1000	6%	\$0.150	\$0.142
\$1001-2000	9%	\$0.145	\$0.138
\$2001-3500	10%	\$0.144	\$0.136
\$3501 +	12%	\$0.141	\$0.133

B. Dedicated Outbound and 800

	Volume Discount	Rates	Association Rates 5%
Base	0%	\$0.116	\$0.112
\$2500-4000	5%	\$0.110	\$0.107
\$4001-7500	7%	\$0.108	\$0.105
\$7501-12000	12%	\$0.102	\$0.099
\$12001-20000	14%	\$0.100	\$0.097
\$20001+	15%	\$0.099	\$0.096

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.11 Premier Advantage for Associations (Cont'd.)

C. [Reserved for Future Use]

Monthly Recurring Charge, per toll free number: \$26.20

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IXC SERVICES DETARIFFED SERVICE GUIDE

SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.11 Premier Advantage for Associations (Cont'd.)

D Pinnacle

Switched:

Inbound/Outbound \$0.1097

Card \$0.2633

Dedicated:

Inbound/Outbound \$0.0716

Card \$0.2541

Monthly Recurring Charges:

Monthly charge for each 800 number: \$26.20

Monthly charge for customized pin package, per 100

pins: \$191.17

Monthly charge for auto dialers, per access line: \$14.35

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.11 Premier Advantage for Associations (Cont'd.)

D. Pinnacle (Cont'd.)

1. Aspect Option D

TYPE SERVICE:	INBOUND/ OUTBOUND
Switched	\$0.1675

Monthly Recurring Charges:

Monthly charge for each 800 number:	\$26.20	(I)
Monthly charge for customized pin package, per 100 pins:	\$191.17	
Monthly charge for auto dialers, per access line:	\$14.35	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.11 Premier Advantage for Associations (Cont'd.)

D. Pinnacle (Cont'd.)

2. Aspect Option D for Associations

TYPE SERVICE:	INBOUND/ OUTBOUND
Switched	\$0.1675

Monthly Recurring Charges:

Monthly charge for each 800 number:	\$26.20	(I)
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Monthly charge for customized pin package, per 100 pins:	\$191.17	
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Monthly charge for auto dialers, per access line:	\$14.35	(I)
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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.12 Destiny Classic

A. Usage charges per minute for all times-of-day/days-of-week (Flat Rate):

	CLASSES OF SERVICE			
	Switched	Dedicated	Switched Association	Dedicated Association
Outbound	\$0.193	\$0.124	\$0.193	\$0.124
800	\$0.197	\$0.129	\$0.197	\$0.129
Card	\$0.270	\$0.270	\$0.270	\$0.270

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.12 Destiny Classic (Cont'd.)

B. Monthly Recurring Charges:

- | | | | |
|----|---|----------|-----|
| 1. | Monthly Charge for each 800 number: | \$26.20 | (I) |
| 2. | Monthly Charge for Authorization Code a/k/a Customized Pin package, per 100 PINS: | \$191.17 | (I) |
| 3. | Monthly Charge for Autodialers, per access line: | \$14.35 | (I) |

- C. In addition to all other rates prescribed herein, the subscriber shall reimburse the company for all such charges imposed by a local exchange carrier for provision of dedicated or any other service or facility not provided by the company.

(Applies to Destiny Classic and Destiny Classic for Associations)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.13 Delta Net

A. Rate per State or Mileage

Louisiana (Intrastate)

Off-Net to Off-Net \$0.35

On-Net to Off-Net (or vice or versa) \$0.28

On-Net to On-Net \$0.14

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B. Monthly Volume Discounts:

Minutes	Discount	Minutes	Discount
2,000	3.00%	150,000	14.03%
8,000	3.00%	200,000	16.15%
15,000	7.00%	250,000	17.85%
25,000	9.00%	375,000	21.42%
50,000	10.00%	500,000	22.27%
75,000	12.00%	750,000	22.78%
100,000	12.00%	1,000,000	23.12%

C. Monthly Recurring (Per Location): (*)

Off-Net \$38.26

On-Net \$119.45

(I)
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D. Time of Day Discount: 30% Evening and Night

(*) In addition to all other rates prescribed herein, the subscriber shall reimburse the Company (DeltaCom, LLC) for all such charges imposed by a local exchange carrier for provision of dedicated access and any other service or facility not provided by the Company.

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.14 ITC^DeltaCom Resp Org Charges

Where the Company serves as a Resp Org for a non-Company Inbound 800 Service customer, the Company will pass on the tariffed Local Exchange Carrier charges for MS/800 Data Base and relative services. In addition, the following Company charges will apply:

	Monthly Recurring Charge	
Set-up/installation 800 Number (per 800 number)	\$14.35	(I)
Modify 800 Record (add/change 800 number, or Vertical Features)	\$14.35	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.15 Inbound 800 Service Features

A. 800 Referral Service

1. Announcement

Monthly Recurring Charge	\$45.53	(I)
--------------------------	---------	-----

B. Incoming Exclusion/Area Blocking

Monthly Recurring Charge	\$45.53	(I)
--------------------------	---------	-----

C. Dialed Number Identification Service (DNIS)

Monthly Recurring Charge	\$81.91	(I)
--------------------------	---------	-----

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.15 Inbound 800 Service Features (Cont'd.)

D. Time of Day Routing

Monthly Recurring Charge	\$81.91	(I)
--------------------------	---------	-----

E. Day of Week Routing

Monthly Recurring Charge	\$81.91	(I)
--------------------------	---------	-----

F. Command Routing

Monthly Recurring Charge	\$113.81	(I)
--------------------------	----------	-----

G. Real Time ANI

Monthly Recurring Charge	\$432.42	(I)
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H. Route Advance

Monthly Recurring Charge	\$0.00	
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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.15 Inbound 800 Service Features (Cont'd.)

I. Percent Allocation Time

Monthly Recurring Charge \$0.00

J. Directory Listing

Monthly Recurring Charge \$.00

K. Vertical Features for Delta Inbound 800 Subscribers – The subscriber shall reimburse Delta for all such charges imposed by a Local Exchange Company.

[AS OF NOVEMBER 30, 1998, VERTICAL FEATURES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

L. 800 + PIN

Monthly Recurring Charge \$91.06

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.16 Destiny Classic Dedicated with Peak/Off-Peak

Monthly Recurring Charge, per 800 number:

\$26.20

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7.1 Business Rates (Cont'd.)

7.1.17 Destiny Classic Switched with Peak/Off-Peak

Monthly Recurring Charge, per 800 number:

\$26.20

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.19 Frame Relay Service with NNI Interface I

	Monthly Recurring Charge	
56 Kbps UNI	\$468.40	(I)
1.3344/1.544 Mbps	\$3,214.10	
Each CIR	\$5.99	
Each PVC	\$14.35	(I)
LEC UNI Charges	Actual LEC Cost	
Each feature change charge, after first installation)	---	

7.1.20 Dedicated Frame Relay Service II

	Monthly Recurring Charge for UNI	
56/64 Kbps port with 1 PVC (minimum 8 CIR required)	\$645.25	(I)
128 Kbps port with 1 PVC (minimum 16 CIR required)	\$1,170.94	
256 Kbps port with 1 PVC (minimum 32 CIR required)	\$1,624.99	
384 Kbps port with 1 PVC (minimum 48 CIR required)	\$2,079.07	
512 Kbps port with 1 PVC (minimum 64 CIR required)	\$3,034.91	
768 Kbps port with 1 PVC (minimum 112 CIR required)	\$3,608.42	
1.02 Mbps port with 1 PVC (minimum 128 CIR required)	\$5,066.14	
1.54 Mbps port with 1 PVC (minimum 192 CIR required)	\$6,499.91	(I)
	Monthly Recurring Charge for UNI	
Each additional CIR	\$5.99	(I)
Each additional PVC	\$47.82	(I)
LEC loop to POP	Actual LEC Cost	

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7.1 Business Rates (Cont'd.)

7.1.21 Frame Relay with NNI Interface II

	Monthly Recurring Charge for UNI	
56/64 Kbps port with 1 PVC (minimum 8 CIR required)	\$286.78	(I)
128 Kbps port with 1 PVC (minimum 16 CIR required)	\$477.94	
256 Kbps port with 1 PVC (minimum 32 CIR required)	\$716.93	
384 Kbps port with 1 PVC (minimum 48 CIR required)	\$1,003.66	
512 Kbps port with 1 PVC (minimum 64 CIR required)	\$1,433.81	
768 Kbps port with 1 PVC (minimum 112 CIR required)	\$1,720.56	
1.02 Mbps port with 1 PVC (minimum 128 CIR required)	\$2,150.71	
1.54 Mbps port with 1 PVC (minimum 192 CIR required)	\$2,724.26	(I)
	Monthly Recurring Charge for UNI	
Each additional CIR	\$5.99	(I)
Each additional PVC	\$47.82	(I)
LEC loop to POP	Actual LEC Cost	

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.22 ISDN

PRI Local Access	Monthly	
800/ANI	DS1 cost plus \$477.94 per D Channel	(I)
	\$0.04 per ANI delivered	(I)
BRI – Switched 64 Kbps	Price is based on usage rates of service selected by customer	

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.23 Patron

A. Switched/800 Rates

Volume	Rate	3% Discount to Extend Term
\$0 - \$1500	\$0.1143	\$0.1109

Patron – Card Rates

Rate	3% Discount to Extend Term
\$0.2252	\$0.2185

Monthly Recurring Charge, per toll free number:	\$26.20	(I)
Calling Card Surcharge:	\$0.4440	

B. Patron - Dedicated Rates

Volume	Rate	3% Discount to Extend Term
\$2500 - \$5000	\$0.0785	\$0.0762
\$5001 +	\$0.0785	\$0.0762

Patron – Card Rates

Rate	3% Discount to Extend Term
\$0.2195	\$0.2129

Calling Card Surcharge	\$0.40	
Monthly Recurring Charge, per 800 number:	\$26.20	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.24 Private Line Service

A. Charges between and/or among the Company's Points of Presence (POP)

Monthly recurring and installation charge:

Service Type	Monthly Recurring Charge/Mile	
DS3 44.736 MBPS	ICB	
DS1 1.544 MBPS	\$57.35	(I)
DSO 2.4 KBPS - 19.2 KBPS	\$3.34	
DDS 2.4 KBPS 64 KBPS	\$3.34	(I)

* Computation of airline mileage is described in Section 3 of this Service Guide.

B. Charges for Local Access - DS1

Digital Local Channel	Month-to-Month \$2,280.16	(I)
Interoffice Channel	Month-to-Month	
Fixed Monthly Rate	\$519.74	(I)
Each airline mile or fraction thereof	\$196.72	(I)

C. Charges for Local Access - DS0

Digital Local Channel	Month-to-Month \$898.54	(I)
Interoffice Channel	Month-to-Month	
Fixed Monthly Rate	\$183.35	(I)
Each airline mile or fraction thereof	\$18.85	(I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.25 Custom Billing Rates

Monthly Recurring charge \$71.72 (I)

7.1.26 Business Connections Option 1 – Switched Rates

Base Rate (No Term) \$0.1097

Business Connections Option 1 – Card Rates

Base Rate (No Term) \$0.2541

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. Business Connections Option 1 for Associations – Switched Rates

Base Rate (No Term) \$0.1097

Business Connections Option 1 for Associations – Card Rates

Base Rate (No Term) \$0.2541

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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7.1 Business Rates (Cont'd.)

7.1.27 Business Connections Option 2 – Switched Rates

Base Rate (No Term) \$0.1097

Business Connections Option 2 – Card Rates

Base Rate (No Term) \$0.2541

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. Business Connections Option 2 for Associations – Switched Rates

Base Rate (No Term) \$0.1097

Business Connections Option 2 for Associations – Card Rates

Base Rate (No Term) \$0.2541

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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7.1 Business Rates (Cont'd.)

7.1.28 Business Connections Option 3 – Switched Rates

Base Rate (No Term) \$0.1097

Business Connections Option 3 – Card Rates

Base Rate (No Term) \$0.2541

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. Business Connections Option 3 for Associations – Switched Rates

Base Rate (No Term) \$0.1097

Business Connections Option 3 for Associations – Card Rates

Base Rate (No Term) \$0.2541

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.29 Business Connections Option 4 – Dedicated Rates

Base Rate (No Term)	\$0.0982	
Monthly Recurring Charge, per toll free number:	\$26.20	(I)

7.1.30 Business Connections Option 5 – Dedicated Rates

Base Rate (No Term)	\$0.0982	
Monthly Recurring Charge, per toll free number:	\$26.20	(I)

7.1.31 Business Connections Option 6 – Dedicated Rates

Base Rate (No Term)	\$0.0982	
Monthly Recurring Charge, per toll free number:	\$26.20	(I)

7.1.32 Business Connections Option 7 – Dedicated Rates

Base Rate (No Term)	\$0.0982	
Monthly Recurring Charge, per toll free number:	\$26.20	(I)

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7.1 Business Rates (Cont'd.)

7.1.33 Enhanced Toll-Free Service Feature Rates

A. Enhanced Toll-Free Routing Package

Monthly Recurring Charge	\$227.60	(I)
--------------------------	----------	-----

B. Time of Day Routing

Monthly Recurring Charge	\$91.06	(I)
--------------------------	---------	-----

C. Day of Week Routing

Monthly Recurring Charge	\$91.06	(I)
--------------------------	---------	-----

D. Holiday Routing

Monthly Recurring Charge	\$91.06	(I)
--------------------------	---------	-----

E. Point of Origin Routing

Monthly Recurring Charge	\$91.06	(I)
--------------------------	---------	-----

F. Toll Free Blocking

Monthly Recurring Charge	\$91.06	(I)
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7.1 Business Rates (Cont'd.)

7.1.33 Enhanced Toll-Free Service Feature Rates (Cont'd.)

G. Percent Allocation

Monthly Recurring Charge	\$91.06	(I)
--------------------------	---------	-----

H. Toll Free with Call Completion

Monthly Recurring Charge	\$115.98	(I)
--------------------------	----------	-----

I. Toll Free with Route Advance

Monthly Recurring Charge	\$45.53	(I)
--------------------------	---------	-----

J. Toll Free with DNIS Delivery

Monthly Recurring Charge	\$455.16	(I)
--------------------------	----------	-----

K. Toll Free with Real Time ANI Delivery

Usage Charge	\$0.01/Call Delivered
Change Charge	\$0.00

L. Toll Free with Menu-Prompted Routing

Monthly Recurring Charge	\$910.34	(I)
--------------------------	----------	-----

7.1.34 [Reserved for Future Use]

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7.1 Business Rates (Cont'd.)

7.1.35 Select 100

	Rates
Long Distance, per minute	\$0.0751
Monthly Recurring Fee	\$22.81*

(D)

- * Only one monthly recurring fee will apply for subscription to both Long Distance and Local Select 100 service. However, the fee can be waived if the Customer subscribes to on-line billing through the Company's free eBillMaster billing service.

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7.1 Business Rates (Cont'd.)

7.1.36 EnterpriseLD Switched Option 1 – Switched Rates

Base Rate (No Term) \$0.0924

EnterpriseLD Switched Option 1 – Card Rates

Base Rate (No Term) \$0.2200

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. EnterpriseLD Switched Option 1 for Associations– Switched Rates

Base Rate (No Term) \$0.0924

EnterpriseLD Switched Option 1 for Associations – Card Rates

Base Rate (No Term) \$0.2200

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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7.1 Business Rates (Cont'd.)

7.1.37 EnterpriseLD Switched Option 2 – Switched Rates

Base Rate (No Term) \$0.0924

EnterpriseLD Switched Option 2 – Card Rates

Base Rate (No Term) \$0.2200

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. EnterpriseLD Switched Option 2 for Associations– Switched Rates

Base Rate (No Term) \$0.0924

EnterpriseLD Switched Option 2 for Associations – Card Rates

Base Rate (No Term) \$0.2200

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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7.1 Business Rates (Cont'd.)

7.1.38 EnterpriseLD Switched Option 3 – Dedicated Rates

Base Rate (No Term) \$0.0705

Monthly Recurring Charge, per toll free number: \$26.20 (I)

7.1.39 EnterpriseLD Switched Option 4 – Dedicated Rates

Base Rate (No Term) \$0.0705

Monthly Recurring Charge, per toll free number: \$26.20 (I)

7.1.40 EnterpriseLD Switched Option 5 – Dedicated Rates

Base Rate (No Term) \$0.0705

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.41 Horizon LD Switched Option 1 – Switched Rates

Base Rate (No Term) \$0.0920

Horizon LD Switched Option 1 – Card Rates

Base Rate (No Term) \$0.2195

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. Horizon LD Switched Option 1 for Associations – Switched Rates

Base Rate (No Term) \$0.0920

Horizon LD Switched Option 1 for Associations – Card Rates

Base Rate (No Term) \$0.2195

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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SECTION 7 – NON-TERM RATES (CONT'D.)

7.1 Business Rates (Cont'd.)

7.1.42 Horizon LD Switched Option 2 – Switched Rates

Base Rate (No Term) \$0.0920

Horizon LD Switched Option 2 – Card Rates

Base Rate (No Term) \$0.2195

Monthly Recurring Charge, per toll free number: \$26.20 (I)

A. Horizon LD Switched Option 2 for Associations – Switched Rates

Base Rate (No Term) \$0.0920

Horizon LD Switched Option 2 for Associations – Card Rates

Base Rate (No Term) \$0.2195

Monthly Recurring Charge, per toll free number: \$26.20 (I)

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7.1 Business Rates (Cont'd.)

7.1.43 Horizon LD Switched Option 3 – Dedicated Rates

Base Rate (No Term)	\$0.0705	
---------------------	----------	--

Monthly Recurring Charge, per toll free number:	\$26.20	(I)
---	---------	------------

7.1.44 Horizon LD Switched Option 4 – Dedicated Rates

Base Rate (No Term)	\$0.0705	
---------------------	----------	--

Monthly Recurring Charge, per toll free number:	\$26.20	(I)
---	---------	------------

7.1.45 Horizon LD Switched Option 5 – Dedicated Rates

Base Rate (No Term)	\$0.0705	
---------------------	----------	--

Monthly Recurring Charge, per toll free number:	\$26.20	(I)
---	---------	------------

7.1.46 100Free LD

	Rates	
Long Distance Rate, per minute	\$0.0751	

Monthly Recurring Fee	\$36.19*	(I)
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* Only one monthly recurring fee will apply for subscription to both long distance and local service. However, the fee can be waived if the Customer subscribes to on-line billing through DeltaCom's free eBillMaster billing service.

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7.1 Business Rates (Cont'd.)

7.1.47 T LD Plan

A. Monthly Recurring Charges, per toll-free number: \$26.20 (I)

B. Per Minute Rates: Direct Dialed and Toll Free – Intrastate:

T-PAC, T-PAC Remote, Simpli-T, Simpli-T 3.0, Simpli-T PRI, Simpli-T Plus, Simpli-Business T, Simpli-Business T 2.0, Simpli-Business T v.3, Simpli-Business PRI, Simpli-Business PRI v.3, IVP, DVP and DUNE local customers

Above initial 100 minutes per voice channel \$0.0566

Unity local customers

Above initial 2400 minutes per T-1 \$0.0566

7.1.48 Idle T1 Charge

(See Section 2.12.4 for Regulations concerning this charge.)

Monthly Recurring Charge \$932.02 (I)

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7.1 Business Rates (Cont'd.)

7.1.49 EZ LD Switched Long Distance

	Monthly Volume*	Monthly Fee	Rate, per Minute
EZ LD Switched, Option A**	\$25.00	\$13.96 (I)	\$0.0605
EZ LD Switched, Option B**	\$50.00	\$22.38 (I)	\$0.0539
Toll Free Number, per number		\$26.20 (I)	

* Volume does not include any surcharges, taxes or other similar fees.

** Rates apply to outbound and inbound domestic calls.

*** A surcharge will not apply.

7.1.50 EZ LD Dedicated Long Distance

Loop Installation Fees All Options	ICB#	Monthly Volume*	Rate, per Minute
EZ LD Dedicated, Option A** All Options		\$500.00	\$0.0385
EZ LD Dedicated, Option B**		\$1,000.00	\$0.0352
EZ LD Dedicated, Option C**		\$2,000.00	\$0.0330
EZ LD Dedicated, Option D**		\$3,000.00	\$0.0308
Toll Free Number, per number		Monthly Recurring Charge	\$26.20 (I)

* Volume does not include any surcharges, taxes or other similar fees.

** Rates apply to outbound and inbound domestic calls.

*** A surcharge will not apply.

Loop installation charges will be quoted on an individual customer basis.

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7.1 Business Rates (Cont'd.)

7.1.51 Voice Unlimited LD

	Monthly Recurring	Per Minute Rate
1 st Line	\$71.72 (I)	---
Each Additional Line (per line)	\$71.72 (I)	---
Excessive Usage	---	\$0.10
Toll Free Number (per number)	\$26.20 (I)	\$0.06

* A surcharge will not apply.

7.1.52 Voice LD

- A. Monthly Recurring Charge, per account: \$23.66 **(I)**
- B. Monthly Volume Commitment*: \$28.80 **(I)**
- C. Per Minute Rates
 - Intrastate \$0.066
- D. Toll Free Number (per number) \$26.20 **(I)**

(**Note: If Customer does not meet Monthly Volume Commitment usage, Customer will be billed the Monthly Volume Commitment)

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7.1 Business Rates (Cont'd.)

7.1.53 T_5000 LD Plan

A. Monthly Recurring Charge

Eligible Product*	Monthly Recurring	
Simplici-T Plus	\$238.99	(I)
Simplici-T Line Side	\$238.99	
Simplici-T Trunk Side/PRI	\$238.99	
Simplici-T 3.0 Line Side	\$238.99	
Simplici-T 3.0 Trunk Side/PRI	\$238.99	
Simpli-Business T	\$238.99	
Simpli-Business T 2.0	\$238.99	
Simpli-Business T v.3	\$238.99	
Simpli-Business PRI	\$238.99	
Simpli-Business PRI v.3	\$238.99	
Business Reach	\$238.99	
IP Complete	\$119.45	
IVP	\$238.99	
DVP	\$238.99	
Retired Product*		
TPAC	\$238.99	
DUNE	\$238.99	
Integrated T	\$238.99	
Unity	\$238.99	(I)

* T_5000 is only available to T-based local customers. T_5000 is not available on Infinity, Select100 or Simpli-Voice.

** Special discounts may apply

A. Toll Free Number, per number \$26.20 (I)

B. Per Minute Rates in excess of 5000 minutes

Intrastate \$0.0566

C.

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7.1 Business Rates (Cont'd.)

7.1.54 LD Rewards

A. Switched Rates

	Monthly Volume*	Intrastate Per Minute Rate
Option A**	\$10.00	\$0.065
Option B**	\$15.00	\$0.060
Option C**	\$25.00	\$0.055
Option D**	\$50.00	\$0.049

* Volume does not include any surcharges, taxes or other similar fees.

** Rates apply to outbound and toll-free domestic calls.

*** A surcharge will not apply.

Monthly Recurring Charge Toll Free Number, per number: \$26.20 (I)

B. Dedicated Rates

	Monthly Volume*	Intrastate Per Minute Rate
Option A**	\$250.00	\$0.035
Option B**	\$500.00	\$0.035
Option C**	\$1,000.00	\$0.035
Option D**	\$3,000.00	\$0.032
Option E**	\$5,000.00	\$0.030
Option F**	\$7,500.00	\$0.028

* Volume does not include any surcharges, taxes or other similar fees.

** Rates apply to outbound and toll-free domestic calls.

1. Loop Installation Fees, all Options: ICB
Loop installation charges will be quoted on an individual customer basis.

2. Monthly Recurring Charge Toll Free Number, per number: \$26.20 (I)

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7.1 Business Rates (Cont'd.)

7.1.55 Business Reach LD

A. Per minute Rates:

Direct Dialed -

Intrastate

Above initial 200 minutes per voice channel:

\$0.0566

B. Additional Toll Free Numbers:

\$14.35

(I)

7.1.56 T_2500

A. Monthly Recurring Charge:

Eligible Product

Monthly Recurring Charge

Business Reach

\$81.30

(I)

All Other Products

\$0.00

* T_2500 is only available to T-based local products as identified in section 3.4.70 of this Service Guide.

Toll Free Number, per number:

\$26.20

(I)

B. Per Minute Rates in excess of 2500 minutes:

Intrastate

Per Minute

\$0.0566

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7.1 Business Rates (Cont'd.)

7.1.57 Converged Minutes

A. Monthly Recurring Charge:

Eligible Product*	Monthly Recurring Charge	
All Products as identified in Section 3 of this Service Guide	\$0.00	
A. Toll Free Number, per number	\$26.20	(I)
B. Per Minute Rates in excess of 1500 minutes		
Intrastate	Per Minute \$0.075	
C. Additional Block of Minutes		
Block of 1000 Minutes, per block	Monthly Recurring Charge \$238.99	(I)

7.1.58 VOLUME PLUS LD Switched Long Distance*

	Monthly Volume Level Commitment*	Per Minute Rate
Intrastate outbound/inbound	\$7,500.00	\$0.0550

* Volume Level Commitment is based on total qualified usage during each monthly billing period

Toll Free Number, per number	Monthly Recurring Charge \$26.20	(I)
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7.1 Business Rates (Cont'd.)

7.1.59 VOLUME PLUS LD Dedicated Long Distance

	Monthly Volume Level Commitment*	Per Rate	Minute
Intrastate outbound/inbound	\$7,500.00	\$0.0290	

* Volume Level Commitment is based on total qualified usage during each monthly billing period

Dedicated Access	Monthly Recurring Charge	
PRI Access	ICB Dedicated Access Charge + \$288.05 (I)	

**Installation Charge may be waived for Customers who sign a multiple year term plan.

Toll Free Number, per number	Monthly Recurring Charge	\$26.20 (I)
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SECTION 7 – NON-TERM RATES (CONT'D.)

7.2 [Reserved For Future Use]

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