

Effective: March 15, 2003

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REGULATIONS AND SCHEDULE OF CHARGES  
APPLICABLE TO DOMESTIC INTERSTATE  
TELECOMMUNICATIONS SERVICES FURNISHED BY  
**BUSINESS TELECOM, INC.**  
BETWEEN POINTS IN THE UNITED STATES AS SPECIFIED HEREIN.

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This Rates, Terms and Pricing Guide replaces in its entirety the Rates, Terms and Pricing Guide currently in affect. The changes made to this guide are:

1. Grandfathered various services and moved them to a grandfathered section;
2. Changes billing increments on certain products to a thirty second minimum period from an eighteen (18) second minimum period;
3. Removed obsolete services with no customers;
4. Added term plan options to select existing services; and
5. Renumbered the document and made all pages original.

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**CHECK SHEET**

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### **EXPLANATION OF SYMBOLS**

Changes to this Guide shall be identified on the revised page(s) through the use of 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 an increase.
- (M) - To signify matter relocated without change.
- (N) - To signify new rate or regulation.
- (O) - To signify an obsoleted service, rate or regulation.
- (R) - To signify reduction.
- (S) - To signify reissued matter.
- (T) - To signify change in text but no change in rate or regulation.
- (Z) - To signify a correction.

## DEFINITIONS OF TERMS

**Access Number** This is the telephone number which a Customer uses to access Company's computer in order to be connected to Company's system.

**Association Discount** An additional discount provided to a trade association representing business entities or individuals within an industry, professional or business classification, or a commercial organization with affiliated franchises, independent agents, distributors, or multiple commercial representatives or a buying group not organized solely for the purposes of qualifying for the discounts provided for herein to commercial associations.

**Authorized User** A person, firm, corporation or other legal entity which is authorized by the Customer to utilize or be connected to the service of the Customer. An authorized user is other than an employee, officer or director of Customer if Customer is a company, and other than a family member of person residing with Customer if Customer is a residential user. Customer is responsible for all charges incurred by Authorized Users.

**Company** BUSINESS TELECOM, INC., 7037 Old Madison Pike, Suite 400, Huntsville, Alabama, 35806, (T)  
a North Carolina corporation.

**Customer** The natural person or legal entity which orders Service and is responsible for the payment of charges accruing as a result of using the Service. Customers are divided into commercial and residential classes, but only for accounting purposes.

**Customer Identification Number** A numerical code which is assigned to each Customer to enable the Customer to access Company's Service. A Customer with several Authorized Users may have several different numerical codes. Customer Identification Numbers are used by the Company both to prevent unauthorized access to the Service and to identify Customers for billing purposes.

**Facilities** Company's facilities consist of facilities which Company leases and for which Company renders a bill for payment to its Customers, whether or not such Facilities are actually owned by Company. Company's Facilities also include the computerized switching equipment which is used by Company to connect Customer's local call to a facility provided by an underlying facilities-based long distance Carrier over whose circuits the Customer's call is routed.

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**DEFINITIONS OF TERMS, (CONT'D.)**

**Itemized Billing** A billing report which indicates the telephone number to which calls are made and the duration of each call.

**InterLATA** Calls which originate and terminate between points in Local Access Transport Areas (LATAs). LATAs are large local and regional telephone service areas that are defined pursuant to the 1982 Consent Decree between the United States Department of Justice and American Telephone and Telegraph Company and participating Carriers.

**IntraLATA** Calls which originate and terminate within the same LATA.

**Intrastate** Calls which originate and terminate between any two points in South Carolina. Intrastate calls can be InterLATA or IntraLATA.

**Management Report** A billing report which assists management in monitoring calls made by Authorized Users by listing calls by Customer Identification Numbers and Project Codes.

**Mileage** In calculating rates based on mileage, the measurement of distance is the air miles between the offices of the local telephone companies which originate and terminate the calls.

**Project Codes** A number sequence which is dialed after the Customer Identification Number which is used by Customer to identify to which project or client a call should be billed.

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**DEFINITIONS OF TERMS, (CONT'D.)**

**Special Service** Labor and expenditures required by Customer to provide service outside the scope of normal services. This class of service includes without limitation services whereby Company is required to incur unusual costs for engineering, purchases, labor or other related costs to provide the Customer-requested service.

**Speed Numbers** Telephone numbers stored in Company's switch allow Customer, after accessing the switch, to push a limited number of buttons on its phone and have the switch dial the requested stored phone number, eliminating extra digit dialing for Customer.

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### **SECTION 1 - APPLICATION OF GUIDE**

- 1.1** This rates, terms and pricing guide contains the regulations and rates applicable to the provision of domestic interstate telecommunications services by Business Telecom, Inc. ("BTI")(hereinafter referred to as the Company), from its originating location(s) in the United States to all points in other States. Service is furnished subject to transmission, atmospheric and like conditions.
- 1.2** The telecommunications services of the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services.
- 1.3** The rates and regulations contained in this rates, terms and pricing guide do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone Company or other common carrier for use in accessing the services of the Company.

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## **SECTION 2 - RULES AND REGULATIONS**

### **2.1 Undertaking of BTI**

This Guide contains the regulations and charges applicable to interstate resale common carrier communications services provided by BTI between points within the United States. Operator-assisted services are furnished subject to the availability of facilities and subject to the terms and conditions of this Guide.

BTI installs, operates, and maintains the communication services provided hereinunder in accordance with the terms and conditions set forth under this Guide. It may act as the Customer's agent for ordering access connection facilities provided by the local exchange company when authorized by the Customer, to allow connection of a Customer's location to the BTI network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

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

**2.2 Use of Service**

The Services may be used for any lawful purpose consistent with the transmission and switching parameters and rules of the facilities utilized in the provision of Service. The Customer shall not make use of the Services or underlying network:

- (A) in any way which might reasonably be expected to frighten, abuse, torment, or harass another;
- (B) for any purpose in violation of the law;
- (C) in such a manner as to unreasonably interfere with the use of the Service by any of the Company's customers; and/or
- (D) to transmit any material which, in the Company's sole discretion
  - (1) violates any U.S. or state regulation, including material which infringes another's intellectual property rights,
  - (2) is threatening or obscene, libelous, defamatory or violates any right of privacy of another,
  - (3) is discriminatory or otherwise offensive.

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

**2.3 Facilities Used in Provision of Service**

- 2.3.1** The Service is subject to the availability of suitable facilities.
- 2.3.2** The Customer must obtain an adequate number of access lines for toll free Service to meet expected demand.
- 2.3.3** The Customer shall provide for the proper installation, operation and maintenance of the Customer's equipment used in connection with the Service and shall ensure that such equipment is technically and operationally compatible with the Service and in compliance with all FCC rules and regulations.
- 2.3.4** The Company may substitute, change or rearrange any equipment, facility or system used in providing Service at any time.
- 2.3.5** The Company will deliver the Service(s) to the Customer to the physical address set forth on an order for the Service(s) and terminate such Service(s) at the recognized point of demarcation. The point of demarcation shall be the point where the Company's facilities end and the Customer's premises wiring begins. The Company is not responsible for the Customer's premises wiring beyond the point of demarcation.

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

**2.4 Unauthorized Use**

- 2.4.1** The Customer is liable for all unauthorized and/or fraudulent use of Service by Users and the Company retains the right to analyze any and all information at its disposal, including credit surveys, call detail records and any other information to confirm unauthorized use.
- 2.4.2** The Customer shall pay for unauthorized or fraudulent use of service at the Company's highest usage charges applied to network usage and attempted network usage, whether or not a terminating connection was achieved, plus all costs incurred by the Company to detect, discover, observe, investigate, analyze, examine and locate the party responsible for unauthorized or fraudulent use.
- 2.4.3** BTI reserves the right to temporarily suspend the use of particular Authorization Codes, or to suspend service to specific locations, when it has a good faith reason to suspect fraudulent use of its facilities.

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**SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**

**2.5 Limitations**

- 2.5.1** Service is offered subject to the provisions of this Guide.
- 2.5.2** The Company's liability hereunder shall be limited to credit allowances for service outages as set forth in 2.10.4 of this Guide. In no event shall the Company be liable to customer or any third party for any consequential, indirect, special, incidental, punitive or similar damages, including without limitation, any loss of profit or revenue arising from or related in any manner to service outages whether or not the Company is aware of the possibility of such damages.
- 2.5.3** Except as set forth in this Guide, the Company makes no other, and expressly disclaims all, warranties or representations, either express or implied, concerning the service or any content received via the service and expressly disclaims warranties of fitness for a particular use or purpose, the warranty of merchantability and any other warranty implied by law.
- 2.5.4** The foregoing limitations shall include, but are not limited to:
- (A) availability or performance of any systems or related facilities under the control of or provided by other entities, even if the Company acted as agent in arranging such facilities or service;
  - (B) content of information passing through its network, including the accuracy or quality of such information;
  - (C) unlawful or unauthorized use of the Company's facilities or Service;

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**SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**

**2.5 Limitations, (Cont'd.)**

**2.5.4 (cont'd.)**

- (D) breach of the privacy or security of communications transmitted over the Company's facilities;
- (E) changes in any of the facilities, operations or procedures of the Customer that render any equipment, facilities or service provided by the Company obsolete or require modification or alteration of such equipment, facilities or service or otherwise affect its use or performance;
- (F) any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company.
- (G) any representations made by the Company employees that do not comport or are inconsistent with the provisions herein;
- (H) any non-completion of calls due to network busy conditions; and
- (I) any calls not actually attempted to be completed during any period that Service is unavailable.

The Company's entire liability for any claims, loss, damages or expenses from any cause whatsoever shall not exceed the sums actually paid to the Company by the Customer for the Service giving rise to the claim.

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

### **2.6 Indemnification**

Claims against the Company, its directors, officers, employees, representatives and agents who will be held harmless from any and all claims, demands, activities, suits, actions, losses, costs, damages, liabilities, expenses (including court costs, expenses and attorneys' fees) ("Claims") incurred by the Company that arise from or incident to any act, negligence or omission on the part of the Customer with respect to the Customer's duties hereunder or any conduct of the Customer or employee or representative of the Customer outside the scope of the Customer's Agreement with the Company and/or this Guide. The Company shall be indemnified and held harmless by the Customer as a result of:

- 2.6.1** Claims for slander, defamation, invasion of privacy; infringement of copyright or patent; unauthorized use of any trademark, trade name, or service mark; unfair competition; interference with contract, proprietary or creative right; or any other injury to any person, property or entity arising from the material, data, information or content revealed to, or transmitted, processed, handled, or used by, Company under this Guide.
- 2.6.2** Claims for damage to an Authorized User's or third party's premises resulting from furnishing service by Company when the damage is not a result of the negligent or willful acts of Company.
- 2.6.3** Claims resulting from an act or omission of Customer or Authorized Users.

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## **SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**

### **2.7 Payment Arrangements**

#### **2.7.1 Payment for Service**

- (A) The requirements listed below apply to all Customers of the Company. See Section 2.7.3 for special payment arrangements applicable to Residential and Student Customers.
- (B) The Customer is responsible for payment of all Services and facilities, including, calls or Service originated at the Customer's number(s), originated by use of calling cards or the Company assigned special billing numbers, and for all installation charges, special charges and surcharges, recurring monthly fees assessed by authorized regulatory agencies or third parties from whom the Company obtains facilities to provide the Services, and all excise, sales, use or similar taxes imposed by any local, state or federal government, including assessments for government-initiated social objectives.
- (C) The Customer shall not attempt to avoid payment by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards, including, but not limited to, rearranging, tampering with, or making connections not authorized by the Company to any Service or component used to furnish Service, or using Toll Free Service with the intent of gaining access to a the Customer's outbound calling capabilities on an unauthorized basis.
- (D) The Customer shall render payment in the amount of and on or before the date stated on the invoice.
- (E) The Company's sole liability with respect to the Customer's overpayment, for whatever reason, is limited to a credit in the amount of the overpayment.

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

### **2.7 Payment Arrangements, (Cont'd.)**

#### **2.7.1 Payment for Service, (cont'd.)**

- (F) If the Customer pays via bank draft or credit card draft, the Customer's account will be drafted within 14 days after the conclusion of the billing cycle for the full amount due. In order to cancel a bank draft or credit card draft written notification must be received by the Company at least ten (10) business days prior to the conclusion of the Customer's current billing cycle. Upon receipt of notice to cancel a bank draft or credit card draft, the Customer permits the Company to make all credit inquiries necessary to make a determination regarding the extension of credit terms to the Customer and the Company reserves its right to require security deposits pursuant to Section 2.8.

#### **2.7.2 Billing and Collection of Charges**

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

- (A) When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (B) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.
- (C) The Customer must notify the Company of any disputed items on an invoice within sixty (60) days of the date of the invoice. If the Customer does not provide written notice to the Company of a dispute with respect to the amounts invoiced within sixty (60) days of the date of the invoice, the invoice shall be deemed correct and binding on the Customer for all purposes.



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

**2.7 Payment Arrangements, (Cont'd.)**

**2.7.3 Special Billing Arrangements for Residential and Student Customers**

Residential Customers shall render payment by using one of BTI's Preferred Payment Methods. Customers that do not utilize a Preferred Payment Method shall bear a monthly processing fee at the lesser of \$5.00 or the maximum rate permitted by law. Students shall render payment by using one of BTI's Required Payment Methods below:

**(A) Preferred Payment Methods for Residential Accounts:**

- (1) Automatic Bank Draft – Payment on account is automatically charged to Customer's chosen bank account on or before Day 24 after the date of the invoice.
- (2) Automatic Credit Card Payment – Payment on account is automatically charged to Customer's chosen credit card on or before Day 24 after the date of invoice.
- (3) Electronic Payment – Payment on account is made by the Customer through the BTI Electronic Payment System on or before Day 24 after the date of the invoice.

**(B) Required Payment Methods for Student Accounts:**

- (1) Automatic Bank Draft – Payment on account is automatically charged to Customer's chosen bank account on or before Day 24 after the date of invoice.
- (2) Automatic Credit Card Payment – Payment on account is automatically charged to Customer's chosen credit card on or before Day 24 after the date of invoice.

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

**2.8 Deposits/Advance Payments**

- 2.8.1** Customers unable to establish or maintain their credit worthiness will be required to furnish a deposit or advance payment in an amount up to the maximum allowed by law for Service.
- 2.8.2** The Company reserves the right to periodically review the Customer's credit worthiness and credit terms.
- 2.8.3** The Company also reserves the right to change credit terms and conditions based on the Customer's payment history and credit worthiness.
- 2.8.4** If no maximum deposit has been established by law, the Customer will be required to furnish a deposit or advance payment in an amount based upon two (2) month's estimated usage.
- 2.8.5** The Company will pay interest on such deposit or advance payment at the rate established in accordance with the Federal Communications Commission regulations.
- 2.8.6** The establishment of credit shall be governed by Federal Communications Commission regulations.

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

**2.9 Service Changes**

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

- 2.9.1** Move Fee as delineated in Section 3;
- 2.9.2** any out of pocket costs incurred by the Company as a result of the termination of the Services(s) either as a result of a move or a change; and/or
- 2.9.3** any increase in rates allowed by applicable law.

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

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Effective: March 15, 2003

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

**2.10 Interruption of Service**

- 2.10.1** The Customer shall notify the Company immediately in the event of any interruption in Service and shall assist the Company in restoring the Service. The Customer shall notify the Company immediately of its desire to receive a credit allowance for such interruption.
- 2.10.2** No credit shall be allowed for interruptions that result from the Customer's fault or the Company's testing or regularly scheduled maintenance or for any reason that constitutes Force Majeure as defined in Section 2.15.
- 2.10.3** For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.10.4** No credit shall be allowed for an interruption of a continuous duration of less than two (2) hours.
- 2.10.5** The Customer shall be credited for an interruption of two (2) hours or more at the rate of  $1/720^{\text{th}}$  of the monthly charge for the facilities affected for each hour that the interruption continues.
- 2.10.6** This credit applies only to monthly recurring charges and does not affect any charges based upon the Customer's actual usage of the Service(s). This credit applies against future service only and shall not reduce the amount of any outstanding balance. All limitations of liability shall apply to the total of all credits issued.

$$\text{Credit} = \frac{A}{720} \times B$$

"A" = Outage time in hours.

"B" = Total monthly fixed, non-usage sensitive charge for affected facility.

Effective: March 15, 2003

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

### **2.11 Term Plan Agreements**

The initial term of the Term Plan Agreement shall be set forth on such Term Plan Agreement. Upon expiration of the Initial Term, the Term Plan Agreement shall automatically renew on the same terms and conditions (including, without limitation, the rates) for successive one (1) year terms unless either party notifies the other of its intention to terminate the Term Plan Agreement at the end of the initial term or renewal term, as the case may be, which such notice shall be in writing and provided to the other party at least sixty (60) days prior to the expiration of the initial term or the renewal term, as the case may be. In the event of such notice, the Term Plan Agreement shall terminate upon the expiration of the initial term or renewal term, as the case may be. The notice must be in the form of a letter, facsimile or e-mail. The Customer shall notify the Company in writing if the Customer contact person is changed. The Company reserves the right to reject any Customer termination request received from any person other than the designated Customer contact person.

### **2.12 Refusal of Service**

The following may not constitute cause for refusal of service to a present or prospective customer:

- (A) failure of a prior customer to pay for service at the premises to be serviced;
- (B) failure to pay for a different class of service for a different entity;
- (C) failure to pay directory advertising charges.

Effective: March 15, 2003

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

### **2.13 Cancellation of Service**

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

#### **2.13.2 Cancellation by the Customer without Cause**

The Customer's rates and discounts, if any, are provided to the Customer in exchange for the Customer's commitment to obtain the Services for the agreed upon term of the Term Plan Agreement. If the Customer terminates all or any part of the Services obtained under the Term Plan Agreement prior to the expiration of the Initial Term or any Renewal Term then in effect for any reason other than Cause (as set forth in the following 2.13.3 below, then, in addition to payment for all Services rendered through the effective termination date, the Customer shall be liable to the Company for liquidated damages, and not as a penalty, an amount equal to the sum of all of the following that apply to the Service(s) terminated by the Customer;

- (A) if the Service terminated is switched long distance, a charge equal to the greater of the following:
  - (1) 100% of the minimum monthly usage commitment, if any, multiplied by the number of months remaining in the Initial Term or the Renewal Term then in effect; or
  - (2) the average of the highest three (3) months billed usage since the beginning of the Term Plan Agreement multiplied by the number of months remaining in the Initial Term or the Renewal Term then in effect.

Effective: March 15, 2003

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

**2.13 Cancellation of Service, (Cont'd.)**

**2.13.2 Cancellation by the Customer without Cause, (cont'd.)**

- (B) for each other Service that is terminated, a charge equal to the greater of the following:

  - (1) 100% of the sum of the minimum monthly usage commitment, if any, and any monthly recurring charge applicable to the Service terminated, multiplied by the number of months remaining in the Initial Term or the Renewal Term then in effect; or
  - (2) the average of the highest three (3) months billed for such terminated Service (including, without limitation, any monthly recurring charge applicable to such Service) since the beginning of the Term Plan Agreement multiplied by the number of months remaining in the Initial Term or the Renewal Term then in effect;
- (C) a charge equal to the total costs and expenses incurred by the Company in connection with installing, providing and removing a Service, including any early termination or cancellation charges incurred by the Company from third parties on the Customer's behalf. In addition, the Company shall be entitled to the cost of collection of the forgoing amounts including, without limitation, court costs, reasonable attorney's fees and interest on past due amounts.

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

Effective: March 15, 2003

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

### **2.13 Cancellation of Service, (Cont'd.)**

#### **2.13.3 Cancellation by the Customer with Cause**

A customer may have his service disconnected upon written notice to Carrier. The Carrier will hold the customer responsible for payment of all bills for service furnished until the cancellation date specified by the customer or until the date written cancellation notice is received, whichever is later. The Customer must provide 60 days written notice of cancellation in advance.

In the event (i) the Company fails to substantially cure any material default or failure of performance within thirty (30) days after the Company's receipt of the Customer's written notice describing with reasonable specificity such alleged material default or failure of performance, or (ii) if such default cannot be cured within such thirty (30) day period and the Company does within such thirty (30) day period commence such acts as shall be reasonably necessary to substantially cure the default and/or does not diligently complete such acts within a reasonable time, the Customer may terminate the Service(s) for Cause by giving the Company a written notice of termination within fifteen (15) days after the expiration of said thirty (30) day period or such reasonable time period in the event of (ii), above. If the Customer is receiving multiple types of Services, or receiving Services at multiple locations, the Customer's right to terminate Service(s) as set forth in this section shall be limited to termination of the affected Service(s) only or at the affected location(s) only.

Effective: March 15, 2003

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

**2.13 Cancellation of Service, (Cont'd.)**

**2.13.4 Cancellation by the Company**

- (A) Upon such notice as is required by the governing regulatory body (or if no such notice is required, upon forty-eight (48) hours notice), the Company may refuse, terminate, discontinue or limit the use of Service (either temporarily or permanently) to the Customer or withhold the provision of ordered or contracted Service, without liability to the Customer:
- (1) if any balance is past due;
  - (2) if the Customer exceeds its credit limit and does not cure within the applicable notice period referenced above in this section after receipt of such notice, which such notice may be by phone, mail, fax or e-mail;
  - (3) when necessitated by conditions beyond the Company's control;

Effective: March 15, 2003

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

**2.13 Cancellation of Service, (Cont'd.)**

**2.13.4 Cancellation by the Company, (cont'd.)**

**(A) (continued)**

- (4)** for violation of any of the provisions contained in this Guide and/or the Customer's Agreement with the Company, including the Terms and Conditions;
- (5)** for violation of any law, rule, regulation or policy of any governing authority having jurisdiction over the Service; or
- (6)** by reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing the Service.

**(B)** In addition, the Company may immediately and without notice terminate and/or block Services without incurring liability to the Customer for the following reasons:

- (1)** fraud committed by the Customer or a user of the Customer's Service;
- (2)** if the Customer refuses to furnish information or furnishes false information essential for billing by the Company or for the Company's determination of the Customer's credit worthiness;
- (3)** the Customer indicates that the Customer will not comply with a request from the Company for security for the payment of Services;
- (4)** the Customer has received notice of cancellation from the Customer's local Service provider; or

Effective: March 15, 2003

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

**2.13 Cancellation of Service, (Cont'd.)**

**2.13.4 Cancellation by the Company, (cont'd.)**

**(B) (continued)**

- (5)** the Customer's usage exceeds parameters based on historical usage by the Customer.

In the event the Company permanently terminates Service to the Customer under this section, any agreement between the Customer and the Company, including Terms and Conditions, shall terminate. The Customer shall be liable for all liquidated damages as set forth in Section 2.13.2 for all Services terminated under this Section.

**2.13.5 Cancellation as a result of a change in local service provider**

The Customer shall notify the Company if the Customer changes its local service provider for any reason, including, without limitation, as a result of a change in physical location. If the Customer obtains only long distance service from the Company, upon a change of local service provider by the Customer, the Company reserves the right to terminate long distance service to the Customer upon thirty (30) days written notice to the Customer. In the event the Company exercises its right to terminate long distance service to the Customer because the Customer changes its local service provider, the Customer shall be liable to the Company only for payment of long distance service provided up to and including the effective date of termination of such long distance service and shall not be liable for any liquidated damages with respect to such long distance service only.

**2.13.6 Final Invoice**

Upon termination, the Company shall forward a final invoice to the Customer, which such invoice will include, without limitation, all charges (including, without limitation, recurring charges) incurred up to the effective termination date and all applicable liquidated damages.

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

**2.13 Cancellation of Service, (Cont'd.)**

**2.13.7 Company Contact Information for Cancellation**

The Customer shall use the following addresses for cancellation and disconnect requests only:

- (A) FAX – 800-292-1057
- (B) Email – [SEDR@bti.com](mailto:SEDR@bti.com)
- (C) US Mail – Business Telecom, Inc., SE Order Group, 8830 US Highway 231, Arab, Alabama 35016 (T)  
(T)
- (D) Such request shall include all of the following that apply:
  - (1) an itemized list of the Service(s) that Customer wishes to disconnect;
  - (2) the Customer's account number;
  - (3) affected circuit ID's;
  - (4) affected telephone numbers; and,
  - (5) the Customer contact information (i.e., name, address, telephone number, fax number, and email address).

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**SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**

**2.14 Restoration of Service**

**2.14.1** A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed. Service disconnected by the Company and later re-installed, will be subject to all applicable installation charges, and the Customer will pay such charges prior to reinstallation of service. (C)

	<b>Residence</b>	<b>Business</b>	
Per occasion	\$125.00	\$125.00	(I)

**2.14.2** The use and restoration of certain telecommunications services in emergencies shall be in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

**2.15 Force Majeure**

The Company's performance hereunder shall be excused in the event of any delay or failure of performance or equipment due to causes beyond the Company's control, including, but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes, national emergencies, insurrections, riots, wars, or other civil commotions, strikes, lockouts, work stoppages or other labor difficulties, criminal actions taken against the Company, cable cuts, unavailability, failure, interruption or capacity limitations of telecommunications facilities or transmission links (digital or analog) and any law, order, regulation or other action of any governing authority or agency thereof.

**2.16 Disconnection of Existing Service(s) and Vendor Change(s)**

The Customer is responsible for disconnection of services with the Customer's existing telecommunications provider. The Company is not responsible for any fees or other charges assessed against the Customer by the Customer's existing provider for termination of service obtained from such provider or the Customer's failure to terminate services with such provider. In addition, the Customer is responsible for all charges assessed by the Customer's phone system vendor and other third parties incurred in connection with the installation or alteration of the Company Services.

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

**2.17 Assignments**

The Customer may not transfer or assign the Customer's Agreement with the Company, including the Terms and Conditions, or use of any of the Services (including resale and subtending of Internet service) without the written consent of the Company, which such consent shall be at the sole and absolute discretion of the Company. All regulations and conditions contained in this Guide shall be binding on the Customer and his/her respective personal and legal representatives, successors and permitted assigns.

**2.18 Special Service**

Labor and expenditures required by Customer to provide service outside the scope of normal services. This class of service includes, without limitation, services whereby Company is required to incur unusual costs for engineering, purchases, labor or other related costs to provide the Customer-requested service.

**2.19 Modification**

Company reserves the right to modify its rates and service policies at any time, subject to the applicable regulations of the Federal Communications Commission.

**2.20 Taxes and Other Charges**

**2.20.1** All federal excise taxes, and 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.)**

**2.20 Taxes and Other Charges, (Cont'd.)**

**2.20.2 [Reserved for Future Use]**

**(T)**

**2.20.3** 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 Universal Service Fund (USF), the Federal Access Charge, and compensation to pay telephone service providers for the use of their pay telephones to access the Company's service.

**(A) Public Pay Telephone 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), 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. The Public Pay Telephone Surcharge, which is in addition to standard rates, terms and pricing guide usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

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

**2.20 Taxes and Other Charges, (Cont'd.)**

**2.20.3 (cont'd.)**

**(A) Public Pay Telephone Surcharge, (continued)**

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call	\$0.60	(I)
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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.20 Taxes and Other Charges, (Cont'd.)**

**2.20.3 (cont'd.)**

**(B) Universal Service Fund Fee (USF)**

Telecommunications services provided by the Company are subject to an undiscountable monthly Universal Service Fund Fee, which is equal to:

- (1)** (Federal Interstate/International Universal Service Fund Charge - subsidy to provide telecommunications and information services to schools and libraries and rural health care facilities and to provide local service to high cost areas) The gross invoice amounts (exclusive of taxes) attributable to interstate and international services multiplied by 11.10% percent. **(I)**

The USF fee will not be applied to services sold by the Company to a Customer for resale for which the Customer has filed a Universal Service Worksheet, unless the Customer has a *de minimis* exemption which exempts the Customer from paying directly into the fund. These percentages will be subject to periodic adjustment.



Effective: March 15, 2003

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

### **2.21 Designation of Company Contact**

The Customer is required to designate a contact person to the Company who is empowered to transact all correspondence with the Company regarding the Customer's account. Specifically, the Customer Contact will be responsible for corresponding with the Company on all moves, adds, changes, disputes and cancellation requests. The Company will neither accept nor be bound by any request not submitted by the specified Company Contact. Any change by the Customer pertaining to the Company Contact must be provided to the Company in either written or verbal format.

### **2.22 Customer Equipment and Channels**

#### **2.22.1 Interconnection of Facilities**

- (A) Interconnection between Customer-provided and Company-provided service must be made by the Customer by leased channel or dial-up service. The forms of interconnection available for use with particular services are set forth in Section 4, following.
- (B) In order to protect the Company's facilities and personnel and the services furnished to other Customers by the Company from potentially harmful effects, the signals applied to the Company's service shall be such as not to cause damage to the facilities of the Company. Any special interface equipment necessary to achieve the compatibility between facilities of the Company and the channels or facilities of others shall be provided at the Customer's expense.

Effective: March 15, 2003

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

**2.22 Customer Equipment and Channels**

**2.22.2 Inspections**

- (A) The Company may, upon notification to the Customer, at a reasonable time, make such tests and inspections as may be necessary to determine that the requirements of this rates, terms and pricing guide are being complied with in the installation, operation and maintenance of Customer-provided equipment and in the wiring of the connection of Customer channels to Company-owned facilities; and may, without liability, temporarily suspend service while making such tests and inspections, and thereafter until any violations of such requirements are corrected.
  
- (B) If the protective requirements in connection with Customer-provided equipment are not being complied with, the Company may take such action as necessary to protect its facilities and personnel and will promptly notify the Customer by registered mail in writing of the need for protective action. In the event that the Customer fails to advise the Company within 10 days after such notice is received or within the time specified in the notice that corrective action has been taken, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities and personnel from harm. The Company will upon request 24 hours in advance provide Customer with a statement of technical parameters that the Customer's equipment must meet.

Effective: March 15, 2003

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

### **2.24 BTI Toll-Free Services**

- 2.24.1** BTI Toll-Free Service is furnished upon condition that the Customer contracts for adequate facilities to permit the use of this service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish BTI Toll-Free 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.
- 2.24.2** The Customer must obtain an adequate number of access lines for BTI Toll-Free Services 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: (1) total call volume; (2) average call duration; (3) time-of-day characteristics; and (4) peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish BTI Toll-Free Service to any Customer that fails to comply with these conditions.
- 2.24.3** Each toll free telephone number, whether issued by BTI or transferred to BTI from another carrier, 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 30 average monthly minutes of use or more. Any Toll-Free telephone number associated with BTI Toll-Free Service that has not been placed in actual and substantial use after service activation may be recovered upon written notice to the Customer.

Effective: March 15, 2003

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

**2.24 BTI Toll-Free Services, (Cont'd.)**

**2.24.4** If the Customer requests assignment of a specific Toll-Free 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 fifteen (15) days and shall be subject to a reservation fee which will be credited to Customer's unpaid balance after BTI Toll-Free Service has been in actual and substantial use for a consecutive sixty (60) day period.

Nothing in this Section, or in any other provision of this rates, terms and pricing guide, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective Customers who have reserved Toll-Free telephone numbers hereunder or Customers who subscribe to and use BTI Toll-Free Service or their transferee or assigns, any ownership interest or proprietary right in any particular Toll-Free number; however, upon placing a number actually and substantially in use, as defined above, BTI Toll-Free Service Customers do have a controlling interest in this Toll-Free number(s). BTI Toll-Free Service Customers may retain the use of their Toll-Free number assignments, even following changes in their Toll-Free carrier and/or Responsible Organization

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

Effective: March 15, 2003

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

**2.24 BTI Toll-Free Services, (Cont'd.)**

**2.24.6** Subject to execution of a Resp. Org. Service Agreement between BTI and the Customer, the BTI Resp. Org. will perform the function of Resp. Org. for all BTI Toll-Free Service orders unless the Customer requests another Resp. Org. BTI Resp. Org. functions include 1) search for and reservation of Toll-Free numbers in the SMS/Toll-Free; 2) creating and maintaining the Toll-Free number Customer record in the SMS/Toll-Free; and 3) provision of a single point of contact for trouble reporting.

- (A) Where BTI serves as the Resp. Org. for a BTI Toll-Free Service Customer, BTI will, at the Customer's request, subscribe to Toll-Free Directory Listing for the Toll-Free number(s) assigned to the Customer. A charge for Toll-Free Directory Listings will apply as set forth in this Rates, Terms and Pricing Guide. In the event that a Customer transfers its Toll-Free service to another Resp. Org., the Company shall cease to subscribe to Toll-Free Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that Toll-Free Directory Listing Service is maintained through the new Resp. Org. Customer is responsible for payment of any outstanding Toll-Free Directory Listing charges, including any unexpired portion of any minimum period applicable to such services, and BTI shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of Toll-Free Directory Listing responsibility.
- (B) Where BTI serves as the Resp. Org. for a BTI Toll-Free Service Customer, it will, at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access rates, terms and pricing guides. When a BTI Toll-Free Service Customer uses Vertical Features obtained by BTI from Local Exchange Company rates, terms and pricing guides, a charge will apply. This charge may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.

Effective: March 15, 2003

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

**2.24 BTI Toll-Free Services, (Cont'd.)**

**2.24.6 (cont'd.)**

- (C) In the event that a Customer cancels its BTI Toll-Free Service, the Customer may elect to retain BTI as its Resp. Org. Where BTI serves as Resp. Org. for a non-BTI Toll-Free Service Customer, a charge for Resp. Org. Service will apply as set forth in this Rates, Terms and Pricing Guide.
- (D) In the event that a Customer cancels its BTI Resp. Org. or Toll-Free Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any services obtained by or on behalf of the Customer by BTI.

**2.24.7** It is the Customer's responsibility to provide answer supervision back to the BTI point of connection even when the BTI Toll-Free 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 delivery of the call to the Customer's switching equipment or communications system and ends upon termination of the call.

**2.6.8** If a Customer accumulates more than \$100.00 of delinquent BTI Toll-Free Service charges, the BTI Resp. Org. reserves the right not to honor that Customer's request for a Resp. Org. change until such charges are paid in full.

Effective: March 15, 2003

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## **SECTION 3 - RATES AND CHARGES**

### **3.1 Description of Service**

#### **3.1.1 BTI One Plus Services**

BTI One Plus Services are available for business and residential Customers who; 1) subscribe their local access lines to BTI's network, 2) dial the Company's access code to gain access to the BTI network, or 3) purchase dedicated access facilities from other service providers to connect their premises to BTI's network facilities.

BTI One Plus Services are listed in Section 4 following. The minimum and additional billing increments, as well as any applicable recurring and non-recurring charges are provided for each specific service.

#### **3.1.2 BTI Travel Card Services**

BTI Travel Card Service permits Customers to place calls using BTI's service when away from their primary place of business or residence. Callers must dial an "800" access code and individual identification number to use the service.

BTI Travel Card Services are listed in Section 4 following. The minimum and additional billing increments, as well as any applicable per call service charges are provided for each specific service.

Effective: March 15, 2003

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### **SECTION 3 - RATES AND CHARGES, (CONT'D.)**

#### **3.1 Description of Service, (Cont'd.)**

##### **3.1.3 BTI Operator Services**

BTI Operator Services are available to subscriber locations which offer their telephones for the use of the transient public. BTI provides the following billing arrangements for End Users of BTI's Operator Services:

##### **(A) Customer Dialed Calling/Credit Card**

This is a service whereby the end user dials all of the digits necessary to route and bill the call without any operator assistance. Such calls may be billed either to a telephone company issued calling card or a commercial credit card.

##### **(B) Operator Station**

This is a service whereby the caller places a non-person-to-person call with the assistance of an operator (live or automated). When placing an operator station call, the caller is connected to a non-specified individual at the terminating end. Such calls may be billed to a calling card, credit card, the called number (collect) or a valid third party telephone number.

##### **(C) Person-to-Person**

This is a service whereby the person originating the call specifies to BTI's operator a particular person to be reached, or a particular person, station, room number, department, or office to be reached through a PBX attendant. Person-to-person calls may be billed to a calling card, credit card, the called number (collect) or a valid third party telephone number.

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.2 Miscellaneous Charges**

**3.2.1 Optional Feature Charges**

In addition to charges based on usage, the following charges will apply to all classes of Customers.

- |     |   |                                    |
|-----|---|------------------------------------|
| (A) | Additional Customer Identification Numbers: | Free                               |
| (B) | Project Codes:                              |                                    |
|     | Unrestricted                                | <u>Installation</u> <u>Monthly</u> |
|     | Restricted                                  | \$0                      \$0       |
|     |   | \$10                     \$10      |
| (C) | Management Reports:                         | Free                               |

**3.2.2 Directory Assistance**

- |     |                                     |            |
|-----|-------------------------------------|------------|
| (A) | <b>Directory Assistance Service</b> | <b>(N)</b> |
|-----|-------------------------------------|------------|

This service is provided on a pass-through basis to a carrier offering directory assistance. Billing is provided by Company at a flat rate per call provided the Customer dials Directory Assistance using the Company switch.

Customers who have a visual or physical disability that prevents use of a telephone directory are exempt from the charges of Directory Assistance calls for up to and including 50 calls per month (maximum \$5.00 per call including all service charges). This exemption applies to calls billed to one residential telephone line per Customer certified by the Local Exchange Carrier as disabled and applies to Directory Assistance calls for personal use only. Calls in excess of 50, where billing is available, will be billed the rates, terms and pricing guided Directory Assistance charges set forth below. Proof of certification is required.

Directory Assistance per Call	\$1.85
-------------------------------	--------

(M)  
|  
(M)

*Some Material that originally appeared on this Page now appears on Page 47.1.*

Effective: November 13, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.2 Miscellaneous Charges, (Cont'd.)**

**3.2.2 Directory Assistance, (cont'd.)**

**(B) Directory Assistance Call Completion**

(N)

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.

- (1) Per Call Completion requested: \$0.45
- (2) Per Minute Rate:

The per minute rate shall be the per minute rate of the 1+ plan the Customer is subscribed to or enrolled in at the time of the call.

(N)

**3.2.3 Returned Check Charge**

(M)

A fee of \$25.00 will be charged for returned checks.

(M)

*Some Material that appears on this Page originally appeared on Page 47.*

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.2 Miscellaneous Charges**

**3.2.4 Unauthorized Use Charges**

Unauthorized or fraudulent use of, or the intended or attempted unauthorized or fraudulent use of the Company's service is prohibited. Without limitation, the following activities constitute fraudulent use.

- (A) Using service to transmit a message, locate a person, or otherwise give or obtain information, without payment for service;
- (B) Using or attempting to use service with the intent to avoid the payment, either in whole or in part, of any of the Company's rates, terms and pricing guide charges by:
  - (1) Rearranging, tampering with, or making connections not authorized by this rates, terms and pricing guide to any service components used to furnish service, or
  - (2) Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices, or electronic devices.
- (C) 800 callers using service with the intent of gaining access to a Customer's outbound calling capabilities on an unauthorized basis.
- (D) Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices to defraud or mislead callers.

### SECTION 3 - RATES AND CHARGES, (CONT'D.)

#### 3.2 Miscellaneous Charges, (Cont'd.)

##### 3.2.4 Unauthorized Use Charges, (cont'd.)

The charges for unauthorized or fraudulent use will be the Company's highest per minute usage charges and will apply to network usage and attempted network usage, whether or not a terminating connection was achieved, plus all costs incurred by the Company to detect, discover, observe, investigate, analyze, examine, and locate the party responsible for unauthorized or fraudulent use. The charges for unauthorized or fraudulent use described herein are in addition to any remedies allowed for under civil or criminal proceedings.

##### 3.2.5 Customer Premise Visit Charge

The Customer Premise Visit Charge is a charge that applies when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities. A Customer Premise Visit Charge will be billed to the Customer if the Company dispatches personnel pursuant to the Customer's request and it is determined that no trouble exists. The time will be billed in 30-minute increments after a one-hour minimum billing period. The Customer Premise Visit Charge will not apply if the Customer is subscribed to one of the Company's applicable maintenance plans.

(T)  
(T)

Customer Premise Visit Charge  
(Billed per visit/1-hour minimum)

(T)

Per Customer premises visit:

\$150.00/hour (1-hour minimum)  
\$75.00/each additional 30-minute  
increment after minimum is met.

(R) (T)  
(I) (T)



Effective: March 15, 2003

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.3 Calculation of Charges**

**3.3.1 Timing of Calls**

The appropriate rates apply for day, evening and night/weekend calls based on the following chart.

<b>Times</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
8:00 am to 5:00 pm*	Daytime Period						
5:00 pm to 11:00 pm*	Evening Period						<b>Eve</b>
11:00 pm to 8:00 am*	Night/Weekend Period						

The appropriate rates apply for Peak and Non-Peak calls based on the following chart.

<b>Times</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
8:00 am to 5:00 pm*	Peak Period						
5:00 pm to 8:00 am*	Non-Peak Period						

\* - to but not including

All usage rates are stated in terms of dollars and cents per minute. If the billing increment for a service is a fraction of a minute, then the per-minute rate stated will be pro-rated to each billing increment.

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.3 Calculation of Charges, (Cont'd.)**

**3.3.1 Timing of Calls, (cont'd.)**

The evening or non-peak rates apply to the holidays listed below unless a lower rate normally applies:

New Year's Day	January 1
Memorial Day	Nationally Recognized Day
Independence Day	July 4
Thanksgiving Day	Nationally Recognized Day
Christmas Day	December 25

Effective: March 15, 2003

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### **SECTION 3 - RATES AND CHARGES, (CONT'D.)**

#### **3.3 Calculation of Charges**

##### **3.3.2 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 the NPA-NXX V & H Coordinates Tape and Bell's NECA Rates, Terms and Pricing Guide No. 4.

Formula:

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

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.4 Econocall Service**

Econocall Service is a basic long-distance service offered to Customers by Company on an individual case basis (ICB) pursuant to contract as described in Section 5 of this Pricing Guide.

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.5 Travel Service (980)**

Travel Service allows Customers to initiate calls within the United States using a touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number.

**3.5.1 Rates and other charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2420	\$0.1980	\$0.1980

- (F) Per call initiation charge: \$0.66
- (G) Discounts: Not applicable

(I)

(I)

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services**

**3.6.1 BTI Operator Assisted Service - Option 1**

**(A) Per Minute Operator Service Charges**

All calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

<b>Mileage Range</b>	<b>Day</b>		<b>Evening</b>		<b>Night</b>	
	<b>First Minute</b>	<b>Add'l Minutes</b>	<b>First Minute</b>	<b>Add'l Minutes</b>	<b>First Minute</b>	<b>Add'l Minutes</b>
All	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500	\$0.3500

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.1 BTI Operator Assisted Service - Option 1, (cont'd.)**

**(B) Per Call Service Charges:**

<b>Type of Service</b>	<b>Charge Per Call</b>
<b>Customer Dialed Calling Card Station</b>	
Customer Dialed, Automated	\$0.95
Customer Dialed, Operator Assisted	\$2.45
<b>Operator Dialed Calling Card Station</b>	\$2.45
<b>Operator Station</b>	
Collect, Automated	\$2.45
Collect, Operator Assisted	\$3.60
Billed to a Third Party, Automated	\$2.45
Billed to a Third Party, Operator Assisted	\$3.60
<b>Person-to-Person</b>	
Automated	\$6.50
Operator Assisted	\$6.50
<b>Public Payphone Surcharge</b>	\$0.60

**(I)**

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.2 BTI Operator Assisted Service - Option 2**

**(A) Per Minute Operator Service Charges**

All calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

<b>Mileage Range</b>	<b>Day</b>		<b>Evening</b>		<b>Night</b>	
	<b>First Minute</b>	<b>Add'l Minutes</b>	<b>First Minute</b>	<b>Add'l Minutes</b>	<b>First Minute</b>	<b>Add'l Minutes</b>
17-400	\$0.4000	\$0.4000	\$0.4000	\$0.4000	\$0.4000	\$0.4000

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.2 BTI Operator Assisted Service - Option 2, (Cont'd.)**

**(B) Per Call Service Charges:**

<b>Type of Service</b>	<b>Charge Per Call</b>
<b>Customer Dialed Calling Card Station</b>	
Customer Dialed, Automated	\$0.95
Customer Dialed, Operator Assisted	\$2.45
<b>Operator Dialed Calling Card Station</b>	\$2.45
<b>Operator Station</b>	
Collect, Automated	\$2.45
Collect, Operator Assisted	\$3.60
Billed to a Third Party, Automated	\$2.45
Billed to a Third Party, Operator Assisted	\$3.60
<b>Person-to-Person</b>	
Automated	\$6.50
Operator Assisted	\$6.50
<b>Public Payphone Surcharge</b>	\$0.60

**(I)**

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.3 BTI Operator Assisted Service - Option 3**

**(A) Per Minute Operator Service Charges**

All calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minutes	First Minute	Add'l Minutes	First Minute	Add'l Minutes
All	\$0.5600	\$0.5600	\$0.5600	\$0.5600	\$0.5600	\$0.5600

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.3 BTI Operator Assisted Service - Option 3, (Cont'd.)**

**(B) Per Call Service Charges:**

<b>Type of Service</b>	<b>Charge Per Call</b>
<b>Customer Dialed Calling Card Station</b>	
Customer Dialed, Automated	\$2.00
Customer Dialed, Operator Assisted	\$2.45
<b>Operator Dialed Calling Card Station</b>	\$2.45
<b>Operator Station</b>	
Collect, Automated	\$4.00
Collect, Operator Assisted	\$5.60
Billed to a Third Party, Automated	\$6.00
Billed to a Third Party, Operator Assisted	\$6.00
<b>Person-to-Person</b>	
Automated	\$8.00
Operator Assisted	\$8.00
<b>Public Payphone Surcharge</b>	\$0.60

**(I)**

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.4 BTI Operator Assisted Service - Option 4**

**(A) Per Minute Operator Service Charges**

All calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

Mileage Range	Day		Evening		Night	
	First Minute	Add'l Minutes	First Minute	Add'l Minutes	First Minute	Add'l Minutes
All	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900	\$0.8900

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.6 Operator Services, (Cont'd.)**

**3.6.4 BTI Operator Assisted Service - Option 4, (cont'd.)**

**(B) Per Call Service Charges:**

<b>Type of Service</b>	<b>Charge Per Call</b>
<b>Customer Dialed Calling Card Station</b>	
Customer Dialed, Automated	\$5.50
Customer Dialed, Operator Assisted	\$5.50
<b>Operator Dialed Calling Card Station</b>	\$9.99
<b>Operator Station</b>	
Collect, Automated	\$9.99
Collect, Operator Assisted	\$9.99
Billed to a Third Party, Automated	\$9.99
Billed to a Third Party, Operator Assisted	\$9.99
<b>Person-to-Person</b>	
Automated	\$9.99
Operator Assisted	\$9.99
<b>Public Payphone Surcharge</b>	\$0.60

**(I)**

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.7 Expanded 800 Service Options**

The following optional enhanced features may be used in conjunction with any BTI 800 service where technically feasible.

<b>3.7.1</b>	<b>Enhanced 800 Features</b>	<b>Install</b>	<b>Change</b>	<b>Monthly</b>
	NPA Blocking	\$150	\$50	\$0
	NPA/NXX Blocking	\$150	\$50	\$0
	Time of Day Routing	\$100	\$50	\$0
	Day of Week Routing	\$100	\$50	\$0
	Holiday Routing	\$100	\$50	\$0
	Uniform Call Distribution (UCD)	\$100	\$100	\$0
	Dialed Number Identification Service (DNIS)	\$450	\$50	\$50
	Route Advance	\$100	\$50	\$50
	Area Code Routing	\$100	\$50	\$50
	Percentage Call Allocation	\$100	\$50	\$50
	Real Time ANI	\$450	\$50	\$50
<b>3.7.2</b>	<b>Intercept Services</b>			
	Intercept 800 (\$0.10 per call over 500 calls)	\$10	\$0	\$10

Effective: March 15, 2003

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### **SECTION 3 - RATES AND CHARGES, (CONT'D.)**

#### **3.8 Pre-Paid Call Service**

Pre-Paid Call Service allows Customers to pay for long distance usage in advance through the purchase of a prepaid calling card. Each card has an account number with an associated balance of rights of usage on the BTI network. End users access the service by dialing a Company 1-800 number, followed by the account code. Usage is deducted from the balance on a real time basis. When the card balance is fully depleted, the end user must enter another Pre-Paid Call Service account code or have the existing card recharged, if applicable, pursuant to instructions the Company provides to end users purchasing the cards. Pre-paid Call Service is offered at a flat, per-minute rate twenty-four (24) hours a day, seven days a week. Cards may be sold in minutes of usage, or units of usage convertible to minutes.

##### **3.8.1 PhoneTime J**

PhoneTime J is the Company's standard Pre-Paid Call Service offering. Usage charges are depleted from the available balance in whole minute increments, or in units convertible to minutes as stated below.

<b>Denomination</b>	<b>Per Minute Rate</b>	<b>Units Per Minute</b>
\$5.00	\$0.2080	1 unit per minute
\$10.00	\$0.2000	1 unit per minute
\$20.00	\$0.1980	1 unit per minute

To satisfy Customer demand, market conditions, or to comply with any federal, state or municipal regulations pertaining to maximum or minimum card denominations, the Company may split a denomination into multiple cards. For example, a \$100 purchase at \$0.25 per minute may be sold as four individual cards at \$0.25 per minute.

Effective: March 15, 2003

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### **SECTION 3 - RATES AND CHARGES, (CONT'D.)**

#### **3.8 Pre-Paid Call Service, (Cont'd.)**

##### **3.8.2 Sponsor Service**

Sponsor Service is provided by BTI in conjunction with third party sponsors who permit the use of their names, logos, pictures or other such marks on an exclusive basis to the Company for printing on plastic cards and other mass merchandise. The sponsor whose name, logo, picture or other such Mark appears on the card may participate in or control the marketing distribution channels under the terms of contract agreements. The terms and conditions of the sponsor agreement are not part of the provision of service and are not covered under the terms and conditions of this rates, terms and pricing guide.

Sponsor Service account codes are issued by BTI to the Sponsor along with an associated balance of rights of usage on the BTI network. The account codes are available to end users at retail outlets or other distribution channels of the Sponsor. The base rates for Sponsor Service are identical to those of PhoneTime J listed above, but may include additional charges or discounts by the Sponsor for the use of the names, logos, pictures or other such marks on the cards.

Sponsor Service may also be part of a promotional offering by the sponsor where the cards are given away free or at reduced prices in conjunction with other merchandise of the sponsor. In some instances, the promotional cards will indicate a dollar value, in which case the rates for PhoneTime J listed above will apply for the purposes of depleting the available balance.

Effective: March 15, 2003

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### **SECTION 3 - RATES AND CHARGES, (CONT'D.)**

#### **3.8 Pre-Paid Call Service, (Cont'd.)**

##### **3.8.3 Pre-Paid Collector Card Service**

BTI will provide Pre-Paid Call Service using cards where the card itself has value (for example, the picture or logo on the face or the materials used in the manufacture of the card) that is distinct from the value of telecommunications service. The value of the telecommunications service, in dollars or units, will be indicated on the card. The usage charges will be depleted in accordance with the charges of PhoneTime J above. The retail price will include both the telecommunications value and the card value.

##### **3.8.4 UniPass Option**

BTI will provide Pre-Paid Calling Service under the UniPass Option at a domestic rate of \$0.195 per minute. Domestic calls will incur a service charge of \$0.195 per call. Terms and conditions of PhoneTime J stated in this rates, terms and pricing guide apply.

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.9 Personal 800 Service**

Personal 800 Service is offered to Customers for toll-free inbound service. The service is billed at a postalized rate. Billing is in six (6) second increments following a minimum billing duration of thirty (30) seconds. Customers are provided Authorization Codes to direct the incoming call to a particular local access line.

<b>3.9.1</b>	Installation Charge:		\$0.00	
<b>3.9.2</b>	Monthly Access:		\$5.50 per PIN Number	(I)
<b>3.9.3</b>	Minimum Billing Increment:		Thirty (30) Seconds	
<b>3.9.4</b>	Additional Billing Increment:		Six (6) Seconds	
<b>3.9.5</b>	<b>Per Minute Rates:</b>			
	<b>Term Plan</b>		<b>Day Rate</b>	<b>Evening/Night Rate</b>
	Month-to-Month (160)		\$0.1815	\$0.1595 (I)
	One (1) Year Term (161)		\$0.1760	\$0.1551
	Two (2) Year Term (162)		\$0.1750	\$0.1496
	Three (3) Year Term (163)		\$0.1650	\$0.1452 (I)
<b>3.9.6</b>	Discounts:		Not Applicable	

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.10 Academic Edge**

Academic Edge is a program for colleges and universities to provide service to students, faculty and staff on an individual case basis (ICB) pursuant to contract as described in Section 5 of this Pricing Guide.

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.11 Private Line Service**

Private Line Service is offered in the form of discrete interstate communications facilities which are dedicated to the specific Customer and are billed on an individual case basis (ICB) pursuant to contract as described in Section 5 of this Pricing Guide. Local access facilities will be obtained by BTI for the Customer from the Local Exchange Carrier.

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.12 Travel Service Plus (981)**

Travel Service Plus allows Customers to initiate calls anywhere within the United States using any touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number.

**3.12.1 Rates and Charges**

- (A) Installation Charge: Not Applicable
- (B) Monthly Access: \$11.00 (I)
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
All Miles	\$0.2970	\$0.2970	\$0.2970

(I)

Per Call Initiation Charge \$0.28 (I)

- (F) Discounts: Not Applicable

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.13 Conference Plus**

Conference Plus allows Customers to arrange two-way voice communications between two or more stations. Conference Plus setup is available through a Company operator or through 1-800 "Meet-Me" origination. Charges for Conference Plus consist of usage charges for each connected station, plus a per leg setup charge for each connected station. The Customer is billed all usage and per leg setup charge for all stations.

**3.13.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: One (1) minute each station
- (D) Additional Billing Increment: One (1) minute each station
- (E) Per Minute Usage Charges:

Time of Day	Per Station Charges	
	Per Minute Usage	Per Leg Setup
12:00 AM Monday – 11:59 PM Friday	\$0.39	\$0.99
12:00 AM Saturday – 11:59 PM Sunday	\$0.24	\$0.99

- (F) Discounts: Not Applicable

Dollar Volume		Retroactive Discount
From	To	
\$0.00	\$499.99	0%
\$500.00	\$999.99	8%
\$1,000.00	\$1,499.99	10%
\$1,500.00	over	12%

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.13 Conference Plus, (Cont'd.)**

**3.13.1 Rates and Charges, (cont'd.)**

**(G) Alternative Conference Calling Options:**

(1) Meet Me Direct

Meet Me Direct is a cost-effective alternative for the call originator. A BTI operator will provide the call originator with a direct dial long distance number and security code for participants to call in at their own expense and "meet" at the appointed time.

(2) Meet Me Express Call

Meet Me Express offers the ultimate in conference calling convenience and flexibility. There is no need to contact the conferencing center in advance to make a reservation, or remember a different dial-in number for each call. Instead, BTI provides Meet Me Express Customers with one, permanent, toll free dial-in number for all conference calls and two permanent passcodes—one for the conference initiator and one for participants. Up to 40 participants can begin a conference at a moments notice. Meet Me Express is on demand teleconferencing perfect for urgent meeting and private conferences.

(3) Usage Charges:

Time of Day	Per Station Charges	
	Per Minute Usage	Per Leg Setup
12:00 AM Monday – 11:59 PM Friday	\$0.22	\$0.99
12:00 AM Saturday – 11:59PM Sunday	\$0.20	\$0.99

(4) Discounts:

The discounts shown in Section 3.10.1(F) of this tariff apply with the Alternative Conference Calling Options.

Effective: October 5, 2004

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.13 Conference Plus, (Cont'd.)**

**3.13.1 Rates and Charges, (cont'd.)**

<b>(H) Conference Calling Feature Rates:</b>	<u>Charge</u>
(1) Valet/Pre-Call Notification (per leg)	\$2.00
(2) Tape Recording (per 90 min. tape)	\$15.00
(3) Sub-Conferencing	\$15.00
(4) Transcription (per transcription hour)	\$45.00
(5) Lecture/Listen Only	No Charge
(6) Operator Recall	No Charge
(7) Pre-File/Standing or On Demand Calls	No Charge
(8) Late Party Notification	No Charge
(9) Participant List	\$15.00
(10) Customized Greeting	\$15.00
(11) Question and Answer	\$30.00
(12) Polling	\$30.00
(13) Cancellation of Call in Progress	\$40.00
(14) Tape Rebroadcast (per minute)	\$0.25

Effective: October 5, 2004

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.13 Conference Plus, (Cont'd.)**

**3.13.1 Rates and Charges, (cont'd.)**

<b>(H) Conference Calling Feature Rates (cont'd.):</b>	<b><u>Charge</u></b>
(15) Reserved Conference Recording (per minute)	No Charge
(16) Utilized Reserved Tape (per minute)	No Charge
(17) Utilized Impromptu Tape (per minute)	No Charge
(18) Auto Record Set Up Fee (per occurrence)	\$10.00
(19) Storage or Recorded File Charge (per day)	\$0.50
(20) Add'l Hits Charge (per bundle of 25 add'l playbacks)	\$15.00
(21) Tape Original (per tape)	No Charge
(22) Tape Copies (per tape copy)	\$10.00
(23) Tape Link (per minute)	\$0.25
(24) Regular Mail (per package)	\$3.50
(25) International Regular Mail (per package)	\$10.00
(26) Domestic Overnight Mail (per package)	\$15.00
(27) Domestic Saturday Pickup Mail (per package)	\$15.00

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.14 BTI Special Access Service**

BTI Special Access Service is a toll free outbound service designed for Customers of BTI that sign up for the Company's special access internet service. The Customer will be given an access number to call when accessing the Company's internet service offering. All calls into the special access platform will be billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.

**3.14.1** Per Minute Rates \$0.11

**(I)**

Effective: May 19, 2006

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.15 Account Detail Fee**

**(T)**

Customers of BTI will be assessed an Interstate Account Detail fee per account, on a monthly basis, to better align rates with the rising cost of maintaining customer service and billing inquiries on a 24 hour basis throughout the entire year. This charge applies to all Customers that are billed directly by the Company.

**(T)**

The Account Detail fee applies in addition to all other monthly recurring and per-minute charges as defined in this rates, terms and pricing guide.

**(T)**

Account Detail Fee

\$5.95

**(T) (I)**

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.16 Simplici-T Bundled Service (200)**

Simplici-T Bundled Service is a bundled domestic long distance and local service product offering designed for Business Customers throughout those areas where the Company provides facilities-based local exchange service. Customers subscribing to this bundled offering will be provided with 2,400 free minutes of combined interstate and intrastate long distance service. Calls over the 2,400 free minutes will be billed based upon the rate shown below.

All calls, including the free calls, will be rated on a six (6) seconds basis after an initial period, for billing purposes only, of eighteen (18) seconds. Customer can utilize the free minutes in any combination of direct dialed outbound and inbound toll free services.

Per call surcharges, surcharges and taxes are not considered monthly usage and are not considered part of the free usage offering.

Customers will also be given 10 free toll free numbers associated with this service. Additional charges will apply for each additional toll free number ordered by the Customer.

<b>3.18.1 Per Minute Rate:</b>	\$0.0561	(I)
<b>3.18.5 Toll Free Service Charges:</b>		
Initial 10 Toll Free Numbers	No Charge	
Each Additional Toll Free Number	\$5.00	

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.17 Travel Card Service (995)**

Travel Card Service allows Customers to initiate calls anywhere within the United States by using any touchtone telephone. It involves dialing a Toll Free access number, followed by the Customer's authorization code (Customer Identification Number), and then the called number. Interstate service is offered in conjunction with intrastate and international service.

<b>3.17.1</b>	Per Minute Rate:	\$0.1870	<b>(I)</b>
<b>3.17.2</b>	Per Call Surcharge:	\$0.00	
<b>3.17.3</b>	Minimum Billing Increment	Thirty (30) Seconds	
<b>3.17.4</b>	Additional Billing Increment	Six (6) Seconds	

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.18 VoicePack (312)**

VoicePack Service is only offered to Customers that subscribe to the Company's VoicePack service as described in the applicable Local Exchange Tariff currently on file with the Customer's state regulatory Commission. Customers subscribing to this bundled offering will be provided with 1,200 free minutes of combined interstate and intrastate long distance service. Calls over the 1,200 free minutes will be billed based upon the rate provided below.

All calls, even the free calls, will be rated on a six (6) seconds basis after an initial period, for billing purposes, of eighteen (18) seconds. Customers can utilize the free minutes in any combination of direct dialed outbound and inbound toll free services.

Per call surcharges, surcharges and taxes are not considered monthly usage and not to be considered part of the free usage offering.

Customers will also be given 10 free toll free numbers associated with this service. Additional charges will apply for each additional toll free number ordered by the Customer.

**3.18.1 Per Minute Rates – Mainland U.S.**

Per minute rate – Inbound	\$0.0539	(I)
Per minute rate – Outbound	\$0.0539	(I)

**3.18.2 Per Minute Rates – Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

Per minute rate – Inbound	\$0.0539	(I)
Per minute rate – Outbound	\$0.0539	(I)

**3.68.3 Per Minute Rates – Alaska & Hawaii**

Per minute rate – Inbound	\$0.0539	(I)
Per minute rate – Outbound	\$0.0539	(I)

**3.68.4 Per Minute Rates – Canada**

Per minute rate – Inbound	\$0.3190	(I)
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**3.68.5 Toll Free Service Charges**

Initial 10 Toll Free Numbers	No Charge
Each Additional Toll Free Number	\$5.00

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.19 VoicePack-VS**

VoicePack-VS service is only offered to Customers that subscribe to VoicePack-VS or VoicePack VS+ service as described in the applicable Local Exchange Tariff currently on file with the Customer's state regulatory Commission. Customers subscribing to this bundled offering will be provided with 100 free minutes of combined interstate and intrastate long distance service per local exchange line purchased through this package. Calls over the 100 free minutes will be billed based upon the rate provided below. Customers must sign a minimum of a one year contract for this service although additional terms are available also.

All calls, even the free calls, will be rated on a six (6) seconds basis after an initial period, for billing purposes, of thirty (30) seconds. Customers can utilize the free minutes in any combination of direct dialed outbound and inbound toll free services.

Per call surcharges, surcharges and taxes are not considered monthly usage and not to be considered part of the free usage offering.

Customers will also be given 10 free toll free numbers associated with this service. Additional charges will apply for each additional toll free number ordered by the Customer.

**3.19.1 Per Minute Rates – Mainland U.S.**

		<u>Product Number</u>	
Per minute rate – Inbound	\$0.0539	(314 – 319)	(I)
Per minute rate – Outbound	\$0.0539	(314 – 319)	(I)

**3.19.2 Per Minute Rates – Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

Per minute rate – Inbound	\$0.0539		(I)
Per minute rate – Outbound	\$0.0539		(I)

**3.19.3 Per Minute Rates – Alaska & Hawaii**

Per minute rate – Inbound	\$0.0539		(I)
Per minute rate – Outbound	\$0.0539		(I)

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.19 VoicePack-VS, (Cont'd.)**

**3.19.4 Per Minute Rates – Canada**

Per minute rate – Inbound	\$0.3190	(I)
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**3.19.5 Toll Free Service Charges**

Initial 10 Toll Free Numbers	No Charge
Each Additional Toll Free Number	\$5.00

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.20 BTI Dedicated On-Net Long Distance**

BTI Dedicated On-Net Long Distance is a direct dialed outbound and inbound long distance service designed for Business Customers whose origination or terminating traffic is to a BTI long distance switch. Customers must sign a one-year term agreement for this service and commit to a monthly long distance usage volume level as defined in the table below. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds.

**3.20.1 Per Period Usage Rates:**

	<u>Monthly Volume*</u>	<u>Outbound Service</u>	<u>Toll Free Service</u>	
Dedicated on-net Long Distance (590)	Any	\$0.0484	\$0.0484	(I)
Dedicated on-net Long Distance (591)	\$1000	\$0.0429	\$0.0429	(I)

\* - Volume does not include any surcharges, taxes or other similar fees.

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.21 BTI Switched Off-Net Long Distance**

BTI Switched Off-Net Long Distance is a direct dialed outbound and inbound long distance service designed for Business Customers whose origination or terminating traffic is not to a BTI long distance switch. Customers must sign a one-year term agreement for this service. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds.

**3.21.1 Per Period Usage Rates:**

	<u>Monthly Volume*</u>	<u>Outbound Service</u>	<u>Toll Free Service</u>	
Switched off-net Long Distance (216)	Any	\$0.0858	\$0.0858	(I)

\* - Volume does not include any surcharges, taxes or other similar fees.

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.22 BTI Switched Stand Alone Long Distance**

BTI Switched Stand Alone Long Distance is a direct dialed outbound and inbound long distance service designed for Business Customers. The product is marketed to new BTI Customers or current BTI Customers who will sign an agreement of longer duration or increase revenue. Customers must sign a one-year term agreement for this service and commit to a monthly long distance usage volume level as defined in the table below. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds.

**3.22.1 Per Period Usage Rates:**

	<u>Monthly Volume*</u>	<u>Outbound Service</u>	<u>Toll Free Service</u>	
Switched Long Distance (221)	Any	\$0.0858	\$0.0858	<b>(I)</b>
Switched Long Distance (222)	\$300	\$0.0649	\$0.0649	<b>(I)</b>

\* - Volume does not include any surcharges, taxes or other similar fees.

**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.23 BTI Switched Long Distance**

BTI Switched Long Distance is a direct dialed outbound and inbound long distance service designed for Business Customers who subscribe to BTI's facilities based local exchange service. The Customer must have three or more lines and sign a one-year term agreement for this service. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds.

**3.23.1 Per Period Usage Rates:**

	Volume of <u>Lines</u>	Outbound <u>Service</u>	Toll Free <u>Service</u>	
Switched Long Distance (531)	3+	\$0.0682	\$0.0682	<b>(I)</b>
Switched Long Distance (532)	11+	\$0.0539	\$0.0539	<b>(I)</b>

Effective: March 15, 2003

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**SECTION 3 - RATES AND CHARGES, (CONT'D.)**

**3.24 Toll Free Service Charges**

Business Customers subscribing to one of the Toll Free Service plans provided below will be charged the following monthly Toll Free service charges. The charges will be based upon the number of toll free numbers utilized or reserved by the Customer.

**3.24.1 Monthly Toll Free Service Charges**

Toll Free Numbers Utilized or Reserved	Monthly Fee
1 - 10	\$0.00
11 +	\$5.00

**3.24.2 Applicable Services**

The Monthly Toll Free Service fee will be applied to the following products:

Section	Product
3.20	BTI Dedicated On-Net Long Distance
3.21	BTI Switched Off-Net Long Distance
3.22	BTI Switched Stand Alone Long Distance
3.23	BTI Switched Long Distance

Effective: August 1, 2007

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### **3.25 Enhanced Simplici-T Bundled Service**

(N)

Enhanced Simplici-T Bundled Service is a combined outbound and toll-free inbound service only offered to Customers that subscribe to the Company's Enhanced Simplici-T T-1 service as described in the applicable Local Exchange Tariff currently on file with the Commission. Customers subscribing to this bundled offering will be provided with 1,200 free minutes of combined interstate and intrastate long distance service. Calls over the 1,200 free minutes will be billed based upon the rate provided below. If the Customer does not fully utilize the 1,200 minutes in any given month, the balance is not carried forward for subsequent month's usage.

All calls, even the free calls, will be rated on a six (6) seconds basis after an initial period, for billing purposes, of thirty (30) seconds. Customers can utilize the free minutes in any combination of direct dialed outbound and inbound toll free services.

Surcharges and taxes are not considered monthly usage and are not to be considered part of the free usage offering.

#### **3.25.1 Per Minute Rates**

<b>Term Length</b>	<b>Per Minute Rates</b>
One Year Term (250)	\$0.0605
Two Year Term (251)	\$0.0539
Three Year Term (252)	\$0.0495

#### **3.25.2 Toll-Free Service Charges**

Initial 10 Toll Free Numbers	No Charge
Each Additional Toll Free Number	\$5.00

(N)

Effective: August 20, 2009

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**3.26 Move Fee**

Move Fee	\$1,000.00
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(N)

(N)

Effective: March 15, 2003

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## **SECTION 4 – PROMOTIONAL OFFERINGS**

### **4.1 Minutes on Us (310)**

To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to a marketing call from the Company or an authorized agent. The Customer must designate the Company as its primary interexchange carrier. As long as the Customer remains presubscribed to BTI's network, the following intrastate rates will apply: \$0.145 per minute for all Peak period intrastate calls, and \$0.127 per minute for all Off-Peak period interstate calls. Calls will be billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Additionally, the Customer will receive up to 200 minutes of combined interstate and intrastate usage at no charge in the first full month of billing; up to 200 minutes of combined interstate and intrastate usage at no charge in the seventh full month of billing; up to 200 minutes of combined interstate and intrastate usage at no charge in the thirteenth full month of billing; and up to 300 minutes of combined interstate and intrastate usage at no charge in the twenty-fifth full month of billing. If the Customer uses less than 200 minutes per month (300 minutes in the twenty-fifth month) the entire month's usage will be no charge. The free minutes will only apply in the months specified above and will not carry over to future months. The free minutes each month will be applied chronologically regardless of whether the call is interstate or intrastate. The rates and free minutes stated above do not apply to calls using the Company's Travel Services.

Effective: March 15, 2003

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## **SECTION 5 – CONTRACT SERVICES**

### **5.1 General**

At the option of the Company, service may be offered on a individual contract basis to meet specialized requirements of the Customer not contemplated in this Pricing Guide. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

**SECTION 6 – GRANDFATHERED SERVICES**

**6.1 Dial WATS Service\***

Dial WATS Service Charges for Interstate Dial WATS Service are based on mileage and time of day.

**6.1.1 Dial WATS I\*(240)**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$55.00 (I)
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
1-292	\$0.2321	\$0.1857	\$0.1161
293-430	\$0.2486	\$0.1989	\$0.1243
431-925	\$0.2640	\$0.2112	\$0.1320
926-1910	\$0.2739	\$0.2192	\$0.1370
1911-5750	\$0.2893	\$0.2315	\$0.1447

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- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.1 Dial WATS Service\*, (Cont'd.)**

**6.1.2 Dial WATS II (245)**

- (A) Installation Charge: Not applicable (I)
- (B) Monthly Access: \$11.00 (I)
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
1-292	\$0.1969	\$0.1573	\$0.1078
293-430	\$0.2112	\$0.1694	\$0.1166
431-925	\$0.2189	\$0.1749	\$0.1199
926-1910	\$0.2409	\$0.1925	\$0.1320
1911-5750	\$0.2629	\$0.2101	\$0.1441

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- (F) Discounts:

Volume Discount is offered on any monthly bill which has total usage charges for Dial WATS Service.

Dollar Volume		Discount
From	To	
\$2,500	\$2,500 +	10%

\* - Grandfathered to existing Customers at existing locations.



**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.2 Premier WATS\*, (Cont'd.)**

**6.2.2 Premier WATS II (201)**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$11.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
1-292	\$0.2068	\$0.1573	\$0.1188
293-430	\$0.2420	\$0.1694	\$0.1265
431-925	\$0.2563	\$0.1815	\$0.1353
926-1910	\$0.2640	\$0.1881	\$0.1485
1911-5750	\$0.2750	\$0.1573	\$0.1573

- (F) Discounts: Applies to interstate and intrastate calls.

Dollar Volume		Incremental Discount
From	To	
\$0.00	\$100.00	0%
\$101.00	\$500.00	5%
\$501.00	\$1,500.00	10%
\$1,501.00	\$5,000.00	15%
\$5,001.00	\$5,001.00 +	20%

- (G) Other: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.3 Association Discount Program\***

Commercial Association members who subscribe to any of the Company's services will receive a discount on the member's regular monthly statement based on the collective toll (day, evening, or night) usage billings of all Association members. The discount will be in accordance with the schedule shown below.

<b>Collective Billing Amount</b>		<b>Volume Discount</b>
<b>From</b>	<b>To</b>	
\$10,000	\$49,999	2%
\$50,000	\$74,999	3%
\$75,000	\$99,999	4%
\$100,000	Over	5%

The applicable processing fee for new Customers will be waived for Association members who become Company Customers.

Monthly service charges, access charges or other applicable charges will remain in effect.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.4 Premier 1 WATS Service\* (220)**

**6.4.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$11.00 (I)
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Interstate Calling:

Dollar Volume		Per Minute Rate
From	To	
\$0	\$500	\$0.1980
\$501	\$1,500	\$0.1870
\$1,501	1,501 +	\$0.1815

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(I)  
(I)

- (E) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.5 Premier Residential Service\* (260)**

**6.5.1 Rates and Charges**

- |     |                               |                     |
|-----|-------------------------------|---------------------|
| (A) | Installation Charge:          | Not applicable      |
| (B) | Monthly Access:               | \$0.00              |
| (C) | Minimum Billing Increment:    | Thirty (30) seconds |
| (D) | Additional Billing Increment: | Six (6) seconds     |
| (E) | Per Minute Usage Charges:     |                     |

Interstate Rates

Day	\$0.1950
Evening	\$0.1250
Night/Weekend	\$0.1100

Access will be on a 1+ or dial up basis depending upon availability in the local service area.

- |     |            |                |
|-----|------------|----------------|
| (F) | Discounts: | Not Applicable |
|-----|------------|----------------|

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.6 Corporate 800 Service\* (501)**

Access is provided through dedicated T-1 access facilities. Installation and monthly access will be provided by local exchange carrier at their rates, terms and pricing guide rates.

**6.6.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (1) Set Up Fee \$50.00
- (2) Customer Service Unit Installation: \$75.00
- (B) Monthly Access:
- (1) Monthly Service Charge: \$22.00 (I)
- (2) Customer Service Unit Installation: \$35.00
- (C) Minimum Billing Increment: Eighteen (18) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
Band 1	\$0.1408	\$0.1155	\$0.0968
Band 2	\$0.1496	\$0.1243	\$0.1045
Band 3	\$0.1569	\$0.1287	\$0.1067
Band 4	\$0.1648	\$0.1353	\$0.1122
Band 5	\$0.1683	\$0.1386	\$0.1155

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\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.6 Corporate 800 Service\* (501), (Cont'd.)**

**6.** Discounts:

Volume Discounts

<b>Dollar Volume</b>		<b>Incremental Discount</b>
<b>From</b>	<b>To</b>	
\$0	\$9,999	0%
\$10,000	\$29,999	15%
\$30,000	\$30,000 +	20%

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.7 Corporate WATS Service\* (602)**

Corporate WATS Service is designed for large volume long distance users. Access is provided through dedicated T-1 access facilities. Installation and monthly access may be provided by the local exchange carrier at their interstate special rates, terms and pricing guide rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility.

**6.7.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Eighteen (18) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
Band 1	\$0.1120	\$0.0800	\$0.0710
Band 2	\$0.1380	\$0.0950	\$0.0830
Band 3	\$0.1490	\$0.1070	\$0.0900
Band 4	\$0.1590	\$0.1170	\$0.0960
Band 5	\$0.1690	\$0.1230	\$0.1010

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.7 Corporate WATS Service\*(602), (Cont'd.)**

**6.7.1 Rates and Charges, (cont'd.)**

(F) Discounts:

<b>Dollar Volume</b>		<b>Incremental Discount</b>
<b>From</b>	<b>To</b>	
0	4,999	0%
5,000	24,999	5%
25,000	+	10%

(G) Other:

- |     |                                      |         |
|-----|--------------------------------------|---------|
| (1) | Customer Service Unit Installation   | \$75.00 |
| (2) | Customer Service Unit Monthly Charge | \$35.00 |

\* - Grandfathered to existing Customers at existing locations.

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.8 Premier 1 Plus Service\* (320)**

Premier 1 Plus Service is a combined WATS/800 service for large volume users provided through switched access.

**6.8.1 Rates and Charges**

- (A) Installation Charge: \$20.00
- (B) Monthly Access: \$22.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

(1) Interstate Per Minute Rates

Usage Range	Incremental Rate
\$0-500	\$0.1980
\$501-1,500	\$0.1870
\$1,501+	\$0.1815

- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.9 Premier Direct Service\* (720)**

Premier Direct Service is designed for large volume long distance users needing dedicated T-1 services. Installation and monthly access may be provided by the local exchange carrier at their interstate special rates, terms and pricing guide rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility.

**6.9.1 Rates and Charges**

- (A) Installation Charge: Not applicable
  - (1) Set Up Fee \$50.00
  - (2) Customer Service Unit Installation: \$75.00
  
- (B) Monthly Access:
  - (1) Monthly Service Charge: \$20.00
  - (2) Customer Service Unit Installation: \$35.00
  
- (C) Minimum Billing Increment: Eighteen (18) seconds
  
- (D) Additional Billing Increment: Six (6) seconds
  
- (E) Usage Charges:
  - (1) Interstate Per Minute Rates

Usage Range	Incremental Rate
\$0 - \$1,500	\$0.1350
\$1,501 - \$2,500	\$0.1300
\$2,501 - \$5,000	\$0.1250
\$5,001 - \$7,500	\$0.1200
\$7,501-over	\$0.1150
Evening, Night & Weekend Hours	\$0.1000

- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.10 Premier Basic Service\* (244)**

Premier Basic Service is offered to Customers who normally bill below \$100 per month. The service is billed at a postalized rate. Billing is in six (6) second increments following a minimum billing duration of thirty (30) seconds.

**6.10.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2000	\$0.1600	\$0.1600

- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.11 Guestcall II\* (203)**

Guestcall II is offered to the hospitality industry where usage is primarily during off-peak periods. Guestcall is billed in six (6) second increments following an initial billing period of six (6) seconds. Guestcall Customers must have actual off-peak usage equal to or greater than 60% of all traffic.

**6.11.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$25.00
- (C) Minimum Billing Increment: Six (6) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
All Miles	\$0.1700	\$0.1350	\$0.1350

- (F) Discounts:

Dollar Volume		Retroactive Discount
From	To	
\$0.00	\$499.99	0%
\$500.00	\$2,499.99	5%
\$2,500.00	\$9,999.99	7%
\$10,000.00	over	10%

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.12 Premier 1-800 Service\* (520)**

Premier 1-800 Service is an inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over standard local access lines.

**6.12.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$20.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2200	\$0.1600	\$0.1600

- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.13 PhonePlus Switched Access Service \***

PhonePlus Switched Access Service is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over standard local access lines. Per minute usage charges are based on monthly volume commitments and annual term plans as set forth below. Travel Service Plus and PhonePlus International service combines with outbound and inbound PhonePlus Service to satisfy the volume commitment. Volume commitment is calculated before term commitment.

**6.13.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$11.00 (I)
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Monthly Revenue Commitment	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
\$0-\$200 (366)	\$0.1815	\$0.1485
\$0-\$1,000 (367)	\$0.1705	\$0.1485
\$1,001-\$5,000 (368)	\$0.1650	\$0.1485
\$5,001-over (369)	\$0.1595	\$0.1485

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\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.13 PhonePlus Switched Access Service \*, (Cont'd.)**

**6.13.1 Rates and Charges, (cont'd.)**

(F) Discounts: (367, 368, 369) Not Applicable

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$0-\$1,000	3%	6%	9%
\$1,001-\$5,000	3%	6%	9%
\$5,001-over	3%	6%	9%

(G) Other:

Customers will be billed the difference between the actual usage and the minimum volume commitment if the minimum volume commitment is not achieved on an annualized basis. Customers who cancel the service before the end of the term commitment will be billed the \$100 multiplied by the number of month remaining on the term plan.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.14 PhonePlus Dedicated Access Service\***

PhonePlus Dedicated Access Service is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Service is provided over Customer-provided dedicated access facilities. Per minute usage charges are based on monthly volume commitments and annual term plans as set forth below. Travel Service Plus and PhonePlus International service combines with outbound and inbound PhonePlus Service to satisfy the volume commitment. Volume commitment is calculated before term commitment.

**6.14.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$11.00 (I)
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Monthly Revenue Commitment	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
\$1,000-\$10,000 (760)	\$0.1100	\$0.1045
\$10,000-over (761)	\$0.1045	\$0.0880

(I)  
(I)

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.14 PhonePlus Dedicated Access Service\*, (Cont'd.)**

**6.14.1 Rates and Charges, (cont'd.)**

(F) Discounts: (760, 761)

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$1,000-\$10,000	3%	6%	9%
\$10,000-over	3%	6%	9%

(G) Other:

Customers will be billed the difference between the actual usage and the minimum volume commitment if the minimum volume commitment is not achieved on an annualized basis. Customers who cancel the service before the end of the term commitment will be billed the minimum monthly volume commitment for each month remaining on the term plan.

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.15 Hospitality Plus \* (380)**

Hospitality Plus is offered as an outbound and/or inbound service to Customers of BTI operator services. If either; 1) combined Hospitality Plus outbound and inbound minutes of use exceed three times that of BTI operator services, or 2) off-peak minutes of use fall below sixty percent (60%) of total Hospitality Plus usage, then all usage will be billed at the rate of \$0.155 per minute. A minimum one-year term commitment is required.

**6.15.1 Rates and Charges**

- (A) Installation Charge: Not Applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

All Miles	One Year Term Plan
Outbound	\$0.1050
Inbound	\$0.1300

- (F) Discounts:

A three percent (3%) discount applies on usage associated with a two-year term plan or longer. No other discounts apply.

- (7) Other:

If the Customer cancels the one-year minimum term or two-year optional term before expiration, the Customer will be billed \$350 per month and \$250 per month for all months remaining, respectively.

\* - Grandfathered to existing Customers at existing locations.

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.16 Home Plus \* (280)**

Home Plus is an outbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There is no monthly minimum usage requirement or monthly recurring charges.

**6.16.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: One (1) minute each station
- (D) Additional Billing Increment: One (1) minute each station
- (E) Per Minute Usage Charges:

<b>MileageRange</b>	<b>Peak</b>	<b>Off-Peak</b>
All Miles	\$0.2090	\$0.1430

- (F) Discounts: Not Applicable

(I)

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.17 Business Connections Long Distance\***

**Business Connections Long Distance** is a combined outbound and inbound service which originates/terminates over either switched or dedicated access lines. Nationwide flat rate pricing applies twenty-four hours per day, seven days per week. Calls are billed in six (6) second increments following an initial billing period of thirty (30) seconds. Customers must sign up for a minimum one-year term plan and the cancellation provisions found in Section 6.17.2(c) apply. Additional discounts are available for multi-year term plan agreements. Customers who purchase one of the Company's selected paging services will receive the next lower term plan price listed below. Customers who purchase one of the Company's paging services with a three year Business Connection Long Distance term plan will receive an additional three percent off the three year term plan rate listed below. Dedicated Access Customers are responsible for all dedicated or private facilities required to connect to the Company's network.

<b>6.17.1</b>	Installation Charge:	Not applicable
<b>6.17.2</b>	Monthly Access:	\$0.00
<b>6.17.3</b>	Minimum Billing Increment:	Thirty (30) seconds
<b>6.17.4</b>	Additional Billing Increment:	Six (6) seconds

\* - Grandfathered to existing Customers at existing locations.







Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.17 Business Connections Long Distance\*, (Cont'd.)**

**6.17.6 Discounts:**

Family Values Discount - Family Values Discount Program is available to Customers of Business Connections Long Distance. Customers enroll in the program by offering the Company's Home Plus long distance service to the Customer's employees. The Customer receives a credit on the Business Connection invoice equivalent to 5% of the total aggregate usage of the employees. Sign up forms for both the Customer and the employees must be completed and returned to the Company.

**6.17.7 Other:**

The Monthly Commitment show in the Term Tables as provided in Section 6.17.5 above is the amount the Customer agrees to at the time of signing the term plan. The Customer will be given the chance to sign a new term commitment plan at a higher or lower monthly commitment level at expiration of the term plan.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.18 PhonePlus Telesales\* (364)**

PhonePlus Telesales is a combined outbound and inbound service offered on a peak/off-peak, postalized rate basis. Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. Service is provided over standard local access lines.

**6.18.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Eighteen (18) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Per Minute Usage Rates	Outbound/Inbound Rate per Minute	
	Peak	Off-Peak
Outbound	\$0.1500	\$0.1650
Inbound	\$0.1500	\$0.1650

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- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.19 Home Plus 100\* (285)**

Home Plus 100 is an outbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There is no monthly minimum usage requirement or monthly recurring charges. Customers receive a one-time bonus of the first one hundred (100) minutes of off-peak domestic usage (excluding directory assistance) for \$1.00. The following per minute rates apply to peak and off-peak thereafter.

**6.19.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: One (1) minute
- (D) Additional Billing Increment: One (1) minute
- (E) Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.2090	\$0.1430

- (F) Discounts: Not Applicable

(I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.20 Home Plus Toll Free\***

Home Plus Toll Free is an inbound service primarily targeted to residential Customers. Calls are billed on a postalized, peak/off-peak basis. Call timing is rounded up to the next whole minute increment following an initial increment of one minute. There are no minimum monthly volume commitments. The following recurring and per minute rates apply.

**6.20.1 Rates and Charges**

- (A) Installation Charge: \$0.00
- (B) Monthly Access: \$2.20
- (C) Minimum Billing Increment: One (1) minute
- (D) Additional Billing Increment: One (1) minute
- (E) Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.2090	\$0.1430

- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.21 Advanced Savings Plan\***

Advanced Savings Plan is a combined outbound and inbound service offered exclusively in Vienna, Virginia, and Atlanta, Georgia. Calls are billed on a postalized, peak/off-peak basis. Call timing is in six (6) second increments following an initial billing period of eighteen (18) seconds. Minimum monthly volume commitments apply and Customers are billed in advance for the specified committed number of minutes, with additional minutes priced at the standard rate provided below. A minimum one-year term commitment is required.

**6.21.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Eighteen (18) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Rate Plan	Monthly Commitment		Per Minute Rates	
	Dollars	Minutes	Committed	Standard
Plan 1	\$500.00	4,500	0.1221	0.1419
Plan 2	\$1,000.00	9,300	0.1177	0.1419
Plan 3	\$2,000.00	18,900	0.1166	0.1419

- (F) Discounts: Not Applicable

- (G) Other Monthly Charges:

Vanity Toll Free Numbers \$22.00

Standard Toll Free Numbers

Up to 10 Numbers \$11.00

Next 11 to 25 Numbers \$5.50

26 Numbers and Over \$2.20

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\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.22 Phone States\***

Phone States is a combined outbound and inbound service offered exclusively in Florida, North Carolina, South Carolina, Tennessee and Virginia. Calls are billed on a postalized, peak/off-peak basis. Call timing is in six (6) second increments following an initial billing period of thirty (30) seconds. There are no nonrecurring or recurring charges for Phone States. A one year term plan is required, and additional discounts are available for two year (5%) and three year (10%) term plans.

**6.22.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Switched Access		Dedicated Access	
Usage	Rate	Usage	Rate
\$0-\$999	\$0.1600	\$0-\$3,499	\$0.1100
\$1,000-\$2,499	\$0.1550	\$3,500-\$4,999	\$0.1050
\$2,500-over	\$0.1500	\$5,000-over	\$0.1000

- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.23 Phone Atlanta\* (330)**

Phone Atlanta is a combined outbound and inbound service offered exclusively in Georgia. Calls are billed on a postalized, peak/off-peak basis. Call timing is in six (6) second increments following an initial billing period of thirty (30) seconds. There are no nonrecurring or recurring charges for Phone States. A one-year term plan is required, and additional discounts are available for two year (5%) and three year (10%) term plans.

**6.23.1 Rates and Charges**

- (A) Installation Charge: Not applicable
- (B) Monthly Access: \$0.00
- (C) Minimum Billing Increment: Thirty (30) seconds
- (D) Additional Billing Increment: Six (6) seconds
- (E) Per Minute Usage Charges:

Switched Access		Dedicated Access	
Usage	Rate	Usage	Rate
\$0-\$999	\$0.1500	\$0-\$3,499	\$0.1210
\$1,000-\$2,499	\$0.1450	\$3,500-\$4,999	\$0.1155
\$2,500-over	\$0.1400	\$5,000-over	\$0.1100

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- (F) Discounts: Not Applicable

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.24 [Reserved for Future Use]**

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.25 Travel Service Plus - 159\* (159)**

Travel Service Plus - 159 allows Customers to initiate calls anywhere within the United States by using any touchtone telephone. It involves dialing an access number (local or 800), followed by the Customer's authorization code (Customer Identification Number), and then the called number. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Interstate service is offered in conjunction with intrastate and international service.

**6.25.1** Monthly Access: \$1.65 (I)

**6.25.2** Per Minute Usage Charges:

<b>Mileage Range</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
All Miles	\$0.2970	\$0.2970	\$0.2970

(I)

Per call initiation charge: \$0.28 (I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.26 Corporate Connections 276\* (276)**

Corporate Connections 276 is a combined outbound and inbound service offered to business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. A one year term plan is required for this product. Interstate service is offered in conjunction with intrastate and international service.

**6.26.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

**(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

<b>6.26.2 Monthly Recurring Fee</b>	<b>\$5.45</b>	<b>(I)</b>
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\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.27 Corporate Connections \***

Corporate Connections is a combined outbound and inbound service offered to business Customers that subscribe to the service within the eligibility period specified below. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. There is a monthly recurring charge associated with this product. Customers must sign a one-year or three-term plan for this product. Three-year term plan Customers must also commit to \$500 in monthly volume to be eligible for the reduced rate.

**6.27.1 Per Minute Rates - One Year Term Plan**

<b>(A) Mainland Services</b>			
	<u>Switched (165)</u>	<u>Dedicated (765)</u>	
1+ Outbound Service	\$0.1089	\$0.0869	(I)
Inbound Toll Free Service	\$0.1089	\$0.0869	(I)
 <b>(B) Alaska/Hawaii</b>			
	<u>Switched (165)</u>	<u>Dedicated (765)</u>	
1+ Outbound Service	\$0.1089	\$0.0869	(I)
Inbound Toll Free Service	\$0.1089	\$0.0869	(I)
 <b>(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan</b>			
	<u>Switched (165)</u>	<u>Dedicated (765)</u>	
1+ Outbound Service	\$0.1089	\$0.0869	(I)
Inbound Toll Free Service	\$0.1089	\$0.0869	(I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.27 Corporate Connections\*, (Cont'd.)**

**6.27.2 Per Minute Rates - Three Year Term Plan**

**(A) Mainland Services**

	<u>Switched (166)</u>	<u>Dedicated (766)</u>	
1+ Outbound Service	\$0.1089	\$0.0825	(I)
Inbound Toll Free Service	\$0.1089	\$0.0825	(I)

**(B) Alaska/Hawaii**

	<u>Switched (166)</u>	<u>Dedicated (766)</u>	
1+ Outbound Service	\$0.1089	\$0.0825	(I)
Inbound Toll Free Service	\$0.1089	\$0.0825	(I)

**(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

	<u>Switched (166)</u>	<u>Dedicated (766)</u>	
1+ Outbound Service	\$0.1089	\$0.0825	(I)
Inbound Toll Free Service	\$0.1089	\$0.0825	(I)

<b>6.27.3 Monthly Recurring Charge</b>	\$5.45		(I)
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\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.28 Global Connections 1\* (178)**

Global Connections 1 is a service offering discounted intrastate and interstate rates for business Customers who are located in the forty-eight (48) contiguous states. All calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. There is a monthly recurring charge associated with this product. Customers must sign a one (1) year term plan to be eligible for this service.

**6.28.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.28 Global Connections 1\*, (Cont'd.)**

**6.28.1 Per Minute Rates, (cont'd.)**

**(C) Other Locations**

**Guam & Saipan (Mariana Islands)**

1+ Outbound Service \$0.1089

**(I)**

Inbound Toll Free Service \$0.1089

**(I)**

**Puerto Rico & U.S. Virgin Islands**

1+ Outbound Service \$0.1089

**(I)**

Inbound Toll Free Service \$0.1089

**(I)**

**6.28.2 Monthly Recurring Fee \$21.95**

**(I)**

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.29 International Heritage\* (186)**

International Heritage is a flat rate combined outbound and inbound toll free service offered to Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds.

**6.29.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1100	(I)
Inbound Toll Free Service	\$0.1100	(I)

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1100	(I)
Inbound Toll Free Service	\$0.1100	(I)

**(C) Puerto Rico/U.S. Virgin Islands**

1+ Outbound Service	\$0.1100	(I)
Inbound Toll Free Service	\$0.1100	(I)

**(D) Guam/Saipan**

1+ Outbound Service	\$0.1100	(I)
Inbound Toll Free Service	\$0.1100	(I)

**6.29.2 Installation Charge for Toll Free** \$20.00

**6.29.3 Monthly Recurring Fee** \$4.35 (I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.30 Corporate Connections 272\* (272)**

Corporate Connections 272 is a combined outbound and inbound service offered to Business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. A one-year term plan is required for this product. Interstate service is offered in conjunction with intrastate and international service. Standard monthly fees for toll free service still apply.

**6.30.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1226	<b>(I)</b>
Inbound Toll Free Service	\$0.1226	<b>(I)</b>

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1226	<b>(I)</b>
Inbound Toll Free Service	\$0.1226	<b>(I)</b>

**(C) U.S. Territories**

1+ Outbound Service	\$0.1226	<b>(I)</b>
Inbound Toll Free Service	\$0.1226	<b>(I)</b>

<b>6.30.2 Monthly Recurring Fee</b>	<b>\$5.45</b>	<b>(I)</b>
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\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.31 Corporate Direct\* (279)**

Corporate Direct is a combined outbound and inbound service offered to Business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. A one-year term plan is required for this product. Interstate service is offered in conjunction with intrastate and international service. Standard monthly fees for toll free service still apply.

**6.31.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1153	<b>(I)</b>
Inbound Toll Free Service	\$0.1153	<b>(I)</b>

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1153	<b>(I)</b>
Inbound Toll Free Service	\$0.1153	<b>(I)</b>

**(C) U.S. Territories**

1+ Outbound Service	\$0.1153	<b>(I)</b>
Inbound Toll Free Service	\$0.1153	<b>(I)</b>

<b>6.31.2</b>	<b>Monthly Recurring Fee</b>	<b>\$5.45</b>	<b>(I)</b>
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\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.32 Corporate Edge\***

Corporate Edge is a combined outbound and inbound service designed for business Customers. Business Customers are eligible for a discount based upon their monthly volume and the term plan selected. Customers must sign a one year or three year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

**6.32.1 Per Minute Rates - One Year Term Plan (175):**

<b>Monthly Volume</b>	<b>\$0.00 to \$500.00</b>	<b>\$501.00 to \$1,000.00</b>	<b>\$1,001.00 to \$1,500.00</b>	<b>\$1,501.00 Plus</b>
Per Minute	\$0.2079	\$0.2016	\$0.1036	\$0.1014

**(I)**

**6.32.2 Per Minute Rates - Three Year Term Plan (176):**

<b>Monthly Volume</b>	<b>\$0.00 to \$500.00</b>	<b>\$501.00 to \$1,000.00</b>	<b>\$1,001.00 to \$1,500.00</b>	<b>\$1,501.00 Plus</b>
Per Minute	\$0.2016	\$0.1025	\$0.1003	\$0.0981

**(I)**

**6.32.3 Monthly Recurring Fee**

Monthly Recurring Fee \$5.45

**(I)**

**6.32.4 Termination Penalty**

Termination penalty will be governed by contract.

\* - Grandfathered to existing Customers at existing locations.

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.33 Corporate Edge Partners Program\***

Corporate Edge Partners Program is a combined outbound and inbound service designed for business Customers. Business Customers are eligible for a discount based upon their monthly volume. Customers must sign a one year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. International rates, as defined in the Company's Rates, Terms and Pricing Guide F.C.C. No. 3, Section 3.8, also apply.

**6.33.1 Per Minute Rates - One Year Term Plan:**

<b>Monthly Volume</b>	<b>\$501.00 to \$1,000.00</b>	<b>\$1,001.00 to \$1,500.00</b>	<b>\$1,501.00 Plus</b>
Per Minute Rate	\$0.0979	\$0.0879	\$0.0836

(I)

**6.33.2 Monthly Recurring Fee**

Monthly Recurring Fee \$5.45

(I)

**6.33.3 Termination Penalty**

Termination penalty will be governed by contract.

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.34 Corporate Edge Dedicated Program\***

Corporate Edge Dedicated Program is a combined outbound and inbound service designed for Business Customers. Customers are eligible for a discount based upon their monthly volume and the term plan selected. Customers must sign a one year or three year term plan for this promotion. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

**6.34.1 Per Minute Rates - One Year Term Plan (776):**

<b>Monthly Volume</b>	<b>\$2,500.00 to \$4,999.99</b>	<b>\$5,000.00 to \$9,999.99</b>	<b>\$10,000.00 to \$19,999.99</b>	<b>\$20,000.00 and over</b>
Per Minute Rate	\$0.0759	\$0.0715	\$0.0695	\$0.0660

(I)

**6.34.2 Per Minute Rates - Three Year Term Plan:**

<b>Monthly Volume</b>	<b>\$2,500.00 to \$4,999.99</b>	<b>\$5,000.00 to \$9,999.99</b>	<b>\$10,000.00 to \$19,999.99</b>	<b>\$20,000.00 and over</b>
Per Minute Rate	\$0.0704	\$0.0671	\$0.0649	\$0.0627

(I)

**6.32.4 Minimum**

Monthly commitment is required, if the Business Customer does not meet the monthly minimum, then the Customer will be billed the minimum amount.

**6.32.5 International Rates**

The rates for international service will be the Corporate Edge International rates as specified as specified in the Company's International Rates, Terms and Pricing Guide.

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.35 BTI Purchasable Discount Plan\***

BTI's purchasable Discount Plan allows the new Business Customer who subscribe to BTI Corporate Connections switched service the option to receive a 10% discount on all interstate and intrastate calls for a one time fee of one hundred (\$100.00) dollars, good for one year. The discount plan is only available to new switched customers and does not apply to international calls or other BTI services.

The monthly recurring fee of \$4.95 attached to the Corporate Connection product still applies.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.36 Corporate Edge PT-1\* (187)**

Corporate Edge –PT1 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Rates, Terms and Pricing Guide. Customers are eligible for a discounted flat rate and must sign a one-year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

**6.36.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.0946	<b>(I)</b>
Inbound Toll Free Service	\$0.0946	<b>(I)</b>

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.0946	<b>(I)</b>
Inbound Toll Free Service	\$0.0946	<b>(I)</b>

**(C) Puerto Rico/U.S. Virgin Islands**

1+ Outbound Service	\$0.0946	<b>(I)</b>
Inbound Toll Free Service	\$0.0946	<b>(I)</b>

**(D) Guam/Saipan**

1+ Outbound Service	\$0.0946	<b>(I)</b>
Inbound Toll Free Service	\$0.0946	<b>(I)</b>

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.37 Corporate Edge PT-2\* (188)**

Corporate Edge PT-2 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Rates, Terms and Pricing Guide. Customers are eligible for a discounted flat rate and must sign a one-year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

**6.37.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.0979	(I)
Inbound Toll Free Service	\$0.0979	(I)

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.0979	(I)
Inbound Toll Free Service	\$0.0979	(I)

**(C) Puerto Rico/U.S. Virgin Islands**

1+ Outbound Service	\$0.0979	(I)
Inbound Toll Free Service	\$0.0979	(I)

**(D) Guam/Saipan**

1+ Outbound Service	\$0.0979	(I)
Inbound Toll Free Service	\$0.0979	(I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.38 Corporate Edge PT-3\* (189)**

Corporate Edge PT-3 is a combined outbound and inbound service for 1+ and toll free long distance service designed primarily for business Customers. Travel card rates are the standard Travel Service rates as defined in this Rates, Terms and Pricing Guide. Customers are eligible for a discounted flat rate and must sign a one-year term plan for this service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds.

**6.38.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1089	<b>(I)</b>
Inbound Toll Free Service	\$0.1089	<b>(I)</b>

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1089	<b>(I)</b>
Inbound Toll Free Service	\$0.1089	<b>(I)</b>

**(C) Puerto Rico/U.S. Virgin Islands**

1+ Outbound Service	\$0.1089	<b>(I)</b>
Inbound Toll Free Service	\$0.1089	<b>(I)</b>

**(D) Guam/Saipan**

1+ Outbound Service	\$0.1089	<b>(I)</b>
Inbound Toll Free Service	\$0.1089	<b>(I)</b>

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.39 Easy Answer\* (194)**

Easy Answer is a bundled product designed for new Business Customers that combines switched outbound interstate long distance with local exchange service and Internet access. Alls calls are billed in six (6) second increments after an initial period, for billing purposes only, of eighteen (18) seconds. Customers must sign a one (1) year term plan for this product.

**6.39.1 Per Minute Rate for Switched Interstate Calls:** \$0.0781 (I)

**6.39.2 Travel Card Service**

The rates and billing increments for travel card calls affiliated with this product will be those specified in Travel Card (995) in Section 3.19 of this Interstate Rates, Terms and Pricing Guide.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.40 Final Answer\***

Final Answer is a bundled product offering designed for Business Customers that combines outbound and inbound switched interstate long distance with local service and Internet access. Alls calls are billed in six (6) second increments after an initial period, for billing purposes only, of thirty (30) seconds. Customers must sign a one (1) year term plan for this product.

**6.40.1 Per Minute Rates for Switched Interstate Calls:**

1+ Outbound Service (192)	\$0.0781	(I)
800-Toll Free Inbound Service (193)	\$0.0781	(I)

**6.40.2 International Rates**

The rates for international service will be the Global Answer rates as specified as specified in the Company's International Rates, Terms and Pricing Guide.

**6.40.3 Travel Card Service**

The rates and billing increments for travel card calls affiliated with this product will be those specified in Travel Card (995) in Section 3.19 of this Interstate Rates, Terms and Pricing Guide.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.41 First Choice \***

First Choice is an outbound switched long distance service offered to Business Customers for use from switched access lines. This service is only offered in limited areas where the Company provides local exchange service. Alls calls are billed in six (6) second increments after an initial period, for billing purposes only, of thirty (30) seconds. Customers must sign a one (1) year or two (2) year Term plan for this product.

**6.41.1 Per Minute Rates:**

1+ Outbound Services

One (1) Year Term	(198)	\$0.0649	(I)
Two (2) Year Term	(199)	\$0.0539	(I)

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.42 Millennium Service (171)\***

Millennium Service is a combined outbound and inbound switched long distance service designed exclusively for new Business Customers in which the majority of their long distance traffic is interstate. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. There is a monthly recurring charge associated with this product. Customers must sign a one (1) year term plan for this product.

**6.42.1 Per Minute Rates**

**(A) Mainland Services**

Term Plan		<u>Switched Rate</u>	<u>Dedicated Rate</u>	
One (1) Year Term	(171/767)	\$0.0858	\$0.0688	(I)
Two (2) Year Term	(171/768)	\$0.0858	\$0.0633	(I)
Three (3) Year Term	(171/769)	\$0.0858	\$0.0578	(I)

**(B) Alaska/Hawaii**

Term Plan		<u>Switched Rate</u>	<u>Dedicated Rate</u>	
One (1) Year Term	(171/767)	\$0.0858	\$0.0688	(I)
Two (2) Year Term	(171/768)	\$0.0858	\$0.0633	(I)
Three (3) Year Term	(171/769)	\$0.0858	\$0.0578	(I)

**(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

Term Plan		<u>Switched Rate</u>	<u>Dedicated Rate</u>	
One (1) Year Term	(171/767)	\$0.0858	\$0.0688	(I)
Two (2) Year Term	(171/768)	\$0.0858	\$0.0633	(I)
Three (3) Year Term	(171/769)	\$0.0858	\$0.0578	(I)

**6.42.2 Monthly Recurring Fee** \$5.45 (I)

**6.42.3 International Rates**

The rates for international service will be the Corporate Connections International rates as specified in the Company's International Rates, Terms and Pricing Guide.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.43 Smart Choice\***

Smart Choice is a bundled long distance and local service product offering designed for Business Customers throughout those areas where the Company provides local exchange service. Smart Choice offers the Business Customer service through either switched or dedicated access lines. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. Customers must sign a one (1) year, two (2) year or three (3) year term contract for this product.

**6.43.1 Per Minute Rates:**

<b>(A) Mainland Services</b>		<u>Switched</u>	<u>Dedicated</u>	
One (1) Year Term (195/595)		\$0.0759	\$0.0539	(I)
Two (2) Year Term (196/596)		\$0.0715	\$0.0495	(I)
Three (3) Year Term (197/597)		\$0.0688	\$0.0440	(I)
<b>(B) Alaska and Hawaii</b>				
One (1) Year Term (195/595)		\$0.0759	\$0.0539	(I)
Two (2) Year Term (196/596)		\$0.0715	\$0.0495	(I)
Three (3) Year Term (197/597)		\$0.0688	\$0.0440	(I)
<b>(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan</b>				
One (1) Year Term (195/595)		\$0.0759	\$0.0539	(I)
Two (2) Year Term (196/596)		\$0.0715	\$0.0495	(I)
Three (3) Year Term (197/597)		\$0.0688	\$0.0440	(I)

**6.43.2 Travel Card Service**

The rates and billing increments for travel card calls affiliated with this product will be those specified in Travel Card (995) in Section 3.19 of this Interstate Rates, Terms and Pricing Guide.

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.44 Corporate Connections 275\* (275)**

Corporate Connections 275 is a combined outbound and inbound service designed for business Customers. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. There is a monthly recurring charge associated with this product. Customers must sign a one year term plan for this product.

**6.44.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

**(B) Alaska/Hawaii**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

**(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

1+ Outbound Service	\$0.1089	(I)
Inbound Toll Free Service	\$0.1089	(I)

<b>6.44.2 Monthly Recurring Fee</b>	<b>\$5.45</b>	<b>(I)</b>
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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.45 Making Time\* (170)**

Making Time Promotion is a combined outbound and inbound service designed for new Business Customers in the states of South Carolina, Virginia, Tennessee, and Georgia. Customers are eligible for a discount flat minute rate for switched interstate calls if they sign a one-year contract for long distance service as well as a one-year contract for BTI local service and other related products. Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds.

**6.45.1 Per Minute Rate for Switched Interstate Calls:**

Per Minute Rate	\$0.0869
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**(I)**

\* - Grandfathered to existing Customers at existing locations.

**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.46 Bundled Corporate Connections\***

Bundled Corporate Connections is designed for new Business Customers that bundle BTI facilities based local service in Florida, Georgia, North Carolina and South Carolina with BTI long distance service. Bundled Corporate Connections allows the new Customer to take an additional 5% off of their domestic switched interstate long distance rates when the new Customer also up for BTI local service. The promotion applies on domestic switched interstate long distance rates offered in conjunction with Corporate Connections Switched Rates and Global Connections Switched Service.

**6.46.1 Per Minute Rates**

**(A) Mainland Services**

1+ Outbound Service	(575)	\$0.1034	<b>(I)</b>
Inbound Toll Free Service	(576)	\$0.1034	<b>(I)</b>

**(B) Alaska/Hawaii**

1+ Outbound Service	(575)	\$0.1034	<b>(I)</b>
Inbound Toll Free Service	(576)	\$0.1034	<b>(I)</b>

**(C) Puerto Rico, U.S. Virgin Islands, Guam and Saipan**

1+ Outbound Service	(575)	\$0.1034	<b>(I)</b>
Inbound Toll Free Service	(576)	\$0.1034	<b>(I)</b>

<b>6.46.2 Monthly Recurring Fee</b>		\$5.45	<b>(I)</b>
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\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.46 Bundled Corporate Connections\*, (Cont'd.)**

**6.46.3 Cancellation Policy**

If the Customer cancels their local service with BTI at any time, then they will no longer receive the 5% discount off of their long distance service.

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.47 PN 5xx Service\***

PN 5xx Service is a bundled product offering that combines local and long distance service for business Customers. Long distance calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) seconds. Customers must sign a one year term plan for this product. Interstate monthly charges apply for toll-free services.

**6.47.1 Per Minute Rate**

<b>(A) One Year Term Plan (511)</b>	
Direct Dialed Outbound Service:	\$0.0890
Toll-free Inbound Service:	\$0.0890
<b>(B) Two Year Term Plan (512)</b>	
Direct Dialed Outbound Service:	\$0.0850
Toll-free Inbound Service:	\$0.0850
<b>(C) Three Year Term Plan (513)</b>	
Direct Dialed Outbound Service:	\$0.0800
Toll-free Inbound Service:	\$0.0800

\* - Grandfathered to existing Customers at existing locations.

Effective: March 15, 2003

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**SECTION 6 – GRANDFATHERED SERVICES, (CONT'D.)**

**6.48 Monthly Toll Free Service Fees\***

Business Customers subscribing to one of the Toll Free Service plans provided within this section of the Rates, Terms and Pricing Guide will be charged the following monthly Toll Free service charges.

The charges will be based upon the number of toll free numbers utilized or reserved by the Customer.

**6.48.1 Monthly Service Charges**

Toll Free Numbers Utilized or Reserved	Monthly Fee
1	\$20.00
2 - 10	\$10.00
11 - 100	\$5.00
100 +	\$2.00

\* - Grandfathered to existing Customers at existing locations.