

PUCO 1

BUSINESS TELECOM, INC. d/b/a BTI TELECOMMUNICATIONS SERVICES

Case No.

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Issued under authority of order of the Public Utilities Commission of Ohio pursuant to procedures adopted under Case No. 93-563. Filed September 28, 1995, in Case No. 95-891-CT-ZTA.

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 Business Telecom, Inc.
 7037 Old Madison Pike, Suite 400
 Huntsville, Alabama 35806

Case No.: _____

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Huntsville, Alabama 35806 **(T)**

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

EXPLANATION OF SYMBOLS

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

- D** - Delete or Discontinue
- I** - Change Resulting In An Increase to A Customer's Bill
- M** - Moved From Another Tariff Location
- N** - New
- R** - Change Resulting In A Reduction to A Customer's Bill
- T** - Change In Text or Regulation But No Change In Rate or Charge

TARIFF FORMAT

- A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the Sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers** - Revision numbers also appear in upper right corner of each Sheet. These numbers are used to determine the most current sheet version on file. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.
- C. Check Sheets** - When a tariff filing is made with the Public Utilities Commission of Ohio, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new Sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*).

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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 - 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 other multiple commercial representatives or a buying group not organized solely for the purpose 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 or Carrier - Refers to Business Telecom, Inc. d/b/a BTI Telecommunications Services.

Customer - The person, firm, corporation or other legal entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

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.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (continued)

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 call to a facility provided by an underlying facilities-based long distance carrier over whose circuits the Customer's call is routed.

InterLATA - Calls which originate and terminate between points in Local Access Transport Areas (LATAs). LATAs are 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 both originate and terminate at any two points in Ohio. Intrastate calls can be InterLATA or IntraLATA.

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

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.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (continued)

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.

Operator Assisted Calls - Calls requiring assistance for completion, usually by dialing 0+(area code)+(exchange)+(line number), i.e. "0+"; or by dialing "0", with all subsequent dialing being performed by Operator Services, i.e. "0-". The following are examples of calls normally placed in this manner:

Calling Card Calls - Calls for which charges are billed to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose.

Collect Calls - Calls for which charges are billed to the destination or termination telephone number.

Credit Card Calls - Calls for which charges are billed to a credit card, such as VISA, Mastercard, or American Express.

Person-to-Person Calls - Calls which are placed under the stipulation that the caller will speak only to a specific called party.

Room Charge Calls - Calls for which charges are collected by the Subscriber, normally a hotel or motel, from the guest or occupant of the room from which the call originated. Calls of this type require that Carrier communicate the call detail and charges back to the originating Subscriber location following completion of the call.

Third Party Calls - Calls for which charges are billed to a third party telephone number which is neither the originating nor the terminating telephone number.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (continued)

Operator Services - The operators, activities, equipment or services necessary to process Operator Assisted Calls.

Operator Service Charge - A non-measured (fixed) charge which is added to a measured charge in calculating the total tariff charges due for a completed Operator Assisted Call.

P.U.C.O. - Refers to Public Utilities Commission of Ohio.

Project Codes - A numeric 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.

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.

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of BTI

This tariff contains the regulations and charges applicable to direct-dialed and operator-assisted intrastate resale common carrier communications services provided by BTI between points within the State of Ohio. Operator-assisted services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.

BTI installs, operates, and maintains the communication services provided hereinunder in accordance with the terms and conditions set forth under this Tariff. 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.

The Company concurs in the Telephone Service Requirements Form (Appendix A of this tariff) created and amended pursuant to Case Nos. 99-998-TP-COI and 99-563-TP-COI. The requirements in the Telephone Service Requirements Form and this section of the tariff may, from time to time, not be in agreement. In instances where this is the case, the language in the Telephone Service Requirements Form will prevail.

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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. 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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(Material previously found on this sheet has been moved to Sheet 12)

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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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(Material previously found on this sheet has been moved to Sheet 14)

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

2.5 Limitations

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2.5.1 Service is offered subject to the provisions of this tariff.

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 Tariff. 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 Tariff, 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;
- (D) breach of the privacy or security of communications transmitted over the Company's facilities;

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

2.5 Limitations, (Cont'd.)

2.5.4 (cont'd.)

- (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 the 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.

Approval of the above tariff language by the Public Utilities Commission of Ohio (PUCO) does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequential damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

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(Material previously found on this sheet has been moved to Sheet 19.3)

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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 Tariff. 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, tradename, 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 Tariff.
- 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.

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(Material previously found on this sheet has been moved to Sheets 19.15 & 19.19)

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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.)

- (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.
- (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.
- (G) Regarding the manner in which the creditworthiness of service applicants is established, as well as the manner in which disconnection of service for nonpayment of charges occurs, the Company will comply with the Selective Access Policy adopted by the Public Utilities Commission of Ohio and codified in the MTSS.

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(Material previously found on this sheet has been moved to Sheets 19.1 & 19.15)

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

2.7 Payment Arrangements, (Cont'd.)

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.)

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

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

- (F) If any portion of the payment is not received by the Company by the due date printed on the invoice, or if any portion of the payment is received by the Company in funds that are not immediately available upon presentment, then a late payment charge of 1.0% per month for residential Customers and 1.5% per month for business Customers shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination.

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(Material previously found on this sheet has been moved to Sheet 19.16)

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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

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Deposits are not collected or required from credit worthy Customers. Customers unable to establish their credit worthiness will be required to post a deposit with the Company based upon two (2) months estimated usage.

Deposits will be held for a period of one year. Interest on intrastate deposits will be in accordance with rule 4901: 1-17-05 of the Ohio Administrative Code. A deposit will be returned when an application for service has been canceled prior to the establishment of service. The deposit will be applied to any charges applicable in accordance with this tariff and the excess portions of the deposit will be returned. Upon discontinuance of service, Carrier will refund Subscriber's deposit or the balance of the deposit in excess of unpaid bills for service.

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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.

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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 by the Public Utilities Commission of Ohio.

2.8.6 The establishment of credit shall be governed by the Public Utilities Commission of Ohio.

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(Material previously found on this sheet has been moved to Sheet 15)

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 1/720th 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.

(Material on this sheet has been moved from Sheets 12 & 13)
(Material previously found on this sheet has been moved to Sheet 19)

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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.

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Raleigh, North Carolina 27609

Case No.: 02-3138-CT-ZTA

OHo0203

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

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; or
- (C) failure to pay directory advertising charges.

(N)

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(D)

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.

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(Material on this sheet has been moved from Sheet 14)

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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

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.

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(Material previously found on this sheet has been moved to Sheet 19.18)

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.

(Material previously found on this sheet has been moved to Sheet 19.19)

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

2.13 Cancellation of Service, (Cont'd.)

(N)

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.

(N)

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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;
- (4) for violation of any of the provisions contained in this tariff 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.

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(M,T)

(Material on this sheet was moved from Sheets 14 & 15)

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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) 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
- (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.

All disconnection situations will be handled in accordance with the Selective Access Policy adopted by the Public Utilities Commission of Ohio and codified in the MTSS.

(Some material on this sheet has been moved from Sheet 15)

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

2.13 Cancellation of Service, (Cont'd.)

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.

(N)

(N)

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

2.13 Cancellation of Service, (Cont'd.)

(N)

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
- (C) US Mail – Business Telecom, Inc., SE Order Group, 4300 Six Forks Road, Raleigh, NC 27609
- (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.

(N)

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

2.14 Restoration of Service

2.14.1 Service suspended by the Company and later restored, will be subject to a \$50.00 reconnection fee. 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.

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 stopSheets 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.

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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 Disputes

All bills are presumed accurate, and shall be absolutely binding on the Customer unless objection is received by the Company within thirty days after such bills are rendered. In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action within 30 days of the billing date:

- (A) First, the Customer may request, and the Company will provide, an in-depth review of the disputed amount. (The undisputed portion of subsequent bills must be paid on a timely basis or the service may be subject to disconnect.)
- (B) Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of the Company, the Customer may file an appropriate complaint with the Public Utilities Commission of Ohio. The address of the P.U.C.O. is:

Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, OH 43266-0573
(614) 466-3016

(Material on this sheet has been moved from Sheets 15 & 16)

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

2.23 Service to Hearing Impaired Customers

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Pursuant to P.U.C.O. Case No. 87-206-TP-COI, services to Hearing Impaired Persons will be provided in accordance with the terms specified below:

- (A) For purposes of this tariff, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf ("TDD").
- (B) Residential impaired Customers or impaired members of a Customer's household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official, or state agency, or a diploma from an accredited educational institution for the impaired, may receive a discount off their message toll service rates, and, if they utilize telebraille devices, they may receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired may receive a discount off their message toll service rates.

(M)

(Material on this sheet has been moved from Sheet 18)

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

2.23 Service to Hearing Impaired Customers, (Cont'd.)

- (C) Upon receipt of the appropriate application, and certification or verification, the following discounts off basic message toll service shall be made available for the benefit of the impaired: the evening discount off the intrastate, interexchange, customer-dialed, station to station calls originating 8:00 a.m. to 4:59 p.m. Monday through Friday; the night/weekend discount off the intrastate, interexchange, customer-dialed, station to station calls originating 5:00 p.m. to 10:59 p.m. Sunday through Friday, and on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Furthermore, the night/weekend discount plus an additional discount equivalent to no less than ten percent of the Company's current price list day rates for basic message toll service shall be made available for intrastate, interexchange, customer-dialed, station to station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday.
- (D) All message toll service calls placed through the Telephone Relay Service ("TRS") are eligible to receive a discount off the message toll service rates. The rate discounts are the same as those set forth in paragraph (C) preceding. The discount shall not apply to sponsor charges associated with calls placed to pay-per-call service, such as 900, 976 or 900-like services.

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(Material on this sheet has been moved from Sheet 19)

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

2.24 Toll Blocking

Business Telecom, Inc. may cause to have blocked, access to all toll providers for nonpayment of regulated toll charges, so long as the blocked Customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, Business Telecom, Inc. may not deny establishment of 1+ presubscribed toll service on the grounds that the Customer has failed to establish creditworthiness, if:

- (a) the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
- (b) Business Telecom, Inc., exercising its own discretion, does not require the Customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- (c) Business Telecom, Inc. attempts to require the Customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.

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(Material on this sheet has been moved from Sheet 19.6)

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OHo0203

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

2.24 Toll Blocking, (Cont'd.)

When a prospective Customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select Business Telecom, Inc. as his or her 1+ carrier of choice, Business Telecom, Inc. may, subject to the PUCO's tariffed toll deposit policies and the Commission's rules on establishment of service (See Rules 4901:1-5-13 and 4901:1-5-14, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-13 (B), O.A.C., but Business Telecom, Inc., may negotiate a lower deposit.

Business Telecom, Inc. may furnish credit information, acquired from Business Telecom, Inc.'s own experiences with the Customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. Business Telecom, Inc. will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

Upon payment by the Customer of all past due toll debt to Business Telecom, Inc., Business Telecom, Inc. will notify the Customer's local carrier that the block can be lifted and all 1+ dialing capabilities, including 10-XXX, will be restored.

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(Material on this sheet has been moved from Sheet 19.7)

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

2.25 Public Pay Telephone Surcharge

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In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371) and amended by Report and Order released August 12, 2004 (FCC 04-182), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. 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).

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
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Issued: October 4, 2004

Effective: October 4, 2004

Issued By: Senior Manager, Regulatory Affairs
Business Telecom, Inc.
7037 Old Madison Pike, Suite 400
Huntsville, Alabama 35806

Case No.: _____

SECTION 3 - DESCRIPTION OF SERVICE

3.1 General

BTI provides direct dialed, travel card and operator assisted long distance telecommunications services originating and terminating within the State of Illinois. Rates for these services may vary by product type, call duration, mileage and time of day. All BTI services are available 24 hours a day, seven days a week.

3.2 Timing of Calls

Long distance charges are based on the actual usage of BTI's network. Chargeable time begins when the called party answers, or when the billed party of a collect or person call accepts the charges. Chargeable time ends when either party disconnects.

Minimum call durations and rounding of usage measurements for billing purposes are specified in Section 4 of this tariff for each service provided by the Company.

Computation of Charges

If the computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent (for example, \$1.523 would round up to \$1.53) on a per call basis.

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There is no billing applied for incomplete calls.

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

TIMES	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 am to 5:00 pm*	Daytime Period						
5:00 pm to 11:00 pm*	Evening Period						Eve
11:00 pm to 8:00 am*	Night/Weekend Period						

* - to, but not including.

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

TIMES	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 am to 5:00 pm*	Peak Period						
5:00 pm to 8:00 am*	Non-Peak Period						

* - to, but not including.

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

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

SECTION 3 - DESCRIPTION OF SERVICE (continued)

3.3 Calculation of Distance

Usage charges for all mileage sensitive products 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 Tariff No. 4.

FORMULA =

Formula =

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

SECTION 3 - DESCRIPTION OF SERVICE (continued)

3.4 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.

3.5 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.

SECTION 3 - DESCRIPTION OF SERVICE (continued)

3.6 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 - DESCRIPTION OF SERVICE (continued)

3.7 [Reserved for Future Use]

Issued: September 28, 1995

Effective: September 28, 1995

In accordance with the Public Utilities Commission of Ohio in Case No. 95-891-CT-ZTA

Issued By: Anthony M. Copeland, Vice President and General Counsel
Raleigh, North Carolina

SECTION 4 - RATES AND CHARGES

4.1 General

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

1. Additional Customer Identification Numbers: Free
2. Project Codes: Installation Monthly
 Unrestricted \$ 0 \$ 0
 Restricted \$10 \$10
3. Management Reports: Free

4.2 Directory Assistance

4.2.1 Directory Assistance Service

- (A) 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. (T)
- (B) 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. 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 tariffed Directory Assistance charges in 4.2.3 of this tariff. Proof of certification is required. (T)
- (C) Directory Assistance, per call: \$1.10 (T)

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Material that originally appeared on this Page now appears on Page 25.1.

SECTION 4 - RATES AND CHARGES, (continued)

4.2 Directory Assistance, (Cont'd.)

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4.2.2 Directory Assistance Call Completion

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

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

(A) Per Call Completion requested: \$0.45

(B) 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)

4.3 Promotional Rates

(M)

From time to time, Company may offer Promotional Rates. Promotional Rates will be offered on a non-discriminatory basis and shall be filed with the Commission for review at least 14 days prior to implementation.

Any marketing efforts will clearly indicate to the potential Customers the nature of the transaction that is being offered. Materials submitted to prospective Customers will clearly indicate that those Customers will be changing their long distance carrier if they accept such solicitation.

(M)

Some Material that appears on this Page originally appeared on Page 25.

SECTION 4 - RATES AND CHARGES, (continued)

4.3 Promotional Rates (continued)

4.3.1 Sixty Minutes for 14 a Minute Promotion

(M)

BTI will offer the following intrastate promotion to Customers who sign up for the Company's complimentary interstate promotion through March 1, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material 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: \$0.13 per minute for all Off-Peak period intrastate calls, and \$0.19 per minute for all Peak period intrastate calls. Calls will be billed in whole minute increments following an initial billing period of one minute. Additionally, during the first three months of full billing, the Customer will receive twenty (20) promotional minutes of Off-Peak or Peak calling for \$0.01 per minute. The promotional minutes cannot be carried forward into subsequent months or pulled forward into the current month. The rates and promotional minutes stated above do not apply to calls using the Company's Travel Services.

4.3.2 Minutes on Us Promotion II

BTI will offer the following intrastate promotion to Customers who sign-up for the Company's complimentary interstate promotion through February 28, 1996. To be eligible, Customers must: 1) contact the Company to request the promotion, or 2) respond positively to marketing material 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: \$0.139 per minute for all Peak period outbound and inbound intrastate calls, and \$0.139 per minute for all Off-Peak period outbound and inbound intrastate 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; and up to 200 minutes of combined interstate and intrastate usage at no charge in the seventh full month of billing. If the Customer uses less than 200 minutes per month in the first or seventh 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.

(M)

Material that appears on this Page originally appeared on Page 25.1.

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SECTION 4 - RATES AND CHARGES, (continued)

4.3 Promotional Rates (continued)

4.3.3 Customer Retention Promotion

(N)

The Customer Retention Promotion is available through April 30, 2005, to any existing customer subscribing to long distance service or data services (including Internet and DSL) whose term plan has expired or is expiring and has a minimum monthly revenue volume of \$500.00, provided the discount does not fall below the company's cost of providing that service to the customer. Promotional discounts do not apply to conferencing services, surcharges or taxes. Customers will be required to sign a minimum one-year contract. Eligibility for the level of discount received is based on monthly revenue volume associated with the individual customer.

RDL1	5%	Customers billing \$500.00+
RDL2	10%	Customers billing \$600.00+
RDL3	15%	Customers billing \$700.00+
RDL4	20%	Customers billing \$800.00+
RDL5	25%	Customers billing \$900.00+
RDL6	30%	Customers billing \$1000.00+
RDL7	35%	Customers billing \$1100.00+

(N)

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SECTION 4 - RATES AND CHARGES, (continued)

4.7 [Reserved for Future Use]

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SECTION 4 - RATES AND CHARGES, (continued)

4.8 Econocall Service is the basic long-distance service offered to business and residential Customers. The following charges will apply to all Econocall Service Customers.

- | | | |
|----|-------------------------------|----------------|
| 1. | Installation Charge: | Not applicable |
| 2. | Monthly Access: | \$0.00 |
| 3. | Minimum Billing Increment: | 1 minute |
| 4. | Additional Billing Increment: | whole minutes |
| 5. | Usage Charges: | |

Intrastate Per Minute Rates:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.1550	\$0.1039	\$0.1125	\$0.0767	\$0.0921	\$0.0636
11-16	\$0.1950	\$0.1336	\$0.1425	\$0.0900	\$0.1173	\$0.0823
17-22	\$0.2250	\$0.1633	\$0.1650	\$0.1212	\$0.1362	\$0.0880
23-30	\$0.2450	\$0.1732	\$0.1800	\$0.1287	\$0.1488	\$0.1073
31-40	\$0.2450	\$0.2128	\$0.1800	\$0.1584	\$0.1488	\$0.1120
40-55	\$0.2450	\$0.2128	\$0.1800	\$0.1584	\$0.1488	\$0.1120
56-70	\$0.2550	\$0.2227	\$0.1875	\$0.1658	\$0.1551	\$0.1385
71-124	\$0.2650	\$0.2425	\$0.1950	\$0.1806	\$0.1614	\$0.1480
125-292	\$0.2850	\$0.2425	\$0.2100	\$0.1806	\$0.1740	\$0.1509
293-430	\$0.2950	\$0.2623	\$0.2175	\$0.1955	\$0.1803	\$0.1560
431-544	\$0.2950	\$0.2623	\$0.2175	\$0.1955	\$0.1803	\$0.1560

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 Raleigh, North Carolina

SECTION 4 - RATES AND CHARGES, (continued)

4.8 Econocall Service (continued)

6. Discounts:

Discounts based on dollar volume are available as follows:

Dollar Volume		Discount
From	To	
\$25.00	\$99.00	2.0%
\$100.00	\$100.00 +	5.0%

7. Other:

TDD Discount

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by or to properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communication with hearing or speech impaired persons will receive, upon request, credit on charges for all intrastate toll calls placed between TDDs. The credit will be limited to usage charges and will be given on a subsequent bill.

TDD Discount: 50%

SECTION 4 - RATES AND CHARGES, (continued)

4.9 Travel Service allows Customers to initiate calls within the State of Ohio 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.

1. Installation Charge: Not applicable
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
All Miles	\$0.2200	\$0.1800	\$0.1800

Per call initiation charge: \$0.60

(I)

6. Discounts:
Not applicable.
7. Other:
Not applicable.

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Vice President and General Counsel
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TMS: OHo9801

SECTION 4 - RATES AND CHARGES, (continued)

4.10 Dial WATS Service - Charges for Intrastate Dial WATS Service depend on whether the Customer is using the Service as an adjunct to Interstate Dial WATS I or Intrastate Dial WATS II. Charges are the same regardless of whether the Customer uses 1+ Service.

- 1. Installation Charge: Not applicable
- 2. Monthly Access: \$50.00 Dial WATS I;
\$10.00 Dial WATS II
- 3. Minimum Billing Increment: 30 seconds
- 4. Additional Billing Increment: 6 seconds
- 5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
Dial WATS I IntraLATA	\$0.2200	\$0.2200	\$0.2200
Dial WATS I InterLATA	\$0.1900	\$0.1520	\$0.0950
Dial WATS II IntraLATA	\$0.1750	\$0.1400	\$0.0970
Dial WATS II InterLATA	\$0.1750	\$0.1400	\$0.0970

- 6. Discounts:

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

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

- 7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.11 Premier WATS I

- 1. Installation Charge: Not applicable
- 2. Monthly Access: \$10.00
- 3. Minimum Billing Increment: 30 seconds
- 4. Additional Billing Increment: 6 seconds
- 5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

Mileage Range	Day	Evening	Night
All Miles	\$0.2100	\$0.1575	\$0.1050

B. Intrastate/IntraLATA Per Minute Rates:

Mileage Range	Day	Evening	Night
All Miles	\$0.2200	\$0.2200	\$0.2200

- 6. Discounts: Applies to interstate and intrastate calls.

Dollar Volume		Incremental Discount
From	To	
\$0.00	\$100.00	0%
\$200.00	\$1,000.00	7%
\$1,001.00	over	15%

- 7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.12 Premier WATS II

- 1. Installation Charge: Not applicable
- 2. Monthly Access: \$10.00
- 3. Minimum Billing Increment: 30 seconds
- 4. Additional Billing Increment: 6 seconds
- 5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

Mileage Range	Day	Evening	Night
All Miles	\$0.1950	\$0.1870	\$0.1770

B. Intrastate/IntraLATA Per Minute Rates:

Mileage Range	Day	Evening	Night
All Miles	\$0.2200	\$0.2200	\$0.2200

6. Discounts:

Applies to interLATA and intraLATA 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%

7. Other:
 Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.13 Unlimited WATS is a dedicated access service offering six second incremental billing, with itemized billing available.

1. Installation Charge:
 - a) \$140.00 per line within 25 miles of POP site.
 - b) Over 25 miles on individual case basis.
2. Monthly Access: \$125.00 per line
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Day	Evening	Night
\$0.1450	\$0.1200	\$0.0900

6. Discounts:

Dollar Volume		Discount
From	To	
\$0.00	\$5,000.00	0%
\$5,000.01	\$7,500.00	5%
\$7,500.01	\$10,000.00	7%
\$10,000.01	\$12,250.00	10%
\$12,250.01	\$15,000.00	12%
\$15,000.01	\$15,000.01 +	15%

7. Other:
 Not applicable.

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.14 Association Discount

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.

Collective Billing Amount		Volume Discount
From	To	
\$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.

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.15 Premier 1 WATS Service

- 1. Installation Charge: Not applicable
- 2. Monthly Access: \$10.00
- 3. Minimum Billing Increment: 30 seconds
- 4. Additional Billing Increment: 6 seconds
- 5. Usage Charges:

A. InterLATA calling:

Dollar Volume		Per Minute Rate
From	To	
\$0	\$500	\$0.1800
\$501	\$1,500	\$0.1700
\$1,501	1,501 +	\$0.1650

B. IntraLATA calling:

Per minute: \$0.1800

IntraLATA calling will apply toward the volume discounts outlined above in subparagraph A. The calling timing provisions outlined in paragraphs 3 and 4 also apply. Access will be on a 1+ or dial up basis depending upon availability in the local service area.

- 6. Discounts:
Not applicable.
- 7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.16 Premier Residential Service

- | | | |
|----|-------------------------------|----------------|
| 1. | Installation Charge: | Not applicable |
| 2. | Monthly Access: | \$0.00 |
| 3. | Minimum Billing Increment: | 30 Seconds |
| 4. | Additional Billing Increment: | 6 Seconds |
| 5. | Per Minute Usage Charges: | |

Intrastate/ IntraLATA

Day:	\$0.2150
Evening:	\$0.1650
Night:	\$0.1400

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

6. Discounts:
Not applicable.
7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.17 Corporate 800 Service access is provided through dedicated T-1 access facilities. Installation and monthly access will be provided by local exchange carrier at their tariffed rates.

1. Installation Charges:
 - A. Set Up Fee: \$50.00
 - B. Customer Service Unit Installation: \$75.00
2. Monthly Charges:
 - A. Monthly Service Charge: \$20.00
 - B. Customer Service Unit Monthly Charge: \$35.00
3. Minimum Billing Increment: 18 Seconds.
4. Additional Billing Increment: 6 Seconds.
5. Per Minute Usage Charges:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All Miles	\$0.1250	\$0.1250	\$0.1050	\$0.1050	\$0.0880	\$0.0880

6. Discounts:

Volume Discounts

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

7. Other:
 Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.18 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 tariffed rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility. Installation charges and monthly access rates for this service will be charged by the Company in accordance with its interstate rates.

- 1. Installation Charge: \$0.00
- 2. Monthly Access: \$0.00
- 3. Minimum Billing Increment: 18 Seconds
- 4. Additional Billing Increment: 6 Seconds
- 5. Per Minute Usage Charges:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All	.1100	.1100	.1020	.1020	.0950	.0950

- 6. Discounts:

Volume Discounts

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

- 7. Other:
 - A. Customer Service Unit Installation \$75.00
 - B. Customer Service Unit Monthly Charge \$35.00

SECTION 4 - RATES AND CHARGES, (continued)

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

1. Installation Charge: \$20.00
2. Monthly Access: \$20.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

A. Intrastate/InterLATA Per Minute Rates:

Usage Range	Rate
\$0-500	.1800
\$501-1,500	.1700
\$1,501+	.1650

B. Outgoing/IntraLATA Per Minute Rates:

Mileage Range	Rate
All	\$.1800

6. Discounts:
Not applicable.
7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.20 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 tariffed rates. At locations where Company facilities exist, access may be provided in units equivalent to 1/24th of a T-1 access facility. Installation charges and monthly access rates for this service will be charged by the Company in accordance with its interstate rates.

1. Installation Charges
 - A. Set Up: \$50.00
 - B. Customer Service Unit Installation: \$75.00
 (Customer Service Unit is a diagnostic unit which permits off-site testing of the Customer's lines.)
2. Monthly Charges:
 - A. Monthly Service Charge: \$20.00
 - B. Customer Service Unit Monthly Charge: \$35.00
3. Minimum Billing Increment: 18 seconds
4. Additional Billing Increment: 6 seconds
5. Usage Charges:

Intrastate/InterLATA 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
\$7,500+	\$0.1150
Evening, Night & Weekend Hours	\$0.1000

6. Discounts:
Not applicable.
7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.21 Expanded 800 Service Options

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

Enhanced 800 Features	Install	Change	Monthly
NPA Blocking	\$150	\$ 50	\$ 0
NPA/NXX Blocking	\$150	\$ 50	\$ 0
Time of Day Routing	\$100	\$ 50	\$ 50
Day of Week Routing	\$100	\$ 50	\$ 50
Holiday Routing	\$100	\$ 50	\$ 0
Uniform Call Distribution	\$100	\$100	\$ 0
Dialed Number Identification Svc.	\$450	\$ 50	\$ 50
Route Advance	\$100	\$ 50	\$ 50
Area Code Routing	\$100	\$ 50	\$ 50
Percentage Call Allocation	\$100	\$ 50	\$ 50
Intercept 800 (\$0.10 per call over 500 calls)	\$ 10	\$ 0	\$ 10

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SECTION 4 - RATES AND CHARGES, (continued)

4.22 Pre-Paid Call Service is offered at the flat, per-minute rate listed below, twenty-four (24) hours a day, seven days a week.

Denomination	Per Minute Rate	Per Call Surcharge	Units Per Minute
Various Increments	.2000(R)	.2000(N)	1 unit per minute

Company agrees to refund any amounts remaining on a Pre-paid Call Service calling card upon physical return of the card. Refund will only be issued upon a showing that the service provided by Company has failed to meet either the service requirements set forth in the Commission's rules and regulations, or the general standards of quality applicable to the industry. To qualify for a refund, a user must return the card to Company within 3 months of the original purchase and submit in writing detailed information on the basis for any requested refund. Company will promptly investigate and advise the user as to its findings and disposition.

For consideration of any disputed charges, a user may discuss the dispute with a Company representative, providing detailed information on the basis for any requested adjustment, either verbally or in writing, within 30 days of the date the disputed call is placed.

All federal, state and local taxes (e.g., excise tax, gross receipts tax, sales tax, municipal utilities taxes) are included in the tariffed rates above.

A wholesale discount applies for larger volume commitments, but the end user per minute rate will not vary from the rate specified in the table above.

(T)
 (T,R)
 |
 |
 |
 (T,R)

(N)
 |
 (N)

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 Vice President and General Counsel
 Business Telecom, Inc.
 4300 Six Forks Road, Suite 500
 Raleigh, North Carolina 27609

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SECTION 4 - RATES AND CHARGES, (continued)

4.23 Universal WATS is a service designed for large volume Customers needing dedicated outbound long distance service.

1. Installation Charge: \$100.00 per WATS access line
2. Monthly Access: \$ 36.50 per WATS access line
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Band	Day	Evening	Night
All Miles	.1550	.1400	.1210

6. Discounts:

Dollar Volume		Discount
From	To	
\$0.00	\$500.00	0%
\$501.00	\$2,000.00	10%
\$2,001.00	\$5,000.00	15%
\$5,001.00	over	18%

7. Other:
Not applicable

SECTION 4 - RATES AND CHARGES, (continued)

4.24 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.

- | | | |
|----|-------------------------------|------------|
| 1. | Installation Charge: | \$0.00 |
| 2. | Monthly Access: | \$0.00 |
| 3. | Minimum Billing Increment: | 30 seconds |
| 4. | Additional Billing Increment: | 6 seconds |
| 5. | Usage Charges: | |

Intrastate Per Minute Rates:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
All	0.2000	0.2000	0.1600	0.1600	0.1600	0.1600

- | | |
|----|-------------------------------|
| 6. | Discounts:
Not applicable. |
| 7. | Other:
Not applicable. |

SECTION 4 - RATES AND CHARGES, (continued)

4.25 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.

- | | | | |
|----------------------------------|---------------------|----------------|--------------|
| 1. Installation Charge: | \$0.00 | | |
| 2. Monthly Access: | \$5.00 | | |
| 3. Minimum Billing Increment: | Thirty (30) Seconds | | |
| 4. Additional Billing Increment: | Six (6) Seconds | | |
| 5. Per Minute Rates: | | | |
| | <u>Day</u> | <u>Evening</u> | <u>Night</u> |
| Month-to-Month (160) | \$0.1650(R) | \$0.1450(R) | \$0.1450(I) |
| One (1) Year Term (161) | \$0.1600(N) | \$0.1410(N) | \$0.1410(N) |
| Two (2) Year Term (162) | \$0.1550(N) | \$0.1360(N) | \$0.1360(N) |
| Three (3) Year Term (163) | \$0.1500(N) | \$0.1320(N) | \$0.1320(N) |
| 6. Discounts | Not Applicable | | |
| 7. Other: | Not Applicable | | |

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SECTION 4 - RATES AND CHARGES, (continued)

4.26 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 thirty (30) seconds. Guestcall Customers must have actual off-peak usage equal to or greater than 60% of all traffic.

- 1. Installation Charge: \$ 0.00 (T)
- 2. Monthly Access: \$25.00 (T)
- 3. [Reserved for Future Use]
- 4. [Reserved for Future Use]
- 5. Usage Charges:

Band	Day	Evening	Night
All Mileage	.1850	.1500	.1500

- 6. 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%

- 7. Other:
Not applicable.

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SECTION 4 - RATES AND CHARGES, (continued)

4.27 Academic Edge

Academic Edge is a program for colleges and universities to provide service to students, faculty and staff. Service is provided by dedicated T-1 and/or switched access. Students are billed the rates below.

4.27.1	Installation Charge:	Not Applicable	
4.27.2	Monthly Access:	Not Applicable	
4.27.3	Minimum Billing Increment:	One (1) Minute	
4.27.4	Additional Billing Increment:	One (1) Minute	
4.27.5	Per Minute Rates:	Individual Case Basis	(T)

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Business Telecom, Inc.
4300 Six Forks Road
Raleigh, North Carolina 27609

Case No. 03 -690- CT - ZTA

OHo0301

SECTION 4 - RATES AND CHARGES, (continued)

4.28 Premier 1-800 Service is an inbound service offered on a flat-rate, postalized 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.

- | | | |
|----|-------------------------------|------------|
| 1. | Installation Charge: | \$ 0.00 |
| 2. | Monthly Access: | \$20.00 |
| 3. | Minimum Billing Increment: | 30 seconds |
| 4. | Additional Billing Increment: | 6 seconds |
| 5. | Per Minute Usage Charges: | |

Dollar Volume		Incremental Pricing
From	To	
\$0.00	\$500.00	\$0.2100
\$500.01	\$1,500.00	\$0.2000
\$1,500.01	Over	\$0.1900

- | | | |
|----|------------|-----------------|
| 6. | Discounts: | Not applicable. |
| 7. | Other: | Not applicable. |

SECTION 4 - RATES AND CHARGES, (continued)

4.29 Private Line Service. This product is offered in the form of discrete intrastate communications facilities which are dedicated to the specific Customer and are billed at fixed monthly rates. Private Line services consist of two components; 1) interexchange service between two of the Company's points of presence, and 2) local access between the Customer's Premise and the Company's point of presence.

1. Interexchange Service Rates

The Customer's monthly recurring interexchange service charges consist of a fixed rate and a per mile charge based on the airline mileage between the Company's points of presence serving the two Customer locations connected via the Private Line Service.

a. Analog Rates - per channel

Mileage	Fixed	Per Mile
1-50	\$66.55	\$2.64
51-101	\$137.32	\$1.22
101-over	\$229.28	\$0.29

b. Digital Rates (DDS) - per channel

Mileage	Fixed	Per Mile
1-50	\$66.55	\$2.64
51-101	\$137.32	\$1.22
101-over	\$229.28	\$0.29

c. T-1.5 Rates - per 24 channels

Mileage	Fixed	Per Mile
1-over	\$518.42	\$9.92

SECTION 4 - RATES AND CHARGES, (continued)

4.29 Private Line Service (continued)

2. Local Access Rates

Local access service to connect the Customer's premise to the Company's point of presence is charged by the serving local exchange carrier, or other Carrier if applicable. These local access charges may be billed directly to the Customer by the local exchange carrier or passed through at cost to the Customer when billed by the Company.

SECTION 4 - RATES AND CHARGES, (continued)

4.31 [Reserved for Future Use]

(M)

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(M)

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SECTION 4 - RATES AND CHARGES, (continued)

4.32 [Reserved for Future Use]

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OHo0301

SECTION 4 - RATES AND CHARGES, (continued)

4.33 Travel Service Plus allows Customers to initiate calls within the State of Ohio 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.

1. Installation Charge: Not applicable
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

Mileage Range	Day	Evening	Night
All Miles	\$0.2700	\$0.2700	(I) \$0.2700

Per call initiation charge: \$0.25

6. Discounts:
Not applicable.
7. Other:
Not applicable.

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SECTION 4 - RATES AND CHARGES, (continued)

4.34 Hospitality Plus is a one plus outbound and/or inbound business service offered to hotels, motels and other locations which make their phones available to the public. A minimum one-year term commitment is required. Discounted Hospitality Plus rates apply when, 1) combined inbound and outbound one plus usage is less than 25% of all traffic originating from the location, and 2) 60% of inbound and outbound one plus usage is during the off-peak period.

1. Installation Charge: Not applicable.
2. Monthly Access: \$0.00
3. Minimum Billing Increment: 30 seconds
4. Additional Billing Increment: 6 seconds
5. Per Minute Usage Charges:

All Miles	One Year Term Plan
Outbound	\$0.1400
Inbound	\$0.1300

Customers who are not eligible for the discounted rates as described above will be billed \$0.155 per minute of use.

6. Discounts:

A three percent (3%) discount applies on usage under a two-year term plan. 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 for all remaining months an amount equal to \$350 per month for the one year term and \$250 per month for the two year term.

SECTION 4 - RATES AND CHARGES, (continued)

4.35 [Reserved for Future Use]

(D)

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SECTION 4 - RATES AND CHARGES, (continued)

4.36 Operator Services The use of the Company's Operator Services allows Customer to select from the special call handling or billing arrangements specified below. Call, rates, charges, and applicable service charges will be assessed to the call originator, the called party's telephone number or a third party's telephone number based upon the call type (i.e., operator dialed, collect, third party billed, or customer dialed credit card billed, without the use of an operator's assistance) initiated by the call originator and the appropriate acknowledgement of other parties, where applicable.

Intrastate Usage Charges:

Mileage Range	DAY		Evening		Night	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
1-10	\$0.2400	\$0.1600	\$0.1875	\$0.1450	\$0.1550	\$0.1140
11-22	\$0.2500	\$0.2200	\$0.2000	\$0.1700	\$0.1700	\$0.1380
23-55	\$0.2800	\$0.2600	\$0.2040	\$0.1900	\$0.1800	\$0.1620
56-124	\$0.3000	\$0.2900	\$0.2170	\$0.2110	\$0.2000	\$0.1800
125-End	\$0.3100	\$0.3100	\$0.2270	\$0.2250	\$0.2000	\$0.2000

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Effective: September 28, 1995

In accordance with the Public Utilities Commission of Ohio in Case No. 95-891-CT-ZTA

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 Raleigh, North Carolina

SECTION 4 - RATES AND CHARGES, (continued)

4.36 Operator Services (continued)

B. Operator Charges:

The following shall be in addition to the usage charge described above and based on the Operator Service used:

Type Of Service	Charge Per Call
1. Station to Station	
(a) Customer Dialed Calling Card (credit card)	\$0.85
(b) Operator Assisted Calling Card (0+)	2.15
(c) Operator Assisted Calling Card (0-)	2.50
(d) Collect (0+)	2.15
(e) Collect (0-)	2.50
(f) Third Party (0+)	2.25
(g) Third Party (0-)	2.50
2. Person to Person	
(a) 0+	\$4.50
(b) 0-	\$4.80

SECTION 4 - RATES AND CHARGES, (continued)

4.37 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.

1. Installation Charge: Not applicable.
2. Monthly Access: \$0.00
3. Minimum Billing Increment: one minute
4. Additional Billing Increment: one minute
5. Per Minute Usage Charges:

Mileage Range	Peak	Off-Peak
All Miles	\$0.1900	\$0.1300

6. Discounts:
Not applicable.
7. Other:
Not applicable.

SECTION 4 - RATES AND CHARGES, (continued)

4.38 [Reserved for Future Use]

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SECTION 4 - RATES AND CHARGES, (continued)

4.38 [Reserved for Future Use], (continued)

(M)

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SECTION 4 - RATES AND CHARGES, (continued)

4.38 [Reserved for Future Use], (continued)

(M)

(M)

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SECTION 4 - RATES AND CHARGES, (continued)

4.40 [Reserved for Future Use]

(D)

(D)

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SECTION 4 - RATES AND CHARGES, (continued)

4.41 Reserved for Future Use

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(D)

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Raleigh, North Carolina 27609

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OHo0203

SECTION 4 - RATES AND CHARGES, (continued)

4.42 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.

(N)

- 1. Installation Charge: \$0.00
- 2. Monthly Access: \$0.00
- 3. Minimum Billing Increment: whole minute
- 4. Additional Billing Increment: whole minute
- 5. Per Minute Usage Charges:

Per Minute Usage Rates	Outbound Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

- 6. Discounts:
Not applicable
- 7. Other:
Not applicable

(N)

SECTION 4 - RATES AND CHARGES, (continued)

4.43 [Reserved for Future Use]

(D)

(D)

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OHo0301

SECTION 4 - RATES AND CHARGES, (continued)

4.44 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.

1. Installation Charge: \$0.00
2. Monthly Access: \$2.00
3. Minimum Billing Increment: whole minute
4. Additional Billing Increment: whole minute
5. Per Minute Usage Charges:

Per Minute Usage Rates	Rate per Minute	
	Peak	Off-Peak
All miles	\$0.190	\$0.130

6. Discounts:
Not applicable
7. Other:
Not applicable

* - All material on this Sheet is new.

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SECTION 4 - RATES AND CHARGES, (continued)

4.45 [Reserved for Future Use]

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SECTION 4 - RATES AND CHARGES, (continued)

4.46 [Reserved for Future Use]

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SECTION 4 - RATES AND CHARGES, (continued)

4.47 [Reserved for Future Use]

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(M)

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SECTION 4 - RATES AND CHARGES, (continued)

4.48 Global Connections Promotion 1

Global Connections Promotion 1 is a service offering discounted intrastate rates for business Customers who presubscribe to the service. Calls are billed in six (6) second increments after an initial period, for billing purposes, of eighteen (18) seconds. Customers must sign a one (1) year term plan to be eligible for this promotion. Intrastate service is offered in conjunction with interstate service. There is an interstate monthly recurring charge associated with this product.

4.48.1 Per Minute Rates - One Year Term Plan:

1+ Outbound Service	\$0.0990
Inbound Toll Free	\$0.0990

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SECTION 4 - RATES AND CHARGES, (continued)

4.49 [Reserved for Future Use]

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OHo0301

SECTION 4 - RATES AND CHARGES, (continued)

4.51 Corporate Edge

(T)

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. Intrastate service is offered as an add on to interstate service.

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4.51.1 Per Minute Rates - One Year Term Plan:

Monthly Volume	\$0.00 - \$500.00	\$501.00 - \$1,000.00	\$1,001.00 - \$1,500.00	\$1,501.00 +
Per Minute Rate	\$0.0980	\$0.0951	\$0.0931	\$0.0911

4.51.2 Per Minute Rates - Three Year Term Plan:

Monthly Volume	\$0.00 - \$500.00	\$501.00 - \$1,000.00	\$1,001.00 - \$1,500.00	\$1,501.00 +
Per Minute Rate	\$0.0951	\$0.0921	\$0.0902	\$0.0882

4.51.3 Termination Penalty

Termination penalty will be governed by contract.

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SECTION 4 - RATES AND CHARGES, (continued)

4.52 [Reserved for Future Use]

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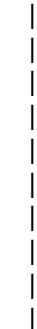
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SECTION 4 - RATES AND CHARGES, (continued)

4.53 [Reserved for Future Use]

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SECTION 4 - RATES AND CHARGES, (continued)

4.54 Corporate Edge Dedicated

Corporate Edge Dedicated is a combined outbound and inbound service designed for Business Customers. 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. Customers must enroll for the service by November 30, 1998.

4.54.1 Per Minute Rates - One Year Term Plan:

1+ Outbound Service	\$0.0610
Inbound Toll Free Service	\$0.0610

4.54.2 Per Minute Rates - Three Year Term Plan:

1+ Outbound Service	\$0.0590
Inbound Toll Free Service	\$0.0590

* All material on this Sheet is new.

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SECTION 4 - RATES AND CHARGES, (continued)

4.55 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 Interstate monthly recurring fee associated with the Corporate Connection product still applies.

* All material on this Sheet is new.

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SECTION 4 - RATES AND CHARGES, (continued)

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SECTION 4 - RATES AND CHARGES, (continued)

4.57 Corporate Edge - PT1

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 Tariff. 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. Intrastate service is offered as an add on to interstate service. Corporate Edge - PT1 is designed for business customers with average monthly billing for interstate, international and intrastate service greater than \$1,500.

4.57.1 Per Minute Rate \$0.0882

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SECTION 4 - RATES AND CHARGES, (continued)

4.58 Corporate Edge - PT2

Corporate Edge - PT2 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 Tariff. 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. Intrastate service is offered as an add on to interstate service. Corporate Edge - PT2 is designed for business customers with average monthly billing for interstate, international and intrastate service between \$1,001 and \$1,500.

4.58.1 Per Minute Rate \$0.0902

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SECTION 4 - RATES AND CHARGES, (continued)

4.59 Corporate Edge - PT3

Corporate Edge - PT3 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 Tariff. 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. Intrastate service is offered as an add on to interstate service. Corporate Edge - PT3 is designed for business customers with average monthly billing for interstate, international and intrastate service between \$501 and \$1,000.

4.59.1 Per Minute Rate \$0.0921

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SECTION 4 - RATES AND CHARGES, (continued)

4.61 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. Intrastate service is offered in conjunction with interstate service.

4.61.1 Per Period Usage Rates:

	<u>Monthly Volume*</u>	<u>Outbound Service</u>	<u>Toll Free Service</u>	
Dedicated on-net Long Distance (590)	Any	\$0.049	\$0.049	(T)
Dedicated on-net Long Distance (591)	\$1000	\$0.047	\$0.047	(T)

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

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SECTION 4 - RATES AND CHARGES, (continued)

4.62 Travel Card Service (995)

Travel Card Service allows Customers to initiate calls anywhere within the State of Ohio 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.

4.62.1	Per Minute Rate:	\$0.1700
4.62.2	Per Call Surcharge:	\$0.00
4.62.3	Minimum Billing Increment	Thirty (30) Seconds
4.62.4	Additional Billing Increment	Six (6) Seconds

(N)

(N)

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SECTION 4 - RATES AND CHARGES, (continued)

4.63 Phone States (339)

Phone States is a combined outbound and inbound service. 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.

- 4.63.1** Installation Charge: \$0.00
- 4.63.2** Monthly Access: \$0.00
- 4.63.3** Minimum Billing Increment: 30 seconds
- 4.64.4** Additional Billing Increment: 6 seconds
- 4.64.5** Per Minute Usage Charges:

Switched Access:

<u>Usage</u>	<u>Rate</u>
\$0-\$999	\$0.150
\$1,000-\$2,499	\$0.145
\$2,500-over	\$0.140

(N)

(N)

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SECTION 4 - RATES AND CHARGES, (continued)

4.64 Residential Connections (377)

4.64.1	Installation Charge:	Not applicable
4.64.2	Monthly Access:	\$4.95
4.64.3	Minimum Billing Increment:	Eighteen (18) seconds
4.64.4	Additional Billing Increment:	Six (6) seconds
4.64.5	Per Minute Rates:	
		<u>Intrastate/IntraLATA Rate</u>
	Day	\$0.1590
	Evening	\$0.1290
	Night	\$0.1290

(N)

(N)

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SECTION 5 – GRANDFATHERED SERVICES

5.1 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 revenue commitments and annual term plans as set forth below. Intrastate, interstate, travel service and international service, both outbound and inbound, combine to satisfy the revenue commitment. Revenue commitment is calculated before term commitment.

- | | | |
|----|-------------------------------|------------|
| 1. | Installation Charge: | \$ 0.00 |
| 2. | Monthly Access: | \$10.00 |
| 3. | Minimum Billing Increment: | 30 seconds |
| 4. | Additional Billing Increment: | 6 seconds |
| 5. | Per Minute Usage Charges: | |

Monthly Revenue Commitment	Outbound/Inbound Rate Per Minute	
	Peak	Off-Peak
\$0-\$1,000 (367)	\$0.155	\$0.155
\$1,001-\$5,000 (368)	\$0.150	\$0.150
\$5,001-over (369)	\$0.145	\$0.145

6. Discounts: (367, 368, 369)

Monthly Revenue Commitment	Term Discount		
	1 Year	2 Year	3 Year
\$100-\$1,000	3%	6%	9%
\$1,001-\$5,000	3%	6%	9%
\$5,001-over	3%	6%	9%

7. Other:

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

* - Grandfathered to existing Customers at existing locations.

Material that appears on this Sheet originally appeared on Sheet 52.

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 4300 Six Forks Road
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Case No. 03 -690- CT - ZTA

OH0301

SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.2 PhonePlus Dedicated Access Service*

(M)

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 and international service combines with outbound and inbound PhonePlus Service to satisfy the volume commitment. Volume commitment is calculated before term commitment.

(M)
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 (M)(I)
 (M)
 (M)
 (M)
 (M)

- 1. Installation Charge: \$0.00
- 2. Monthly Access: \$0.00
- 3. Minimum Billing Increment: 30 seconds
- 4. Additional Billing Increment: 6 seconds
- 5. Per Minute Usage Charges:

(M)
 (M)
 (M)(I)
 (M)
 (M)

Monthly Revenue Commitment	Outbound/Inbound Rate Per Minute	
	Peak	Off-Peak
\$1,000-\$10,000 (760)	\$0.100	\$0.100
\$10,000-over (761)	\$0.095	\$0.095

(M)

- 6. 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%

- 7. 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.

(M)

* - Grandfathered to existing Customers at existing locations.

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OHo0301

SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.3 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 5.3.7 apply. Additional discounts are available for multi-year term plan agreements. Dedicated Access Customers are responsible for all dedicated or private facilities required to connect to the Company's network.

- | | | |
|----|-------------------------------|-----------------|
| 1. | Installation Charge: | Not applicable. |
| 2. | Monthly Access: | \$0.00 |
| 3. | Minimum Billing Increment: | Thirty Seconds. |
| 4. | Additional Billing Increment: | Six Seconds. |
| 5. | Per Minute Usage Charges: | |

ONE YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access (373)	Dedicated Access (773)
Less than \$5	\$0.189	\$0.139
\$5.00 - \$9.99	\$0.189	\$0.139
\$10.00 - \$14.99	\$0.189	\$0.139
\$15.00 - \$19.99	\$0.189	\$0.139
\$20.00 - \$24.99	\$0.189	\$0.139
\$25.00 - \$29.99	\$0.189	\$0.139
\$30.00 - \$34.99	\$0.189	\$0.139
\$35.00 - \$39.99	\$0.189	\$0.139
\$40.00 - \$44.99	\$0.189	\$0.139
\$45.00 - \$49.99	\$0.189	\$0.139
\$50.00 - \$54.99	\$0.189	\$0.139
\$55.00 +	\$0.189	\$0.139

* - Grandfathered to existing Customers at existing locations.

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OHo0301

SECTION 5 – GRANDFATHERED SERVICES, (continued)

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

5. Per Minute Usage Charges:, (continued)

TWO YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access (374)	Dedicated Access (774)
Less than \$5	\$0.185	\$0.135
\$5.00 - \$9.99	\$0.185	\$0.135
\$10.00 - \$14.99	\$0.185	\$0.135
\$15.00 - \$19.99	\$0.185	\$0.135
\$20.00 - \$24.99	\$0.185	\$0.135
\$25.00 - \$29.99	\$0.185	\$0.135
\$30.00 - \$34.99	\$0.185	\$0.135
\$35.00 - \$39.99	\$0.185	\$0.135
\$40.00 - \$44.99	\$0.185	\$0.135
\$45.00 - \$49.99	\$0.185	\$0.135
\$50.00 - \$54.99	\$0.185	\$0.135
\$55.00 +	\$0.185	\$0.135

* - Grandfathered to existing Customers at existing locations.

Material that appears on this Sheet originally appeared on Sheet 60.1.

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OH0301

SECTION 5 – GRANDFATHERED SERVICES, (continued)

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

(M)

5. Per Minute Usage Charges:, (continued)

THREE YEAR TERM MONTHLY COMMITMENT	RATE PER MINUTE	
	Switched Access (375)	Dedicated Access (775)
Less than \$5	\$0.180	\$0.130
\$5.00 - \$9.99	\$0.180	\$0.130
\$10.00 - \$14.99	\$0.180	\$0.130
\$15.00 - \$19.99	\$0.180	\$0.130
\$20.00 - \$24.99	\$0.180	\$0.130
\$25.00 - \$29.99	\$0.180	\$0.130
\$30.00 - \$34.99	\$0.180	\$0.130
\$35.00 - \$39.99	\$0.180	\$0.130
\$40.00 - \$44.99	\$0.180	\$0.130
\$45.00 - \$49.99	\$0.180	\$0.130
\$50.00 - \$54.99	\$0.180	\$0.130
\$55.00 +	\$0.180	\$0.130

(M)

* - Grandfathered to existing Customers at existing locations.

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SECTION 5 – GRANDFATHERED SERVICES, (continued)

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

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.

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(M)

7. Other:

The Monthly Commitment shown in the Term Tables as provided in Section 5.3.5 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.

(M)

(M)(T)

(M)

(M)

(M)

* - Grandfathered to existing Customers at existing locations.

Material that appears on this Sheet originally appeared on Sheet 60.2.

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SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.4 Corporate Connections 275* (275)

(M)(T)

Corporate Connections 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 an interstate monthly recurring charge associated with this product. Customers must sign a one-year term plan for this product.

(M)(T)

(M)

(M)(I)

(M)

5.4.1 Per Minute Rate

(M)

1+ Outbound Service:	\$0.0921
Inbound Toll Free Service:	\$0.0921

(M)

(M)

* - Grandfathered to existing Customers at existing locations.

Material that appears on this Sheet originally appeared on Sheet 68.

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SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.5 Corporate Connections*

(M)(T)

Corporate Connections is a combined outbound and inbound service designed for business Customers that subscribe to BTI 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 an interstate monthly recurring charge associated with this product. Customers must sign a one year or three year term plan for this product. Three-year term plan customers also must commit to \$500 in monthly volume to be eligible for the reduced rate.

(M)(T)

(M)

(M)(I)

(M)

(M)

5.5.1 Per Minute Rates - One Year Term Plan:

(M)

1+ Outbound Service:	(165)	\$0.0990
Inbound Toll Free Service:	(165)	\$0.0990

5.5.2 Per Minute Rates - Three Year Term Plan:

1+ Outbound Service:	(166)	\$0.0890
Inbound Toll Free Service:	(166)	\$0.0890

(M)

* - Grandfathered to existing Customers at existing locations.

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SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.6 International Heritage* (186)

(M)(T)

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. This service is only offered with interstate service.

(M)(T)

(M)

(M)(I)

5.6.1 Per Minute Rates

(M)

1+ Outbound Service:	\$0.1114
Inbound Toll Free Service:	\$0.1114

(M)

(M)

* - Grandfathered to existing Customers at existing locations.

Material that appears on this Sheet originally appeared on Sheet 72.

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SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.7 Corporate Connections 272* (272) (M)(T)

Corporate Connections 272 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 an interstate monthly recurring charge associated with this product. Customers must sign a one-year term plan for this product. Standard monthly fees for toll free service still apply. (M)(T)
(M)(I)
(M)
(M)
(M)

5.7.1 Per Minute Rate (M)

1+ Outbound Service:	\$0.1114	(M)
Inbound Toll Free Service:	\$0.1114	(M)

* - Grandfathered to existing Customers at existing locations.

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OHo0301

SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.8 Corporate Direct* (279) (M)(T)

Corporate Direct is a combined outbound and inbound service designed for business Customers. (M)(T)
Calls are billed in six (6) second increments after an initial period, for billing purposes, of thirty (30) (M)(I)
seconds. There is an interstate monthly recurring charge associated with this product. Customers must (M)
sign a one-year term plan for this product. Standard monthly fees for toll free service still apply. (M)

5.8.1 Per Minute Rate (M)

1+ Outbound Service:	\$0.1048	(M)
Inbound Toll Free Service:	\$0.1048	(M)

* - Grandfathered to existing Customers at existing locations.

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SECTION 5 – GRANDFATHERED SERVICES, (continued)

5.9 Millennium Service* (171) (M)(T)

Millennium Service Promotion is a combined outbound and inbound switched 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. Customers must sign a one-year term plan for this product. Intrastate service is offered in conjunction with interstate service. There is an interstate monthly recurring charge associated with this service. (M)(T)
(M)
(M)
(M)(I)
(M)
(M)(T)

5.9.1 Per Minute Rate (M)

1+ Outbound Service:	\$0.0990	(M)
Inbound Toll Free Service:	\$0.0990	(M)

* - Grandfathered to existing Customers at existing locations.

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OHo0301

SECTION 6 – MISCELLANEOUS SERVICES

6.1 Service Order Charge

Absent a promotional offering, service charges will apply to new service orders or to orders to change existing service.

	Non Recurring Charge
Service Order Charge	\$10.00

(N)

(N)

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Effective: July 31, 2008

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Business Telecom, Inc.
7037 Old Madison Pike, Suite 400
Huntsville, Alabama 35806

TELEPHONE SERVICE REQUIREMENTS FORM

(N)

The provider affirms that it is in compliance with Commission directives concerning the following checked items, and that this represents an up-to-date listing of applicable "generic" service requirements. The provider understands that this in no way supersedes the context of the applicable Commission orders described below. Unless otherwise specified, this language replaces the need for related language to be contained in the provider's tariff. This information is being provided pursuant to Case Nos. 99-998-TP-COI and 99-563-TP-COI.

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers

(1) Sales Tax (See also Case No. 87-1010-TP-UNC)

Certain telecommunication services, as defined in the Ohio Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Ohio, or both, and are charged to a subscriber's telephone number or account in Ohio.

(2) MTSS Tariff Requirements

(a) The provider attests that its tariffs include:

- (1)** provider-specific language addressing the deposit method (as cited in 4901:1-5-13) adopted by the company and approved by the Commission;
- (2)** Toll Caps

Language addressing the provider-specific parameters of toll caps approved by the Commission,
- (3)** language regarding establishment of service, including requirements to establish creditworthiness, as cited in 4901:1-5-13;
- (4)** language regarding residential service guarantors, as cited in 4901:1-5-14;
- (5)** language regarding subscriber bills, as cited in 4901:1-5-15;
- (6)** language regarding subscriber billing adjustments for local exchange service, as cited in 4901:1-5-16; and,

(N)

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4300 Six Forks Road
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Case No. 03 - 1750 - TP - ZTA

OHo0302

TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers, (Cont'd.)

(2) MTSS Tariff Requirements, (cont'd.)

(a) The provider attests that its tariffs include:, (continued)

(7) language regarding denial or disconnection of local and/or toll service, including the requirements for the reconnection of local and/or toll service, as cited in 4901:1-5-17.

(8) The Company attests that it shall adhere to the following criteria when the provider implements cancellation of service policies and/or requests an advance payment:

(a) Cancellation of Service: When a customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

Where the company has notified a customer or prospective customer of the possibility that special expenses may be incurred in connection with provisioning the customer's service, and then the company does incur such expenses. Expenses could include special construction, or where special arrangements of facilities or equipment have begun before the company received a cancellation notice. The charge will be equal to the costs actually incurred, less net salvage;

(b) Advance Payment: Advance Payment means a payment that may be required by the company as a means of being compensated for extraordinary expenses, including, but not limited to, special construction costs associated with a particular service installation.

(N)

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OHo0302

TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers, (Cont'd.)

(3) Surcharges, (Cont'd.)

The company shall not assess separately any taxes, fees or surcharges, other than government-approved sales taxes imposed directly on the end users, without seeking Commission approval under the appropriate procedures required by the Commission. Generally, the Commission will not grant the inclusion of gross receipts tax as a separate item on the bill unless special circumstances so warrant and the Commission specifically approves same. The company shall not place a separate line item on a customer's bill without sending notice to all customers informing them of the new line item charges in accordance with Commission-adopted notice procedures.

The customer is responsible for the payment of all state, local and E9-1-1 taxes, surcharges, utility fees, or other similar fees for which the end user is directly responsible and that may be levied by a governing body or bodies in conjunction with or as a result of a service furnished under a tariff on file with the Public Utilities Commission of Ohio. These charges may appear as separate line items on the customer's bill, as opposed to being included in the rates contained in a tariff. Any such line item charges will be reflected in the company's tariff.

(N)

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OHo0302

TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers, (Cont'd.)

(4) 1+ INTRALATA PRESUBSCRIPTION – Basic Local Exchange Providers Only (See Also Case No. 95-845-TP-COI, Guideline X.)

(a) General

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

IntraLATA Presubscription will become effective upon the initial offering of certified local exchange service.

(b) IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D: Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

(N)

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers, (Cont'd.)

(4) 1+ INTRALATA PRESUBSCRIPTION – Basic Local Exchange Providers Only, (cont'd.) (See Also Case No. 95-845-TP-COI, Guideline X.)

(c) Rules and Regulations

Subscribers of record will retain their current dialing arrangements until they request that their dialing arrangements be changed.

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed intraLATA toll carrier at any time subject to charges specified in (A)(4)(e), below.

(d) IntraLATA Presubscription Procedures

New subscribers will be asked to select an intraLATA toll carrier(s) at the time the subscriber places an order to establish local exchange service with the Telephone Company. The Telephone Company will process the subscriber's order for intraLATA service. The selected carrier(s) will confirm their respective subscribers' verbal selection by third-party verification or return written confirmation notices. All new subscribers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

(N)

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers, (Cont'd.)

(4) 1+ INTRALATA PRESUBSCRIPTION – Basic Local Exchange Providers Only, (cont'd.) (See Also Case No. 95-845-TP-COI, Guideline X.)

(d) IntraLATA Presubscription Procedures, (continued)

If a new subscriber is unable to make a selection at the time the new subscriber places an order to establish local exchange service, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection. If selection is still not possible, the Telephone Company will inform the subscriber that he/she will be given 90 calendar days in which to inform the Telephone Company of an intraLATA toll carrier presubscription selection free of charge. Until the subscriber informs the Telephone Company of his/her choice for intraLATA toll carrier, the subscriber will not have a presubscribed intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier(s) of choice. Subscribers who inform the Telephone Company of a choice for intraLATA toll presubscription within the 90-day period will not be assessed a service charge for the initial subscriber request.

Subscribers of record may initiate an intraLATA presubscription change at any time subject to the charges specified in (A)(4)(e)(2) below. If a customer of record inquires of the Telephone Company of the carriers available for intraLATA toll presubscription, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection.

(N)

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(A) Mandatory Requirements For Basic Local Exchange And CTS Providers, (Cont'd.)

(4) 1+ INTRALATA PRESUBSCRIPTION – Basic Local Exchange Providers Only, (cont'd.) (See Also Case No. 95-845-TP-COI, Guideline X.)

(e) IntraLATA Presubscription Charges

(1) Application of Charges

After a subscriber's initial selection for a presubscribed intraLATA toll carrier and as detailed in Paragraph D above, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in below will apply.

(2) Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

Initial line, trunk, or port \$5.00

Additional line, trunk, or port \$1.50

(N)

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized

(1) Discounts for Persons with Communication Disabilities and the Telecommunication Relay Service

Applicable to all telephone companies offering message toll service (MTS) (See also Case Nos. 87-206-TP-COI and 91-113-TP-COI):

(a) For purposes of these requirements, the definition of disabled refers to those persons with communication disabilities, including those hearing-disabled, deaf, deaf/blind, and speech-disabled persons who have a disability that prevents them from communicating over the telephone without the aid of a telecommunications device for the communicatively disabled.

(b) Residential disabled customers or disabled members of a customer's household, upon written application and upon certification of their disabled status, which is evidenced by either a certificate from a physician, health care official, state agency, or a diploma from an accredited educational institution for the disabled, are eligible to receive a discount off their MTS rates, and, if they utilize telebraille devices, they are eligible to receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by non-profit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the disabled, are eligible to receive a discount off their MTS rates.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(1) Discounts for Persons with Communication Disabilities and the Telecommunication Relay Service, (Cont'd.)

(c) Upon receipt of the appropriate application, and certification or verification of a person with a communication disability, one of the following discounts shall be made available for the benefit of the disabled person:

- (1) Off the basic MTS, current, price list day rates: a 40 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 8:00 a.m. and 4:59 p.m. Monday through Friday; a 60 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 5:00 p.m. and 10:59 p.m. Sunday through Friday, and New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas; and a 70 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday; or
- (2) Off the basic MTS, current, price list day rates: no less than a straight 70 percent discount shall be made available on a 24 hour a day basis; or
- (3) For MTS which is offered similar to the mileage-banded rate structure established in the Commission's April 9, 1985 Opinion and Order in Case No. 84-944-TP-COI, with the traditional day, evening, and night/weekend discounts: the "evening" discount off the intrastate, interexchange, customer-dialed, station-to-station calls placed during the "day" period Monday through Friday; and the "night/ weekend" discount off the intrastate, interexchange, customer-dialed, station-to-station calls placed during the "evening" period Sunday through Friday, and on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Furthermore, the "night/ weekend" discount plus an additional discount equivalent to no less than ten percent of the company's current, price list, "day" rates for basic MTS shall be made available for intrastate, interexchange, customer-dialed, station-to-station calls placed during the "night/weekend" period any day, the "day" period Sunday, and all day Saturday.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(1) Discounts for Persons with Communication Disabilities and the Telecommunication Relay Service, (Cont'd.)

(d) All MTS calls placed through the telecommunication relay service (TRS) are eligible to receive a discount off the MTS rates. The rate discounts are the same as those set forth in paragraph (B)(1)(c) preceding. The discount shall not apply to sponsor charges associated with calls placed to pay-per-call services, such as 900, 976, or 900-like calls.

(2) Emergency Services Calling Plan

Applicable to all CLECs and CTSs offering MTS (See also Case Nos. 85-1466-TP-COI and 89-54-TP-COI):

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

(a) Governmental fire fighting, Ohio State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) 24-hour basis, 365 days a year, including holidays.

(b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both, and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(3) Alternative Operator Services

The following applies to the provision of alternative operator services (AOS) including Inmate Facility Services. (See, also, Case No. 88-560-TP-COI, December 30, 1991 Supplemental Opinion and Order and February 27, 1992 Entry on Rehearing):

Preceding the maximum operator-assisted surcharges set forth in the text of the proposed tariff, as well as preceding the operator-assisted surcharges set forth in the price list attached to the proposed tariff, the service provider must insert a statement which specifies whether the rates as set forth apply to the provider's provision of traditional operator services, alternative operator services (AOS), or both.

(a) Definitions

- (1)** AOS are those services provided by the provider in which the customer and the end user are totally separate entities. The provider contracts with the customer to provide the AOS; however, the provider does not directly contract with the end user to provide the services even though it is the end user who actually pays for the processing of the operator-assisted calls. These do not include coin-sent calls.
- (2)** Traditional operator services are those services provided by the provider in which the end user has a customer relationship with the provider, the provider contracts with the customer/end user to provide the services, and the customer/end user pays for the actual processing of the operator-assisted calls.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(3) Alternative Operator Services, (Cont'd.)

(b) AOS Service Parameters

(1) Local operator-assisted calls:

For local operator-assisted calls, both live and automated, the AOS provider shall not charge the billed party more than the ILEC's price list rates for traditional local operator-assisted calls in the same exchange. This requirement includes both the local usage rate (either flat-rate per call or a minute-of-use rate per call) and applicable operator surcharges. The minutes-of-use rate for a local call shall be no higher than the rates for MTS identified in paragraph (B)(3)(b)(2), below.

(2) MTS provided in conjunction with AOS:

For intraLATA and interLATA, intrastate toll service calls, each AOS provider must apply one of the following MTS price ceilings to the MTS provided in conjunction with AOS:

Mileage Band	Initial Minute	Each Additional Minute
1 - 10	\$0.32	\$0.16
11 - 22	\$0.40	\$0.22
23 - 55	\$0.48	\$0.28
56 - 124	\$0.57	\$0.37
125 - end	\$0.58	\$0.39

or;

Flat Rate \$0.36

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(3) Alternative Operator Services, (cont'd.)

(b) AOS Service Parameters, (continued)

(3) For intraLATA and interLATA, intrastate toll service calls, each AOS provider's maximum operator-assisted rates shall be no more than:

- (a)** \$1.70 for customer-dialed calling card calls;
- (b)** \$2.50 for operator-handled calls; and
- (c)** \$4.80 for person-to-person calls.

(4) Notice of any change in the rates stated above, whether it be upward or downward, must be maintained in the company's tariff (via its web-site or its tariff on file with the Commission), on or before the effective date.

(c) Secured Inmate Facilities:

The following provisions apply to those operator service providers (OSPs) providing service to a secured inmate facility where the originating caller does not have access to other OSPs for the call from the secured inmate facility.

(1) Local operator-assisted calls:

For local operator-assisted calls, the AOS provider serving secured inmate facilities shall not charge the billed party more than the ILEC price list rates for a local operator-assisted call in the same exchange.

(2) IntraLATA and interLATA intrastate toll service calls:

For intraLATA and interLATA intrastate toll service calls, the AOS provider serving secured inmate facilities shall not charge the billed party more than the ILEC price list rates for an intraLATA intrastate call. This requirement includes both the rates for message toll service and operator surcharges.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(3) Alternative Operator Services, (cont'd.)

(d) The AOS providers shall not charge end users surcharges in addition to the price list rates for MTS and operator-assisted surcharges set forth in the AOS providers' tariffs. This restriction means that no surcharges, including but not limited to, bill rendering charges and any additional surcharge which a host facility may request the AOS provider to bill an end user, may be levied by the AOS provider on the end user. Any surcharges imposed by a host facility are to be billed separately by the host facility.

(e) AOS and secured inmate facility services are not subject to either Tier 1 or Tier 2 regulatory treatment, but rather will remain subject to the provisions of these rules and the applicable provisions adopted by the Commission in Case No. 88-560-TP-COI.

(4) Limitation Of Liability

The following is applicable to all telephone companies that choose to include in their tariff language which may limit their liability (See also Case No. 85-1406-AU-COI):

Approval of limitation of liability language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a courts responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(5) Termination Liability

The following is applicable to all telephone companies who choose to include in their tariff language which imposes early termination liability on a customer for termination of service prior to the designated term of service:

Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

(6) Service Connection Assistance (Sca)

The following is applicable to all LECs that offer local service to residential customers:

SCA is targeted to help defray the one-time, up-front costs of connecting to the local exchange network for qualified customers. It provides a waiver of the deposit requirement, full or partial waiver of the service connection charges.

(7) Local Number Portability and Number Pooling

See Case No. 95-845-TP-COI Guideline XIV, FCC Dockets 95-116 and 99-200. NOTE: LNP and number pooling are required of all facilities-based LECs, regardless of size, and CMRS where currently rolled-out by the FCC or as a result of a bona fide request unless granted an extension, exemption, or waiver by the Commission or the FCC.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(8) Tariffing and Disconnection Procedures for Service Packages or Bundles

Applicable to all LECs packaging or bundling regulated local services with toll service and/or unregulated services. See Rule 4901:1-6-21(C), Ohio Administrative Code.

(a) Option 1

(1) Tariffing

Under option 1, LECs that package or bundle regulated local services with toll and/or unregulated services shall tariff only the regulated components of a package or bundle of services either as a package at a separate, single rate for the regulated components or individually at individual tariffed rates. The unregulated services and any rate(s) associated with the unregulated service components of any package or bundle of services shall not be tariffed.

(2) Disconnection Procedures

Under option 1, if a customer fails to submit timely payment sufficient to cover the amount of the regulated charges, the LEC may discontinue the provision of the regulated services in compliance with Rule 4901:1-5-17, Ohio Administrative Code.

(3) Staff Notice

Under option 1, LECs shall keep the Director of the Consumer Services Division and the Chief of Telecommunications of the Utilities Department informed and up-to-date on all current offers to consumers that bundle regulated local services with unregulated services at a single packaged rate, different from the rate shown in the tariff for the regulated components of the package. The notice to staff shall identify the regulated and unregulated services included and the packaged rate (the combined tariffed and untariffed rate).

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(8) Tariffing and Disconnection Procedures for Service Packages or Bundles, (Cont'd.)

(b) Option 2

(1) Tariffing

Under option 2, LECs shall tariff the entire package or bundle of services including both regulated local services and toll and/or unregulated services for a single combined packaged rate (including any amount attributable to the unregulated components). The LEC shall clearly identify the services within the package and denote which services are unregulated.

(2) Disconnection Procedures

Under option 2, if a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled packaged rate, the LEC may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service. For purposes of this rule, the rate for basic local exchange service shall be the tariffed rate for stand-alone basic local exchange service. In the event a CLEC does not offer basic local exchange service on a stand-alone basis, the CLEC shall identify an amount in the tariff for the basic local exchange service component of the package. In no event shall this amount exceed the packaged rate. Further, if the customer loses services included in the package due to non-payment or partial payment pursuant to this rule, the customer shall be entitled to add, change, or discontinue any regulated services provided according to the LEC's normal procedures for adding, changing or discontinuing such services.

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TELEPHONE SERVICE REQUIREMENTS FORM, (CONT'D.)

(N)

(B) Requirements for Provision of Certain Services, or Where Certain Conditions of Service Are Utilized, (Cont'd.)

(8) Tariffing and Disconnection Procedures for Service Packages or Bundles, (Cont'd.)

(b) Option 2, (continued)

(3) Disconnection Notice

Under option 2, the LEC shall, in its notice of disconnection for non-payment, state the total amount due to avoid discontinuance of the package, as well as the total amount due to avoid discontinuance of the basic local exchange service component of the package.

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