

**DeltaCom, Inc.**

7037 Old Madison Pike, Suite 400  
Huntsville, Alabama 35806

Pa. P.U.C. No. 2  
Supplement No. 13  
Title Sheet

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INTEREXCHANGE RESELLER TARIFF  
WITHIN THE COMMONWEALTH OF PENNSYLVANIA  
PROVIDED BY  
**DeltaCom, Inc.**

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Issued: March 29, 2010

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

**DeltaCom, Inc.**

7037 Old Madison Pike, Suite 400  
Huntsville, Alabama 35806

Pa. P.U.C. No. 2  
Supplement No. 13  
Second Revision Sheet 0.1  
Cancels First Sheet 0.1

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### **LIST OF MODIFICATIONS**

Supplement No. 13 Modifications

First Revision Sheet 0.1	Update List of Modifications
Twelfth Revision Sheet 1	Updates the Check Sheet
Fifth Revision Sheet 7	Updates the Check Sheet
Second Revision Sheet 190	Adds Minimum Monthly Usage Charge

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Pa. P.U.C. No. 2  
Supplement No. 13  
Twelfth Revision Sheet 1  
Cancels Eleventh Revision Sheet 1

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**CHECK SHEET**

The Title Page and Pages of this tariff listed below, are effective as of the date shown. First Revision and revised pages as named below contain all changes from the original tariff that are in effect on the date shown on each page.

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Pa. P.U.C. No. 2  
Supplement No. 5  
Second Revision Sheet 2  
Cancels First Revision Sheet 2

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**DeltaCom, Inc.**

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Pa. P.U.C. No. 2  
Supplement No. 10  
Fourth Revision Sheet 5  
Cancels Third Revision Sheet 5

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**DeltaCom, Inc.**

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Pa. P.U.C. No. 2  
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Cancels Fourth Revision Sheet 7

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Pa. P.U.C. No. 2  
Supplement No. 9  
First Revision Sheet 11  
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**APPLICATION OF TARIFF**

This tariff contains the regulations and charges applicable to intrastate interexchange telecommunications resale services provided by DeltaCom, Inc. to Customers within the Commonwealth of Pennsylvania.

(C)

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Pa. P.U.C. No. 2  
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**CONCURRING, CONNECTING OR  
OTHER PARTICIPATING CARRIERS AND  
BILLING AGENTS**

1. Concurring Carriers - None
2. Connecting Carriers - None
3. Other Participating Carriers - None
4. Billing Agents - None

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**EXPLANATION OF SYMBOLS  
AND ABBREVIATIONS**

**A. SYMBOLS USED IN THIS TARIFF**

- (I) Increase in Rate
- (D) Decrease in Rate
- (C) Change

**B. ABBREVIATIONS USED IN THIS TARIFF**

**HITDR** - Highest Interexchange Transporter Daytime Rate

**HITC** - Highest Interexchange Transporter Charge or Surcharge

**LATA** - Local Access and Transport Area

**LEC** - Local Exchange Company

**PUC** - Public Utility Commission

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First Revision Sheet 14  
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**SECTION 1 - DEFINITION OF TERMS**

**Access Line** - An arrangement which connects the Customer's location to a DeltaCom, Inc. network switching center. (C)

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

**Commission** - The Pennsylvania Public Utility Commission.

**Company or Carrier** - DeltaCom, Inc. unless the context means otherwise. (C)

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

**DeltaCom** - Used throughout this tariff to refer to DeltaCom, Inc. (C)

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

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**SECTION 1 - DEFINITION OF TERMS, CONT'D.**

**Responsible Organization (Resp. Org)** - The carrier entity that has responsibility for the management of Toll Free "800/888" numbers in the Service Management System (SMS/800) including maintaining Customer records in the SMS/800 system. Also, the entity which accesses the SMS/800 to: (a) search for and reserve Toll Free "800/888" numbers; (b) create and maintain Toll Free "800/888" number Customer records, including call processing records; and (c) provide a single point of contact for trouble reporting. The SMS/800 recognizes one Resp. Org. for each Toll Free "800/888" number.

**Service Control Point (SCP)** - The real-time data base system in the Toll Free "800/888" Data Base Service network that contains instructions on how Customers wish their calls to be routed, terminated or otherwise processed.

**Service Management System (SMS/800)** - The main administrative support system of Toll Free "800/888" Data Base Service. It is used to create and update Customer Toll Free "800/888" Service records that are then downloaded to Service Control Points (SCPs) for handling Customer's Toll Free "800/888" Service calls and to Local Service Management Systems (LSMSs) for subsequent downloading to SCPs. The system is also used by Resp. Orgs. to reserve and assign Toll Free "800/888" numbers.

**Subscriber** - same as Customer definition.

**Vertical Features** - Services such as call validation or "Plain Old Telephone Service" (POTS) number translation and provision of statistical information on the Customer's Toll Free "800/888" traffic may be obtained by the Company from Local Exchange Company access tariffs on behalf of a ITC^DeltaCom Inbound Toll Free "800/888" subscriber for which ITC^DeltaCom serves as Resp. Org.

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**SECTION 2 - RULES AND REGULATIONS**

**A. Service Availability**

Service is available twenty-four hours per day, seven days per week. The Company offers service to all those who desire to purchase service from the Company consistent with all provisions of this tariff. Subscribers interested in the Company's services shall file a service application with the Company which fully identifies the Customer and identifies the services requested.

1. The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff or of the law.
2. Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.
3. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
4. The Customer may not transfer or assign services without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
5. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**B. Billing and Payment For Service**

**1. Timing of Calls**

- a. Long distance usage charges are based on the actual usage of ITC^DeltaCom Long Distance Services' network. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.
- b. Unless otherwise specified in this tariff, the minimum call duration and rounding of calls for measurement and billing purposes is one minute.
- c. **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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**2. Payment Arrangements**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Pennsylvania Public Utility Commission. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

Charges for installations, service connections, moves, and rearrangements, where applicable, are payable upon demand by the Company or its authorized agent. The billing thereafter will include recurring charges and actual usage as defined in this tariff.



**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**B. Billing and Payment For Service, Cont'd.**

**4. Billing**

- a. Service is billed on a monthly basis.
- b. Recurring monthly subscriber service charges are billed in advance, and usage rated charges are billed in arrears.
- c. Billing will be payable upon receipt of bill. Interest will be charged on any amount unpaid after thirty days of billing date at a 1 1/2% monthly rate.
- d. In the event a Subscriber accumulates more than \$250.00 of undisputed delinquent ITC^DeltaCom Inbound Toll Free "800/888" service charges, the ITC^DeltaCom Resp. Org. reserves the right not to honor that Subscriber's request for a Resp. Org. change until such undisputed charges are paid in full.
- e. All customers will be charged a monthly Account Maintenance Fee of \$5.95. The monthly Account Maintenance Fee will be waived if the customer elects to obtain their call detail on-line in lieu of receiving paper copies of their call detail.
- f. Duplicate Bills (C)  
A Duplicate Bill Charge will be applied upon a Customer's request for a duplicate copy of the telephone bill. The Company will assess this charge based on an individual case basis (ICB). Requests for duplicate bills can be made either verbally or in writing. (C)

**5. Billing Disputes**

- a. Billing disputes shall be processed by the Company or its billing agent(s) consistent with Commission regulations at 52 Pa. Code Chapter 64.
- b. Customers unsatisfied with the Company's handling of a dispute may contact the Commission's Bureau of Consumer Services.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**B. Billing and Payment For Service, Cont'd.**

**6. Advance Payments**

Each service applicant will be required to establish credit. Any applicant whose credit has not been duly established to the sole and exclusive satisfaction of the Company may be required to make an advance payment or a deposit to be held as a guarantee of payment of charges at the time of application. In addition, an existing customer may be required to make a deposit or increase a deposit presently held.

- a. An advance payment may not exceed the estimated charges for two (2) months' service plus installation.
- b. Credit of advance payment equal to one (1) months charges plus installation will be applied to the Subscriber's account on the first bill rendered after the service is installed. Balance of payment will be applied to successive monthly billings.

**7. Deposits**

- a. A deposit is not to exceed the estimated charges for two (2) months service plus 30% of the estimated charge. Deposits will be held for a period of one year. Interest will be no less than 3% and at least comparable to current passbook savings rates.
- b. A deposit will be returned...  
  
...When an application for service has been cancelled prior to the establishment of service. The deposit will be applied to any charges applicable in accordance with the tariff and the excess portion of the deposit will be returned.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**B. Billing and Payment For Service, Cont'd.**

**7. Deposits, cont'd.**

**b. cont'd.**

...Upon the discontinuance of service. The Company will refund the Subscriber's deposit or the balance in excess of unpaid bills for that service. At the option of the Company, such a deposit may be refunded or credited to the Subscriber at any time prior to the termination of the service.

- c.** The fact that a deposit has been made in no way relieves the Subscriber from complying with the regulation with respect to advance payments and the prompt payment of bills on presentation.

**8. Late Payment Charge and Cost of Collection**

A late fee of 1.5% per month will be charged on any Company-billed past due balance. In the event that the Company incurs fees or expenses, including attorney's fees, collecting or attempting to collect, any charges owed to the Company, the Company may charge the Customer all such fees and expenses reasonably incurred.

**9. Return Check Charge**

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of the billing entity (i.e. local exchange company and/or commercial credit card company) and pursuant to Pennsylvania law and Commission regulations.

**10. Cost of Collection**

Customers shall be liable to the Company for all costs of collection.



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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**C. Cancellation or Termination of Service**

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

1. Abandonment of the service.
2. Impersonation of another with fraudulent intent.
3. Nonpayment of any sum due for services with five days written notice.
4. Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the service of others. Abuse or fraudulent use of service; such abuse or fraudulent use includes:
  - a. The use of service or facilities of the Company or otherwise to give or obtain information, without payment of the charge applicable for the service;
  - b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
  - c. Use of service or facilities of the Company for a call or calls, anonymous or otherwise, in a manner which one may reasonably expect to frighten, abuse, torment, or harass another;
  - d. The use of profane or obscene language;
  - e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other Customers.
  - f. Any other violation of the Company's regulations with five day written notice.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**D. Liabilities of the Company**

ITC^DeltaCom's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service and facilities, shall in no event, exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults in transmission occur.

ITC^DeltaCom shall be indemnified and held harmless by the Customer against:

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

Where any claim arises out of the Company acting as a Resp. Org. or where ITC^DeltaCom Inbound Toll Free "800/888" Service is not made available on the date committed, or cannot otherwise be made available after the Company's acceptance of the Customer's order, or as provided with a number(s) other than the one(s) committed by ITC^DeltaCom to the Customer, or the number or numbers are not included in a third party directory assistance database or are included in an incorrect form, or Vertical Features are not obtained or obtained in error, and any such failure or failures is due solely to the negligence of ITC^DeltaCom, in such case the Company's liability, if any, is limited to the lesser of (a) the actual monetary damages incurred and proved by the Customer as the direct result of such failure or failures, or (b) the sum of \$1,000.00. ITC^DeltaCom shall not be liable at all for the use, misuse, or abuse of a Customer's Inbound Toll Free "800/888" service by third parties, including, without limitation, the Customer's employees or members of the public who dial the Customer's Toll Free "800/888" number by mistake. Compensation for any injury the Customer may suffer due to the fault of others than ITC^DeltaCom must be sought from such other parties. In the event that ITC^DeltaCom causes the misrouting of calls, the Company's sole liability shall be to provide a credit equal to the charges for the affected calls.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**D. Liabilities of the Company Cont.**

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

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**E. Limitations**

- 1** Service is offered subject to the availability of facilities and the provisions of this tariff.
- 2.** ITC^DeltaCom reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control or when the Customer is using service in violation of the law or the provisions of this tariff.
- 3.** All facilities provided under this tariff are directly controlled by ITC^DeltaCom and the Customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is not interruption of the use or location of the service or facilities.
- 4.** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**F. Specific Regulations for Inbound Toll Free "800/888" Services**

1. The Company reserves the right to require an applicant for ITC^DeltaCom Inbound Toll Free "800/888" Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that a new traffic forecast be submitted by the Customer quarterly after service is initiated.
2. ITC^DeltaCom Inbound Toll Free "800/888" Service is furnished upon condition that the Customer contracts for adequate facilities to permit the use of service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish ITC^DeltaCom Inbound Toll Free "800/888" Service to any applicant, without incurring any liability and without notice to the Customer, if the use of the service would interfere with or impair any service rendered by the Company.
3. The Customer must obtain an adequate number of access lines for ITC^DeltaCom Inbound Toll Free "800/888" Service to handle the Customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering:
  - a. total call volume;
  - b. average call duration;
  - c. time-of-day characteristics; and
  - d. peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish ITC^DeltaCom Inbound Toll Free "800/888" Service to any Customer that fails to comply with these conditions.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**F. Specific Regulations for Inbound Toll Free "800/888" Services, Cont'd.**

4. Use of number(s): Each ITC^DeltaCom Inbound Toll Free "800/888" Service telephone number must be placed in actual and substantial use by the Customer. "Substantial Use" shall mean a pattern of use that demonstrates an intent on the Customer's part to employ the number for the purpose for which it was intended; namely, to allow callers to reach the Customer by at least thirty (30) average monthly minutes of use or more shall be considered "Substantial Use". Any Toll Free "800/888" telephone number associated with ITC^DeltaCom Inbound Toll Free "800/888" Service that has not been placed in actual and substantial use during the first sixty (60) day period after service activation may be redesignated as a spare number in the SMS/800 data base by ITC^DeltaCom upon five days written notice to the Customer.
  
5. If the Customer requests assignment of a specific Toll Free "800/888" Service telephone number, the Company may require the Customer to submit a number reservation agreement form to the Company. At no time may a Customer have more than ten (10) numbers reserved. Any reservation shall be for no more than thirty (30) days and shall be subject to a reservation fee which will be credited to the Customer's unpaid balance after ITC^DeltaCom Inbound Toll Free "800/888" Service has been in actual and substantial use for a consecutive thirty (30) day period.

Nothing in this section, or in any other provision of this tariff, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective Customers who have reserved Toll Free "800/888" telephone numbers hereunder or Customers who subscribe to and use ITC^DeltaCom Inbound Toll Free "800/888" Service or their transferees or assigns, any ownership interest or proprietary right in any particular Toll Free "800/888" number; however, upon placing a number actually and substantially in use, as defined above, ITC^DeltaCom Inbound Toll Free "800/888" Service Customers do have a controlling interest in the Toll Free "800/888" number(s). ITC^DeltaCom Inbound Toll Free "800/888" Service Customers may retain the use of their Toll Free "800/888" number assignments, even following changes in their Toll Free "800/888" carrier and/or Resp. Org.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**F. Specific Regulations for Inbound Toll Free "800/888" Services, Cont'd.**

6. If a Customer places an order for ITC^DeltaCom to carry the Customer's already existing Toll Free "800/888" number service, the Customer shall provide to ITC^DeltaCom the contact names, telephone number and address of the Customer's Responsible Organization (Resp. Org.). Upon subscription to ITC^DeltaCom Inbound "800/888" Service, the Customer may execute a Letter of Authorization to transfer Resp. Org. responsibility of its Toll Free "800/888" number(s) to ITC^DeltaCom Resp. Org. If the Customer elects to retain a non-ITC^DeltaCom Resp. Org., the Customer must notify ITC^DeltaCom of any changes in the Customer's Resp. Org., in writing, within forty-eight (48) hours of the change. The Customer is responsible for all outstanding indebtedness for services provided by a previous Resp. Org. or Toll Free "800/888" service carrier. ITC^DeltaCom assumes no responsibility or liability with respect to any obligations of the Customer to such previous service providers existing at the time of transfer to ITC^DeltaCom.
7. It is the Customer's responsibility to provide answer supervision back to the ITC^DeltaCom point of connection even when the ITC^DeltaCom Inbound Toll Free "800/888" service is connected to switching equipment or a Customer provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon answer of the call to the Customer's switching equipment or communications system and ends upon termination of the call.
8. Subject to execution of a Resp. Org. Service Agreement between ITC^DeltaCom and the Customer, the ITC^DeltaCom Resp. Org. will perform the function of Resp. Org. for all ITC^DeltaCom Inbound Toll Free "800/888" Service orders unless the Customer requests another Resp. Org. ITC^DeltaCom Resp. Org. functions include:
  - a. search for and reservation of Toll Free "800/888" numbers in the SMS/800;
  - b. creating and maintaining the Toll Free "800/ 888" number Customer record in the SMS/800; and

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**F. Specific Regulations for Inbound Toll Free "800/888" Services, Cont'd.**

**8. cont'd.**

**c. Provision of a single point of contact for trouble reporting.**

**1.** Where ITC^DeltaCom serves as the Resp. Org. for a ITC^DeltaCom Inbound Toll Free "800/ 888" Service Customer, ITC^DeltaCom will, at the Customer's request, subscribe to Toll Free "800/888" Directory Listing for the Toll Free "800/888" number(s) assigned to the Customer. In the event that a Customer transfers its Toll Free "800/888" Service to another Resp. Org., the Company shall cease to subscribe to Toll Free "800/888" Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that Toll Free "800/888" Directory Listing Service is maintained through the new Resp. Org. The Customer is responsible for payment of any outstanding Toll Free "800/888" Directory Listing charges, including any unexpired portion of any minimum period applicable to such service, and ITC^DeltaCom shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of Toll Free "800/888" Directory Listing responsibility.

**2.** Where ITC^DeltaCom serves as the Resp. Org. for a ITC^DeltaCom Inbound Toll Free "800/888" Service Customer, it will at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a ITC^DeltaCom Inbound Toll Free "800/888" Service Customer uses Vertical Features obtained by ITC^DeltaCom from Local Exchange Company tariffs, the Customer shall reimburse ITC^DeltaCom for all such charges imposed by a Local Exchange Company. These charges may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**F. Specific Regulations for Inbound Toll Free "800/888" Services, Cont'd.**

**8. cont'd.**

**c. cont'd.**

- 3.** In the event that a Customer cancels its ITC^DeltaCom Inbound Toll Free "800/888" Service, the Customer may elect to retain ITC^DeltaCom as its Resp. Org. Where ITC^DeltaCom serves as Resp. Org. for a non-ITC^DeltaCom Inbound Toll Free "800/888" Service Customer, a charge for Resp. Org. service will apply as set forth in the rate section of this tariff.
- 4.** In the event that a Customer cancels its ITC^DeltaCom Resp.Org.or Inbound Toll Free "800/888" Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any service obtained by or on behalf of the Customer by ITC^DeltaCom.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**G. Interruption of Service**

1. Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in Section E herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's facilities.
2. For purposes of credit computation, every month shall be considered to have 720 hours.
3. No credit shall be allowed for an interruption having a continuous duration of less than two hours.
4. The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the service or facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

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

"A" - outage time in hours

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

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**H. Restoration of Service**

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

**I. Refusal or Discontinuance by Company**

ITC^DeltaCom may refuse or discontinue service under the following conditions provided that, unless otherwise stated, Residential Customers shall be given 12 days written notice and Non-Residential Customers shall be given 5 days written notice prior to discontinuance of service:

1. For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
2. For neglect or refusal to provide reasonable access to ITC^DeltaCom or its agents for the purpose of inspection and maintenance of equipment owned by ITC^DeltaCom or its agents.
3. For noncompliance with or violation of Commission regulation or ITC^DeltaCom's rules and regulations on file with the Commission.
4. For nonpayment of bills.
5. Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect ITC^DeltaCom's equipment or service to others.
6. Without notice in the event of tampering with the equipment or services owned by ITC^DeltaCom or its agents.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**I. Refusal or Discontinuance by Company, cont'd**

7. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, ITC^DeltaCom may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
8. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Carrier from furnishing such services.

**J. Customer's Responsibilities in Placement of Orders, Payment of Bills and Compliance with Regulations**

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

1. Originating from the Customer's number(s), Card, or the use of a Company-assigned special billing number, and
2. Incurred at the specific request of the Customer, and
3. Accepted at the Customer's number(s) (ie: collect calls).

**K. Interconnection**

Service furnished by ITC^DeltaCom Long Distance Services may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with ITC^DeltaCom Long Distance Services. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**L. Mileage Calculation**

For services which are distance sensitive, the Company uses the industry standard V & H coordinate method of calculating mileage between the originating and terminating points of a call for the purpose of determining the appropriate rate mileage band.

**M. Validation of Credit**

ITC^DeltaCom Long Distance Services reserves the right to validate the credit worthiness of Subscribers through available credit verification procedures.

**N. Billing Entity Conditions**

When billing functions on behalf of ITC^DeltaCom Long Distance Services are performed by local exchange telephone companies, credit card companies or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charge conditions.

**O. Reservation of Toll Free (i.e. "800/888") Numbers**

The Company will make every effort to reserve Toll Free (i.e. "800/888") vanity numbers for Customers, but makes no guarantee or warranty that the requested number(s) will be available.

**P. Portability of Toll Free (i.e. "800/888") Numbers**

The Company will participate in porting Toll Free (i.e. "800/888") numbers only if the account balance is zero and all charges incurred as a result of the Toll Free (i.e. "800/888") numbers have been paid.

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**SECTION 2 - RULES AND REGULATIONS CONT'D.**

**Q. Time of Day Periods**

Unless otherwise indicated elsewhere in this tariff, all usage-based rates in this tariff are subject to the following time-of-day, day-of-week, and holiday rate periods:

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

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

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

When a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

**R. Holiday Rate**

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

**S. Individual Case Basis (ICB) Arrangements**

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

**A. Description of Services**

ITC^DeltaCom services and facilities are furnished for communications originating and terminating within the state of Pennsylvania under terms of this Tariff.

ITC^DeltaCom 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 other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to the ITC^DeltaCom network. The Customer shall be responsible for all charges for such service arrangement.

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

**1. Directory Assistance**

**(a) Directory Assistance Service**

**(C)**

A Directory Assistance charge applies per intrastate directory assistance call made from points within the State of Pennsylvania. The customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the operator is able to supply the requested number. Discounts are not applicable to Directory Assistance Charges. Directory Assistance Charges are not included in usage commitments or computed in any discount calculations.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**A. Description of Services, (Cont'd.)**

**1. Directory Assistance, Cont'd.**

**(b) Directory Assistance Call Completion**

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

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



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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**2. Encore Card**

Encore Card is timed in full minute increments. A single rate applies to day, evening, and night calls. Volume discounts apply.

**3. ITC^DeltaCom Private Line Service**

ITC^DeltaCom Private Line Service is offered when, in the judgment of the Company, adequate and appropriate facilities are available. Service consists of provision of an interLATA dedicated access channel suitable for analog voice or digital data communications between and/or among the Company's points of presence (POP). Charges include an installation charge, a flat rate monthly recurring charge, and a charge based on the airline distance between the points of presence. A monthly recurring charge discount will apply when the subscriber's private line service falls within a specified service term.

The Company may also provide to the subscriber, when interLATA services are provided as stated above and incidental to the provision of those services, access channels between the subscriber's premises and any other point in Pennsylvania not serviced by a Company point of presence at rates identical to the rates of the exchange carrier or carriers providing the service. Access will be provided to the subscriber on this same reimbursement rate basis for the channels connecting the subscriber premises to the Company point of presence on both the originating and terminating ends.

**4. Travel Call Service**

Travel Call Service offers access to ITC^DeltaCom's switching facility through Toll Free "800/888" access numbers. Upon access to ITC^DeltaCom's switching facility, the Customer may originate calls via other ITC^DeltaCom services through the use of the Customer's regular Identification Code. In addition to the travel call surcharge, the subscriber's regular usage rates, as described throughout this tariff, are levied from the Customer's home exchange to the terminating exchange.

**[AS OF MARCH 10, 1999, ENCORE CARD, ITC^DELTACOM PRIVATE LINE SERVICE AND TRAVEL CALL SERVICE WERE RESERVED FOR CURRENTLY SUB-SCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**5. Responsible Organization (Resp. Org.)**

ITC^DeltaCom shall serve as a Resp. Org. upon the execution of a Resp. Org. service agreement between ITC^DeltaCom and the Customer. ITC^DeltaCom Resp. Org. will perform the function of Resp. Org. for all ITC^DeltaCom Inbound Toll Free "800/888" service orders unless the Customer requests another Resp. Org. ITC^DeltaCom Resp. Org. functions include: (a) search for and reservation of Toll Free "800/888" numbers in the SMS/800; (b) creating and maintaining the Toll Free "800/888" number Customer record in the SMS/800; and (c) provision of a single point of contact for trouble reporting.

Where ITC^DeltaCom serves as a Resp. Org. for a non-ITC^DeltaCom Inbound Toll Free "800/888" Service Customer, ITC^DeltaCom will pass on the tariffed Local Exchange Company charges for SMS/800 Database and relative services.

**[AS OF MARCH 10, 1999, RESPONSIBLE ORGANIZATION (RESP. ORG.) WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**6. Inbound Toll Free "800/888" Service Features**

The following features may be obtained as an enhancement to an Inbound Toll Free "800/888" Service described within this tariff. The rates for the following features shall be in addition to the subscriber's rates for Inbound Toll Free "800/888" Service.

**6.1 Toll Free "800/888" Referral Service**

This feature permits the Inbound Toll Free "800/888" subscriber to play prerecorded voice information referring callers to other numbers, explain service conditions, or give other general information that the Inbound Toll Free "800/888" service subscriber may choose to provide the Toll Free "800/888" callers. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to the subscriber's announcement.

**6.2 Incoming Exclusion/Area Blocking**

This feature permits the Inbound Toll Free "800/888" subscriber to block originating Toll Free "800/888" calls from one or more specific exchanges (NXX) or area codes (NPA). Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation for each subsequent change in blocking.

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)  
FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |  
FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER |  
AVAILABLE TO NEW CUSTOMERS.] (N)**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**6. Inbound Toll Free "800/888" Service Features, cont'd.**

**6.3 Dialed Number Identification Service (DNIS)**

This feature permits an Inbound Toll Free "800/888" subscriber with multiple Toll Free "800/888" service numbers terminating in the same location to identify the specific Toll Free "800/888" service number which was dialed by the calling party and to route the call to the appropriate location. DNIS is only available with dedicated Inbound Toll Free "800/888" service. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

**6.4 Time of Day Routing**

This feature permits the Inbound Toll Free "800/ 888" subscriber to arrange for calls to a single Toll Free "800/888" service number to be routed to different locations based on (1) pre-determined ITC^DeltaCom defined time of day or (2) predetermined Customer defined time of day. The number of time of day routing schedules are subject to ITC^DeltaCom capacity to store routing schedules. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

**6.5 Day of Week Routing**

This feature permits the Inbound Toll Free "800/ 888" subscriber to arrange for calls to a single Toll Free "800/888" service number to be routed to different locations based on the particular day of the week. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)  
FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |  
FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER |  
AVAILABLE TO NEW CUSTOMERS.] (N)**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**6. Inbound Toll Free "800/888" Service Features, cont'd**

**6.6 Command Routing**

Command Routing is only available to dedicated Inbound Toll Free "800/888" services. This service permits Inbound Toll Free "800/888" calls to be rerouted to an alternative, Customer provided, predetermined ANI or dedicated circuit, in the event of access blockage. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to an alternative route.

**6.7 Real Time ANI**

Real Time Automatic Number Identification (ANI) Service is a dedicated Inbound Toll Free "800/888" feature which identifies the calling party's telephone number to the Inbound Toll Free "800/888" subscriber, provided the terminating subscriber's Inbound Toll Free "800/888" equipment is appropriately equipped and compatible to receive ANI from the Company. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to routing.

**6.8 Route Advance**

This feature permits the Inbound Toll Free "800/888" subscriber to control potential congestion of Toll Free "800/888" calls by sending the overflow calls from one dedicated line to a switched line or from one dedicated line to another dedicated line, allowing for maximum completion of incoming Toll Free "800/888" calls.

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)  
FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |  
FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER |  
AVAILABLE TO NEW CUSTOMERS.] (N)**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**6. Inbound Toll Free "800/888" Service Features, cont'd.**

**6.9 Percent Allocation**

This feature permits a dedicated line Inbound Toll Free "800/888" subscriber to route various percentages of calls to two or more answering locations. The subscriber must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The subscriber must have at least two different locations for this routing feature to be available.

**6.10 Directory Listing**

This service permits an Inbound Toll Free "800/888" subscriber's 1-800-XXX-XXXX/1-888-XXX-XXXX numbers to be placed into a third party database and made available to the general public upon request.

**6.11 Vertical Features**

Vertical Features are provided by Local Exchange Companies. ITC^DeltaCom (as the Resp. Org.) will, at the subscriber's request, subscribe to Vertical Features obtained from Local Exchange Company access tariff. When ITC^DeltaCom serves as the Resp. Org. for a ITC^DeltaCom Inbound Toll Free "800/888" subscriber, the subscriber shall reimburse ITC^DeltaCom for all such charges imposed by a Local Exchange Company. In those instances where ITC^DeltaCom serves as a Resp. Org. for a non-ITC^DeltaCom Inbound Toll Free "800/888" subscriber, the subscriber shall reimburse ITC^DeltaCom for all such charges imposed by a Local Exchange Company.

**[AS OF MARCH 10, 1999, VERTICAL FEATURES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]** (N) | (N)

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**7. Toll Free PIN-Connect**

ITC^DeltaCom's Toll Free PIN-Connect is a service that enables a user to connect to a pre-determined domestic 10-digit telephone number by dialing a single toll free number and a four-digit PIN (up to 9,999 PINs) assigned by the user. Each PIN terminates to a specific 10-digit telephone number. The customer has the ability to activate each of the PINs "real-time" as needed and change a PIN's destination number "real-time." Toll free routing features are not available on this service. Incoming exclusion (blocking) indexes are available on this service.

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)**  
**FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |**  
**FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER |**  
**AVAILABLE TO NEW CUSTOMERS.] (N)**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**8. Pre-paid Calling Cards a/k/a Debit Cards**

The card holder can place a call using a pre-paid calling card by dialing a Toll Free "800/888" telephone number from any touch tone telephone in the U.S., Puerto Rico, U.S. Virgin Islands, or Canada, then entering his or her debit card number, followed by the called party's telephone number. Pre-paid calling cards are flat rated and are billed in full minute increments. Cards are available in any denomination, specified by the Customer/vendor. If the Customer/vendor chooses to customize a recorded greeting, to be heard each time the card holder uses the prepaid calling card, an additional charge will apply. The debit card can be reused by paying to recharge the card with a credit card. Special services such as 24 hour Customer support, international calling ability, and multi-lingual capabilities are also offered. Pre-paid calling card system features include the following:

- 8.1 Call Reorigination** - The ability for an individual to place up to ten calls without having to reenter their PIN/card number by pressing the "#" key.
- 8.2 Account Balance Prompts** - Indicate the user's card balance upon entry to the system and what their balance is after each call is placed.
- 8.3 Call Timing** - Capability of the system to notify users when time is running out on their card. A message or warning tone is played to notify the card holder when 1, 2, or 3 minutes remain on the card.
- 8.4 Real Time Tracking** - Ability for card holders to obtain a real time balance of their account after each call is placed.
- 8.5 Expiration Date** - Ability to discontinue a pre-paid calling card's usage if the value of the card has not been used within a predetermined period of time.
- 8.6 Exclusive Call Destinations** - Ability for the card holder to designate specific telephone numbers to which their card can place calls.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**8. Pre-paid Calling Cards a/k/a Debit Cards, cont'd.**

**8.7 Detail Card Call Reports** - Indicate by individuals or groups the date, time, origination of phone call and number, destination of phone call and number, including total time and charges.

- a. Rates per minute are negotiated on an individual contract basis.
- b. Customization of the system's initial prompt/ greeting charge is \$300.00 per customized greeting.

**8.8 Debit Card Sponsor Program**

The Debit Card Sponsor Program is offered to organizations or commercial entities for distribution to their members, patrons or customers. The marketing vehicle and expiration period is selected by the Sponsor upon joint agreement between the Company and the Sponsor. The Sponsor is responsible for obtaining all necessary permissions for the use of any trade mark, trade name, service mark or other image on the card. The Sponsor may distribute the Carrier's debit card accounts at reduced rates or free of charge to end users. At the option of the Sponsor, these cards may not be replenishable. The Company reserves the right to approve or reject any image and to specify the customer information language and use of the Carrier's trade mark, trade name, service mark or other image on the card.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**9. ITC^DeltaCom Dedicated Frame Relay Service**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**10. ITC^DeltaCom Frame Relay with NNI Interface**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**11. ISDN**

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**12. Pinnacle**

All Pinnacle calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Pinnacle is divided into the following traffic types: (A) Outbound, (B) Inbound, (C) Calling Card, and International. Term discounts are available to Customers who choose to enter into a term agreement for a period of 12, 24, or 36 months. Should the Customer choose to not enter into a term agreement and the Customer does not accumulate at least \$150.00 of usage in any given month, the Customer will be billed a total of \$150.00 ("Minimum Usage Charge"). For example, if a Customer accumulates \$120.00 of usage in a month, the Customer will still be billed \$150.00. Discounts available to the Customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the 12th month of the Customer's term, the Customer's usage must be at or above the established "Annual Usage Commitment Level". If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level." The Customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge," relating to the minimum commitment, as described above. However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees.

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**12. Pinnacle, cont'd.**

All Customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective. If the Customer terminates the term agreement after the initial 90 day period, in addition to all accrued charges for usage, a "Discontinuance Charge" which consists of the established minimum commitment which remains on the term agreement, plus the total of all waived installation charges and incentives received during the term will also be charged to the Customer. Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**13. Pinnacle for Associations**

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

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

All calls are timed in 6 second increments after the initial 18 seconds of the call. Pinnacle for Associations is divided into the following traffic types: (A) Outbound, (B) Inbound, (C) Calling Card, and International. Term discounts are available to Customers who choose to enter into a term agreement for 12 or 24 months. Should the Customer choose to not enter into a term agreement and the Customer does not accumulate at least \$150.00 of usage in any given month, the Customer will be billed a total of \$150.00 ("Minimum Usage Charge"). For example, if a Customer accumulates \$120.00 of usage in a month, the Customer will still be billed \$150.00. The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the Customer's term, the Customer's usage must be at or above the established "Annual Usage Commitment Level".

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**13. Pinnacle for Associations, Cont'd.**

If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level." If the Customer has entered into a term agreement and the Customer cancels prior to the expiration of the term, the Customer will be billed a one time "Discontinuance Charge" equal to the "Annual Usage Commitment Level" as described above. The Customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge" relating to the "Annual Usage Commitment Level" as described above.

However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All Customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective.

If the Customer terminates the term agreement after the initial 90 day period, in addition to all accrued charges for usage, a "Discontinuance Charge" which consists of the established minimum commitment which remains on the term agreement, plus the total of all waived installation charges and incentives received during the term will also be charged to the Customer. Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services.

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**13.1 Aspect Option B**

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

**[AS OF DECEMBER 2, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**14. Aspect Option D**

Aspect Option D is intended only for new ITC^DeltaCom Customers. However, a current ITC^DeltaCom Customer may convert their current service to Aspect Option D if one of the following conditions applies:

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

Conversions will occur only at the Customer's bill cycle. All Aspect Option D calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Service rates are the same for inbound and outbound calls but may be different for Customers who choose to enter into a term agreement for a period of 12, 24 or 36 months. Discounts available to the Customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. The term begins when the Customer's first usage occurs, rather than on the "signed" date of the term agreement. There is no minimum usage requirement for Customers who do not enter into a term agreement. Should the Customer choose to enter into a term agreement, an "Annual Usage Commitment" will apply. The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**14. Aspect Option D, cont'd.**

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

The Customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge," relating to the minimum commitment as described above. However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All Customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective. If a Customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage, a "Discontinuance Charge" will be charged to the Customer. The "Discontinuance Charge" for early termination of a term agreement consists of the "Annual Usage Commitment Level" as described above, plus the total of all waived installation charges and any incentives received during the term. The "Discontinuance Charge" for early termination of the term agreement will be charged to the Customer for each month remaining in the term to which the Customer agreed. Monthly recurring charges apply for each toll free number.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**15. Aspect Option D for Associations**

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

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

Conversions will occur only at the Customer's bill cycle. All Aspect Option D for Associations calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Service rates are the same for inbound and outbound calls, but may be different for switched or dedicated access. Term discounts are available to Customers who choose to enter into a term agreement for a period of 12 or 24 months. Discounts available to the customer for the term periods listed are 5% or 7%, respectively, of their total monthly usage. The term begins when the Customer's first usage occurs, rather than on the "signed" date of the term agreement.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**15. Aspect Option D for Associations, cont'd.**

There is no minimum usage requirement for Customers who do not enter into a term agreement. Should the Customer choose to enter into a term agreement, an "Annual Usage Commitment" will apply. The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%.

By the end of the twelfth (12) month of the Customer's term, the Customer's usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The Customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge," relating to the minimum commitment as described above.

However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All Customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective. If a Customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage, a "Discontinuance Charge" will be charged to the Customer. The "Discontinuance Charge" for early termination of a term agreement consists of the "Annual Usage Commitment Level" as described above, plus the total of all waived installation charges and any incentives received during the term. The "Discontinuance Charge" for early termination of the term agreement will be charged to the Customer for each month remaining in the term to which the Customer agreed. Monthly recurring charges apply for each toll free number.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**15.1 Aspect Option H**

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

**[AS OF NOVEMBER 23, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**16. Premier Hospitality**

Premier Hospitality is specifically for the hospitality industry. A minimum of 50% or more 1+ traffic must take place before or after normal business hours on weekdays, or on Saturday or Sunday to qualify for the special rates associated with this product. If at least 50% of the Customer's total usage does not take place during off-peak hours, the Customer's usual rates will automatically increase by \$.03 per minute for total interstate, intrastate and toll free usage. Both interstate and intrastate calls are flat rated. The Customer must subscribe to ITC^DeltaCom's operator services to receive this product.

**17. Personal Toll Free "800/888" Service**

Personal Toll Free "800/888" Service is an inbound, residential, "800/888" Toll Free service offering that enables the subscriber to receive calls from any domestic telephone system in Pennsylvania over the subscriber's local exchange service line. The charges for such calls are billed to the terminating subscriber, rather than to the originating party. Usage charges are based on accumulated minutes of use. Calls are rated based on a flat rate and duration. Calls are timed in full minute increments. A volume discount plan applies to usage over a specified, combined inter/intrastate amount. Monthly recurring charges apply.

**18. Family Connections Plus**

Family Connections Plus is only offered to residential Customers. Family Connections Plus is timed in full minute increments and is rated on a time-of-day basis. No volume discounts apply.

**[AS OF MARCH 10, 1999, PREMIER HOSPITALITY, PERSONAL TOLL FREE "800/888" SERVICE AND FAMILY CONNECTIONS PLUS WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**19. Destiny Classic with Off-Peak**

Destiny Classic with Off-Peak is designed for the Customer who places at least 60% of their calls before or after normal business hours. Destiny Classic with Off-Peak is rated on a time-of-day basis. All calls are rated based on flat rates and duration of the call. There is no charge for unanswered calls. Both installation and monthly charges apply. Timing is in 1/10th minute increments, after the initial 18 seconds of each call. If the Customer chooses to sign a term agreement, rates will be discounted further.

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR  
CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**20. ITC^DeltaCom Unison Option A**

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

If the Customer subscribes to a total of two telecommunications services, the Customer will receive an additional 3% discount. Should the Customer choose to subscribe to three telecommunications services, the Customer will receive an additional 5% discount.

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**20. ITC^DeltaCom Unison Option A (Cont.)**

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**20. ITC^DeltaCom Unison Option A (Cont.)**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**21. ITC^DeltaCom Unison Option A for Associations**

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

If the Customer subscribes to a total of two telecommunications services, the Customer will receive an additional 3% discount. Should the Customer choose to subscribe to three telecommunications services, the Customer will receive an additional 5% discount.

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**21. ITC^DeltaCom Unison Option A for Associations (Cont.)**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**21. ITC^DeltaCom Unison Option A for Associations (Cont.)**

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

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

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

**21.1 ITC^DeltaCom Unison Options B, C and D**

ITC^DeltaCom Unison Options B, C, D calls are timed in six (6) second increments after the initial eighteen (18) seconds of each call and calling card calls are timed in six (6) second increments after the initial thirty (30) seconds of each call. Rates apply to switched and dedicated access and volume discounts apply. All Customer notices of discontinuance must be received by Company 30 days prior to the discontinuance becoming effective.

[AS OF NOVEMBER 23, 1998, UNISON OPTIONS B, C AND D WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd**

**22. ITC^DeltaCom Unison Plus**

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

If the Customer subscribes to a total of two telecommunications services, the Customer will receive an additional 3% discount. Should the Customer choose to subscribe to three telecommunications services, the Customer will receive an additional 5% discount.

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

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

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**22. ITC^DeltaCom Unison Plus (Cont.)**

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

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

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

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**22. ITC^DeltaCom Unison Plus (Cont.)**

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

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

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

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**23. ITC^DeltaCom Unison Plus for Associations**

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

If the Customer subscribes to a total of two telecommunications services, the Customer will receive an additional 3% discount. Should the Customer choose to subscribe to three telecommunications services, the Customer will receive an additional 5% discount.

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

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

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**23. ITC^DeltaCom Unison Plus for Associations (Cont.)**

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

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

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

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**23. ITC^DeltaCom Unison Plus for Associations (Cont.)**

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

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

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

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**24. Patron**

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

If the Customer subscribes to a total of two telecommunications services, the Customer will receive an additional 3% discount. Should the Customer choose to subscribe to three telecommunications services, the Customer will receive an additional 5% discount.

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**24. Patron (Cont.)**

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

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

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

Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement. A surcharge applies per call billed to a calling card.

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**25. Quest**

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

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



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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**25. Quest (Cont.)**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**25. Quest (Cont.)**

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**26. Dial Up**

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

**27. ITC^DeltaCom Flexline**

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

**28. ITC^DeltaCom (MTS)/Smart Talk**

ITC^DeltaCom MTS/Smart Talk Service is an equal access message toll service primarily designed for the small customer, where calls are dialed over the subscriber's local exchange service line and individually rated on the basis of duration time-of-day/day-of-week. Timing is to the next full minute increment.

**29. ValueLink**

ValueLink allows the customer to obtain a 20% discount on their 5 most frequently dialed numbers. These numbers are obtained from the customer. ValueLink is timed in 6 second increments, after the initial 30 seconds of the call. A surcharge will apply to calls billed to a calling card.

**[AS OF MARCH 10, 1999, DIAL UP, ITC^DELTACOM FLEXLINE,  
ITC^DELTACOM(MTS)/SMART TALK AND VALUELINK WERE RESERVED FOR  
CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**30. Custom Design Wats**

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

**[AS OF MARCH 10, 1999, CUSTOM DESIGN WATS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**31. Destiny Classic**

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

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

**[AS OF SEPTEMBER 17, 1999, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**31. Destiny Classic (Cont.)**

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

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

**[AS OF SEPTEMBER 17, 1999, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**31. Destiny Classic (Cont.)**

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

The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by twelve

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

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

**[AS OF SEPTEMBER 17, 1999, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**31. Destiny Classic (Cont.)**

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

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

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

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

**[AS OF SEPTEMBER 17, 1999, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**32. Premier Advantage**

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

**[AS OF MARCH 10, 1999, PREMIER ADVANTAGE WAS RESERVED  
FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**32. Premier Advantage (Cont.)**

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

**[AS OF MARCH 10, 1999, PREMIER ADVANTAGE WAS RESERVED  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**32. Premier Advantage (Cont.)**

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

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

**[AS OF MARCH 10, 1999, PREMIER ADVANTAGE WAS RESERVED  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**33. Premier Advantage for Associations**

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

**[AS OF MARCH 10, 1999, PREMIER ADVANTAGE WAS RESERVED  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**33. Premier Advantage for Associations (Cont.)**

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

A surcharge will apply per call billed to a calling card.

**[AS OF MARCH 10, 1999, PREMIER ADVANTAGE WAS RESERVED  
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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**34. Custom Billing**

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



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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**35. ITC^DeltaCom Unison Select Dedicated Option 1**

This product is designed for customers whose monthly usage is between \$2,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. ITC^DeltaCom-Unison Select Dedicated Option 1 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 16%, 20% or 24%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an Annual Usage Commitment Level.

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**35. ITC^DeltaCom Unison Select Dedicated Option 1 (Cont.)**

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

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**36. ITC^DeltaCom Unison Select Dedicated Option 2**

This product is designed for customers whose monthly usage is between \$5,000 and \$9,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 2 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 18%, 22% or 26%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**36. ITC^DeltaCom Unison Select Dedicated Option 2 (Cont.)**

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

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**37. ITC^DeltaCom Unison Select Dedicated Option 3**

This product is designed for customers whose monthly usage is \$10,000 or more at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 20%, 24% or 28%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**37. ITC^DeltaCom Unison Select Dedicated Option 3 (Cont.)**

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

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**38. ITC^DeltaCom Unison Select Switched Option 4**

This product is designed for customers whose monthly usage is between \$500 and \$2,499 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Unison Select Switched Option 4 is offered as two separate classes of service. These classes of service are: (1) Unison Select Option 4 Switched and (2) Unison Select Option 4 Switched-Association. To subscribe to Unison Select Option 4 Switched-Association, the subscriber must belong to a recognized professional or trade association. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Option 4 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 16%, 20% or 24%, respectively, off their total monthly usage. Unison Select Option 4 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 20% or 24%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**38. ITC^DeltaCom Unison Select Switched Option 4 (Cont.)**

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

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**39. ITC^DeltaCom Unison Select Switched Option 5**

This product is designed for customers whose monthly usage is \$2,500 or more at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Unison Select Switched Option 5 is offered as two separate classes of service. These classes of service are: (1) Unison Select Option 5 Switched and (2) Unison Select Option 5 Switched-Association. To subscribe to Unison Select Option 5 Switched-Association, the subscriber must belong to a recognized professional or trade association. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Option 5 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 18%, 22% or 26%, respectively, off their total monthly usage. Unison Select Option 5 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 22% or 26%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**39. ITC^DeltaCom Unison Select Switched Option 5 (Cont.)**

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

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**40. ITC^DeltaCom Business Connections Switched Option 1**

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) Business Connections Option 1 Switched and (2) Business Connections Option 1 Switched-Association. To subscribe to Business Connections Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 3% or 7%, respectively, off their total monthly usage. Business Connections Option 1 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 3% or 7%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**40. ITC^DeltaCom Business Connections Switched Option 1 (Cont.)**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**40. ITC^DeltaCom Business Connections Switched Option 1 (Cont.)**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**41. ITC^DeltaCom Business Connections Switched Option 2**

This product is designed for customers whose monthly usage is between \$400 and \$1,499 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) Business Connections Option 2 Switched and (2) Business Connections Option 2 Switched-Association. To subscribe to Business Connections Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 13%, 17% or 21%, respectively, off their total monthly usage. Business Connections Option 2 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 17% or 21%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**41. ITC^DeltaCom Business Connections Switched Option 2 Cont.**

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**41. ITC^DeltaCom Business Connections Switched Option 2 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**42. ITC^DeltaCom Business Connections Switched Option 3**

This product is designed for customers whose monthly usage is \$1,500 or more at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 3 is offered as two separate classes of service. These classes of service are:(1) Business Connections Option 3 Switched and (2) Business Connections Option 3 Switched-Association. To subscribe to Business Connections Option 3 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 3 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 19%, 22% or 28%, respectively, off their total monthly usage. Business Connections Option 3 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 22% or 28%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**42. ITC^DeltaCom Business Connections Switched Option 3 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**42. ITC^DeltaCom Business Connections Switched Option 3 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**QQ. Description of Services, Cont'd.**

**43. ITC^DeltaCom Business Connections Dedicated Option 4**

This product is designed for customers whose monthly usage is less than \$2,000 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 12%, 16% or 20%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**43. ITC^DeltaCom Business Connections Dedicated Option 4 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**43. ITC^DeltaCom Business Connections Dedicated Option 4 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**44. ITC^DeltaCom Business Connections Dedicated Option 5**

This product is designed for customers whose monthly usage is between \$2,000 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 28%, 31% or 34%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**44. ITC^DeltaCom Business Connections Dedicated Option 5 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**44. ITC^DeltaCom Business Connections Dedicated Option 5 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**45. ITC^DeltaCom Business Connections Dedicated Option 6**

This product is designed for customers whose monthly usage is Between \$5,000 and 9,999 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 6 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 30%, 33% or 38%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**45. ITC^DeltaCom Business Connections Dedicated Option 6 Cont**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**45. ITC^DeltaCom Business Connections Dedicated Option 6 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**46. ITC^DeltaCom Business Connections Dedicated Option 7**

This product is designed for customers whose monthly usage is \$10,000 or more at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charge do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 7 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 32%, 36% or 40%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**46. ITC^DeltaCom Business Connections Dedicated Option 7 Cont.**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**46. ITC^DeltaCom Business Connections Dedicated Option 7 Cont.**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**47. Enhanced Toll Free Features (N)**

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

**A. Enhanced Toll Free Routing Package**

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

**A.1 Time of Day Routing**

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

**A.2 Day of Week Routing**

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



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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**47. Enhanced Toll Free Services Cont. (N)**

**A.3 Holiday Routing**

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

**A.4 Point of Origination Routing**

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

**A.5 Toll Free Blocking**

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**47. Enhanced Toll Free Services Cont.**

(N)

A.6 Percent Allocation

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

**B. Toll Free with Call Completion**

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

**C. Toll Free with Route Advance**

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

**D. Toll Free with DNIS Delivery**

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

(N)

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**47. Enhanced Toll Free Services Cont. (N)**

**E. Toll Free with Real Time ANI Delivery**

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

**F. Toll Free with Menu-Prompted Routing**

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**48. ITC^DeltaCom EnterpriseLD Switched Option 1**

(C)

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. EnterpriseLD Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) EnterpriseLD Option 1 Switched and (2) EnterpriseLD Option 1 Switched-Association. To subscribe to EnterpriseLD Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 5%, 9% or 13%, respectively, off their total monthly usage. EnterpriseLD Option 1 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 9% or 13%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

(C)

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**48. ITC^DeltaCom EnterpriseLD Switched Option 1 (Cont.)**

(C)

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

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**49. ITC^DeltaCom EnterpriseLD Switched Option 2**

(C)

This product is designed for customers whose monthly usage is above \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. EnterpriseLD Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) EnterpriseLD Option 2 Switched and (2) EnterpriseLD Option 2 Switched-Association. To subscribe to EnterpriseLD Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 10%, 13% or 19%, respectively, off their total monthly usage. EnterpriseLD Option 2 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 13% or 19%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**49. ITC^DeltaCom EnterpriseLD Switched Option 2 (Cont.)**

(C)

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

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

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

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

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

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

(C)

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**50. ITC^DeltaCom EnterpriseLD Dedicated Option 3**

(C)

This product is designed for customers whose monthly usage is less than \$1,500 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 2% or 5%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**50. ITC^DeltaCom EnterpriseLD Dedicated Option 3 (Cont.)**

(C)

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**51. ITC^DeltaCom EnterpriseLD Dedicated Option 4**

(C)

This product is designed for customers whose monthly usage is between \$1,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 15%, 20% or 25%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**51. ITC^DeltaCom EnterpriseLD Dedicated Option 4 (Cont.)**

(C)

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**52. ITC^DeltaCom EnterpriseLD Dedicated Option 5**

(C)

This product is designed for customers whose monthly usage is above \$5,000 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 21%, 25% or 28%, respectively, off their total monthly usage. In addition, should a customer choose to subscribe to two or three telecommunications services, the customer will receive a 3% or 5% discount, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level".

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**52. ITC^DeltaCom EnterpriseLD Dedicated Option 5 (Cont.)**

(C)

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

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**53 LD Rewards Switched Long Distance**

LD Rewards Switched Long Distance is a direct dialed outbound long distance and toll free service designed for existing DeltaCom Business Customers who are re-termining their long distance services. Customers who commit to a minimum monthly volume level will receive rates as specified in Section 4.71. The volume level commitment is based on the Customer's total usage charges during a monthly billing period. Eligible usage includes Customer's outbound and toll free domestic calls.

Per minute intrastate and interstate rates are set forth in Section 4.71 of this tariff and apply exclusively to outbound and toll free domestic traffic. International, Directory Assistance and Operator Services calls are not eligible to receive the rates as specified in Section 4.71.

A minimum one-year term agreement is required for this service. No additional discounts will be applied to the rates as specified in Section 4.71.

**SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.**

**A. Description of Services, Cont'd.**

**53 LD Rewards Switched Long Distance, Continued**

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

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

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

**SECTION 3 - RATES**

**A. ITC^DeltaCom Long Distance Services**

**1. Directory Assistance:**

<b>Directory Assistance Service</b>	<b>Minimum</b>	<b>Maximum</b>
Per call to Directory Assistance	\$0.375	HITDR **

<b>Directory Assistance Call Completion</b>			(C)
Per Call Completion requested	\$0.225	HITC++	
Usage Rate:			
The minimum/maximum per minute rate shall be the minimum/maximum per minute rate of the 1+ plan the Customer is subscribed to or enrolled in at the time of the call.			
			(C)

<b>2. Encore Card Rate Per Minute:</b>	<b><u>Minimum</u></b>	<b><u>Maximum</u></b>
Day	\$ .1250	HITDR**
Evening	\$ .1250	HITDR**
Night/Weekend	\$ .1250	HITDR**

<b>Encore Volume Discounts</b>			(C)
\$200.00 to \$1800	10%		
Over \$1800.00	21%		

\*\*HITDR - Highest Interexchange Transporter Daytime Rate. (C)  
 ++HITC - Highest Interexchange Transporter Charge or Surcharge. (C)

**[AS OF MARCH 10, 1999, ENCORE CARD SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]** (C)  
 (C)

*Some Material that originally appeared on this Sheet now appears on Sheet 121.1.* (C)

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**SECTION 3 - RATES**

**A. ITC^DeltaCom Long Distance Services, Cont'd.**

**3. ITC^DeltaCom Private Line Service Rates**

Charges between and/or among the Company's Points of Presence:

	<b>Monthly</b>		<b>Installation</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
DS3 44.736	ICB	HITDR**	ICB	HITDR**
DS1 1.544 Mbps	\$ 6.00	HITDR**	\$125.00	HITDR**
DSO 2.4 Kbps - 19.2 Kbps	\$ .35	HITDR**	\$ 75.00	HITDR**
DDS 2.4 Kbps - 64 Kbps	\$ .35	HITDR**	\$ 75.00	HITDR**

**4. Travel Call Surcharges per Call:**

	<b>Minimum</b>	<b>Maximum</b>
Day	\$0.20	HITDR**
Evening	\$0.20	HITDR**
Night/Weekend	\$0.20	HITDR**

\*\*HITDR - Highest Interexchange Transporter Daytime Rate.

[AS OF MARCH 10, 1999, TRAVEL CALL SERVICE WAS RESERVED FOR (C)  
 CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW (C)  
 CUSTOMERS.]

*Material that appears on this Page originally appeared on Sheet 121.* (C)

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**SECTION 3 - RATES, CONT'D.**

**5. ITC^DeltaCom Resp. Org. Charges:**

	<b>Set Up Charge</b>		<b>Monthly Recurring Charge</b>	
	<b><u>Minimum</u></b>	<b><u>Maximum</u></b>	<b><u>Minimum</u></b>	<b><u>Maximum</u></b>
Set-up/installation Toll Free Number (Per Toll Free "800/888" Number)	\$0.00	HITDR**	\$1.50	HITDR
Modify Toll Free Record (Add/Change Toll Free number or vertical features)	\$0.00	HIDTR**	\$1.50	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF MARCH 10, 1999, ITC^DELTACOM RESP.ORG. CHARGES WAS  
RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO  
LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**6. Inbound Toll Free "800/888" Service Features**

<b>Toll Free "800/888" Referral Service:</b>		<u>Minimum</u>	<u>Maximum</u>
A.	Monthly Recurring Charge	\$ 5.00	HITDR**
B.	Initial installation and any subsequent change to the announcement	\$17.50	HITDR**
<b>Incoming Exclusion/Area Blocking</b>			
A.	Monthly Recurring Charge	\$ 5.00	HITDR**
B.	Installation and any subsequent change in blocking	\$17.50	HITDR**
<b>Dialed Number Identification Service (DNIS)</b>			
A.	Monthly Recurring Charge	\$ 9.00	HITDR**
B.	Initial installation and any subsequent change in routing	\$17.50	HITDR**
<b>Time of Day Routing</b>			
A.	Monthly Recurring Charge	\$ 9.00	HITDR**
B.	Initial installation and any subsequent change in routing	\$17.50	HITDR**
<b>Day of Week Routing</b>			
A.	Monthly Recurring Charge	\$ 9.00	HITDR**
B.	Initial installation and any subsequent change in routing	\$17.50	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)  
 FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |**

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**FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER  
AVAILABLE TO NEW CUSTOMERS.]**

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**(N)**

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**SECTION 3 - RATES, CONT'D.**

**6. Inbound Toll Free "800/888" Service Features, Cont'd.**

	<u>Minimum</u>	<u>Maximum</u>
<b>Command Routing</b>		
A. Monthly Recurring Charge	\$12.50	HITD R**
B. Initial installation and any subsequent change in an alternative routing		\$17.50 HITDR**
<b>Real Time ANI</b>		
A. Monthly Recurring Charge	\$47.50	HITD R**
B. Initial installation and any subsequent change in routing		\$125.00 HITDR**
<b>Route Advance</b>		
A. Monthly Recurring Charge	\$0.00 HITDR**	
B. Initial installation and any subsequent change in routing		\$.00 HITDR**
<b>Percent Allocation</b>		
A. Monthly Recurring Charge	\$.00 HITDR**	
B. Initial installation and any subsequent change in routing		\$.00 HITDR**
<b>Directory Listing</b>		
A. Monthly Recurring Charge	\$.00 HITDR**	
B. Installation Charge	\$.00 HITDR**	

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**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)  
FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |  
FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER |  
AVAILABLE TO NEW CUSTOMERS.] (N)**

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**SECTION 3 - RATES, CONT'D.**

**6. Inbound Toll Free "800/888" Service Features, Cont'd.**

**Toll Free PIN-Connect**

A.	Monthly Recurring Charge	\$7.50
B.	Installation Charge	\$0.00

**[AS OF AUGUST 25, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT (N)  
FOR DIRECTORY LISTINGS AND TOLL FREE PIN-CONNECT ARE RESERVED |  
FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER |  
AVAILABLE TO NEW CUSTOMERS.] (N)**

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**SECTION 3 - RATES, CONT'D.**

**7. Prepaid Calling Cards**

	<b>Minimum</b>	<b>Maximum</b>
A. Rates per minute	\$0.0750	HITDR**
B. Charge per Greeting	\$150.00	HITDR**

**8. ITC^DeltaCom Dedicated Frame Relay Service charges:**

	<b>Monthly Minimum</b>	<b>Recurring Maximum</b>	<b>Installation Minimum</b>	<b>Charge Maximum</b>
56 Kbps with 10 CIR minimum (1st PVC will be included)	\$ 66.00	HITDR**	\$150.00	HITDR**
112/128 Kbps with 32 CIR minimum (1st PVC will be included)	\$132.00	HITDR**	\$150.00	HITDR**
224/256 Kbps with 48 CIR minimum (1st PVC will be included)	\$218.00	HITDR**	\$150.00	HITDR**
1.344/1.544 Mbps with 64 CIR minimum (1st PVC will be included)	\$225.00	HITDR**	\$150.00	HITDR**
Plus each additional CIR	\$ 0.60	HITDR**	-	HITDR**
Plus each additional PVC	\$ 1.50	HITDR**	-	HITDR**
LEC loop to POP	Actual Bell Cost	HITDR**	Actual Bell Cost	HITDR**
Feature change charge (Each, after first installation)	-	HITDR**	\$ 25.00	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF MARCH 10, 1999, THE ITC^DELTA COM DEDICATED FRAME RELAY SERVICE CHARGES THAT APPEAR ON THIS SHEET WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**8. ITC^DeltaCom Dedicated Frame Relay Service Charges:**

	<u>Monthly Recurring Charge for UNI</u>	<u>Installation Charge</u>
56/64 Kbps port with 1 PVC (minimum 8 CIR required)	\$ 135.50	\$150.00
128 Kbps port with 1 PVC (minimum 16 CIR required)	\$ 245.00	\$150.00
256 Kbps port with 1 PVC (minimum 32 CIR required)	\$ 340.00	\$150.00
384 Kbps port with 1 PVC (minimum 48 CIR required)	\$ 435.00	\$150.00
512 Kbps port with 1 PVC (minimum 64 CIR required)	\$ 635.00	\$150.00
768 Kbps port with 1 PVC (minimum 112 CIR required)	\$ 755.00	\$150.00
1.02 Mbps port with 1 PVC (minimum 128 CIR required)	\$1060.00	\$150.00
1.54 Mbps port with 1 PVC (minimum 192 CIR required)	\$1360.00	\$150.00
Each additional CIR	\$ 1.25	-----
Each additional PVC	\$ 10.00	-----
LEC loop to POP	Actual LEC Cost	Actual LEC Cost
Feature change charge (each, after first installation)	-----	\$ 25.00

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**SECTION 3 - RATES, CONT'D.**

**9. ITC^DeltaCom Frame Relay with NNI Interface**

	<u>Monthly Minimum</u>	<u>Recurring Maximum</u>	<u>Installation Charge Minimum</u>	<u>Maximum</u>
56 Kbps UNI	\$ 49.00	HITDR**	\$ 75.00	HITDR**
1.344/1.544 Mbps	\$336.25	HITDR**	\$ 75.00	HITDR**
Each CIR	\$ 0.60	HITDR**	-	HITDR**
Each PVC	\$ 1.50	HITDR**	-	HITDR**
LEC UNI charges	Actual LEC Cost	HITDR**	Actual LEC Cost	HITDR**
Each feature change charge after initial installation	-	HITDR**	\$ 12.50	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF MARCH 10, 1999, THE ITC^DELTA COM FRAME RELAY WITH NNI INTERFACE CHARGES THAT APPEAR ON THIS SHEET WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**9. ITC^DeltaCom Frame Relay with NNI Interface**

	<u>Monthly Recurring Charge for NNI</u>	<u>Installation Charge</u>
56/64 Kbps port with 1 PVC (minimum 8 CIR required)	\$ 60.00	\$150.00
128 Kbps port with 1 PVC (minimum 16 CIR required)	\$100.00	\$150.00
256 Kbps port with 1 PVC (minimum 32 CIR required)	\$150.00	\$150.00
384 Kbps port with 1 PVC (minimum 48 CIR required)	\$210.00	\$150.00
512 Kbps port with 1 PVC (minimum 64 CIR required)	\$300.00	\$150.00
768 Kbps port with 1 PVC (minimum 112 CIR required)	\$360.00	\$150.00
1.02 Mbps port with 1 PVC (minimum 128 CIR required)	\$450.00	\$150.00
1.54 Mbps port with 1 PVC (minimum 192 CIR required)	\$570.00	\$150.00
Each additional CIR	\$ 1.25	-----
Each additional PVC	\$ 10.00	-----
LEC loop to POP	Actual LEC Cost	Actual LEC Cost
Feature change charge (each, after first installation)	-----	\$ 25.00

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**SECTION 3 - RATES, CONT'D.**

**10. ISDN**

	<b>Monthly Installation</b>			
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
PRI Local Access	DS1 cost plus \$50 Per D Channel	Based on HITDR**	Location	HITDR**
Toll Free "800/888"/ANI	\$0.01 per ANI	HITDR**	N/A	HITDR**
Rearrange trunk group after initial installation	\$100 per occurrence	HITDR**	N/A	HITDR**
BRI - Switched 64Kbps	Price is based on usage rates of service selected by customer	HITDR**	N/A	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**11. Pinnacle**

**Switched Service**

Term	Intra		Card	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Base	0.0695	HITDR**	0.1140	HITDR**
1 Year	0.0660	HITDR**	0.1080	HITDR**
2 Year	0.0646	HITDR**	0.1060	HITDR**
3 Year	0.0626	HITDR**	0.1025	HITDR**

**Dedicated Service**

Term	Intra		Card	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Base	0.0460	HITDR**	0.1100	HITDR**
1 Year	0.0437	HITDR**	0.1045	HITDR**
2 Year	0.0428	HITDR**	0.1025	HITDR**
3 Year	0.0414	HITDR**	0.0990	HITDR**

**Monthly Recurring Charges**

	<u>Minimum</u>	<u>Maximum</u>
1. Monthly charge for each 800 number:	\$ 1.50	HITDR**
2. Monthly charge for customized pin package:	\$20.00	HITDR**
3. Monthly charge for autodialers, per access line:	\$ 1.50	HITDR**

\*\*HITDR - Highest Interexchange Transporter Daytime Rate.

[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

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**SECTION 3 - RATES, CONT'D.**

**12. Pinnacle for Associations**

**Switched**

	<b>Base Rate</b>		<b>1 Year Term</b>		<b>2 Year Term</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Inbound/ Outbound	0.0695	HITDR**	0.1292	HITDR**	0.0626	HITDR**
Card	0.1140	HITDR**	0.1060	HITDR**	0.1025	HITDR**

**Dedicated**

	<b>Base Rate</b>		<b>1 Year Term</b>		<b>2 Year Term</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Inbound/ Outbound	0.0460	HITDR**	0.0428	HITDR**	0.041	HITDR**
Card	0.1100	HITDR**	0.1025	HITDR**	0.0990	HITDR**

**Monthly Recurring Charges**

	<u>Minimum</u>	<u>Maximum</u>
1. Monthly charge for each 800 number:	\$ 1.50	HITDR**
2. Monthly charge for customized pin package:	\$20.00	HITDR**
3. Monthly charge for autodialers, per access line:	\$ 1.50	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY  
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**SECTION 3 - RATES, CONT'D.**

**13. Aspect Option B Rates**

Outbound .10  
Inbound .10  
Card .175

**[AS OF DECEMBER 2, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY  
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**SECTION 3 - RATES, CONT'D.**

**14. Aspect Option D Switched Service Rates**

	<b>Base</b>		<b>1 Year</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Inbound/ Outbound	0.0725	HITDR**	0.0690	HITDR**
	<b>2 Years</b>		<b>3 Years</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Inbound/ Outbound	0.0675	HITDR**	0.0655	HITDR**
	<b>Base</b>		<b>1 Year</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Card	0.1140	HITDR**	0.108	HITDR**
	<b>2 Years</b>		<b>3 Years</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Card	0.1060	HITDR**	0.102	HITDR**

**Monthly Recurring Charges:**

	<b>Minimum</b>	<b>Maximum</b>
1. Monthly charge for each 800 number:	\$ 1.50	HITDR**
2. Monthly charge for customized pin package:	\$20.00	HITDR**
3. Monthly charge for autodialers, per access line:	\$ 1.50	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**15. Aspect Option D Association Switched Service Rates**

	<b>Base Rate</b>		<b>1 Year Term</b>		<b>2 Year Term</b>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Inbound/ Outbound	0.0725	HITDR**	0.0675	HITDR**	0.0655	HITDR**
Card	0.1140	HITDR**	0.1060	HITDR**	0.1025	HITDR**

**Monthly Recurring Charges:**

	<u>Minimum</u>	<u>Maximum</u>
1. Monthly charge for each 800 number:	\$ 1.50	HITDR**
2. Monthly charge for customized pin package:	\$20.00	HITDR**
3. Monthly charge for autodialers, per access line:	\$ 1.50	HITDR**

**16. Aspect Option H**

Outbound	.1450
Inbound	.1450
Card	.175

**[AS OF NOVEMBER 23, 1998, ASPECT OPTION H WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

<b>17. Premier Hospitality:</b>	<b><u>Minimum</u></b>	<b><u>Maximum</u></b>
Intrastate usage charge per minute:	\$0.06	HITDR**
<b>18. Personal Toll Free "800/888" Rates</b>		
Per Minute Flat Rate		
Volume Discount Usage over \$25.00 - 10%	\$0.11	HITDR**
Installation Charges		
	\$0.00	HITDR**
Monthly Recurring		
	\$1.50	HITDR**

**[AS OF MARCH 10, 1999, PREMIER HOSPITALITY AND PERSONAL TOLL FREE  
"800/888" RATES WERE RESERVED FOR CURRENTLY SUBSCRIBED  
CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**19. Family Connections Plus Usage Rates**

	<b>Minimum</b>	<b>Maximum</b>
Day	\$0.1050	HITDR**
Evening	\$0.0600	HITDR**
Night/Weekend	\$0.0500	HITDR**

**Family Connections Plus Toll Free "800/888" Usage Rates**

	<b>Minimum</b>	<b>Maximum</b>
Day	\$0.103	HITDR**
Evening	\$0.103	HITDR**
Night/Weekend	\$0.103	HITDR**

**Family Connections Plus Card Usage Rates**

	<b>Minimum</b>	<b>Maximum</b>
Day	\$0.125	HITDR**
Evening	\$0.125	HITDR**
Night/Weekend	\$0.125	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF MARCH 10, 1999, FAMILY CONNECTIONS PLUS  
RATES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS  
AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**20. Destiny Classic with Off-Peak**

**A. Minimum Outbound Rates**

	Volume	Discount Rates <u>Day</u>	Discount Rates <u>Eve/Night</u>
Base	0%	0.111	0.075
\$150-\$300	3%	0.107	0.073
\$301-\$750	6%	0.104	0.071
\$751-\$1000	8%	0.102	0.069
\$1001-\$1500	12%	0.098	0.066
\$1501 + 14%	0.096		0.065

	12 Months Term Discount 8%		24 Months Term Discount 14%		36 Months Term Discount 17%	
	<u>Day</u>	<u>Eve/Night</u>	<u>Day</u>	<u>Eve/Night</u>	<u>Day</u>	<u>Eve/Night</u>
	Base	0.102	0.065	0.096	0.065	0.092
\$150-\$300	0.099	0.067	0.096	0.063	0.090	0.061
\$301-\$750	0.096	0.065	0.090	0.060	0.087	0.059
\$751-\$1500	0.094	0.064	0.088	0.060	0.085	0.058
\$1000-\$1500	0.090	0.061	0.084	0.057	0.081	0.055
\$1501+	0.038	0.060	0.082	0.056	0.079	0.054

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**20. Destiny Classic with Off-Peak**

**B. Maximum Outbound Rates**

	<b>Volume Discount</b>	<b>Discount Rates <u>Day</u></b>	<b>Discount Rates <u>Eve/Night</u></b>
Base	0%	HITDR**	HITDR**
\$150-\$300	3%	HITDR**	HITDR**
\$301-\$750	6%	HITDR**	HITDR**
\$751-\$1000	8%	HITDR**	HITDR**
\$1001-\$1500	12%	HITDR**	HITDR**
\$1501 +	14%	HITDR**	HITDR**

	<b>12 Months Term Discount 8%</b>		<b>24 Months Term Discount 14%</b>		<b>36 Months Term Discount 17%</b>	
	<b><u>Day</u></b>	<b><u>Eve/Night</u></b>	<b><u>Day</u></b>	<b><u>Eve/Night</u></b>	<b><u>Day</u></b>	<b><u>Eve/Night</u></b>
Base	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**
\$150-\$300	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**
\$301-\$750	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**
\$751-\$1500	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**
\$1000-\$1500	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**
\$1501+	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**21. Destiny Classic Switched with Off-Peak**

**A. Minimum Toll Free "800/888" Rates**

<b>Base</b>	<b>Volume Discount</b>	<b>Discount Rates <u>Day</u> <u>Eve/Night</u></b>	<b>Discount Rates</b>
	0%	0.113	0.078
\$150-\$300	3%	0.110	0.075
\$301-\$750	6%	0.115	0.073
\$751-\$1000	8%	0.105	0.072
\$1001-\$1500	12%	0.100	0.068
\$1501 +	14%	0.098	0.067

  

<b>Base</b>	<b>12 Months Term Discount 8%</b>		<b>24 Months Term Discount 14%</b>		<b>36 Months Term Discount 17%</b>	
	<b><u>Day</u> <u>Eve/Night</u></b>		<b><u>Day</u> <u>Eve/Night</u></b>		<b><u>Day</u> <u>Eve/Night</u></b>	
	0.104	0.076	0.098	0.067	0.094	0.0665
\$150-\$300	0.102	0.069	0.095	0.065	0.092	0.063
\$301-\$750	0.098	0.067	0.092	0.063	0.089	0.061
\$751-\$1000	0.096	0.066	0.090	0.062	0.087	0.094
\$1001-\$1500	0.092	0.063	0.086	0.059	0.083	0.057
\$1501+	0.090	0.062	0.084	0.058	0.081	0.056

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**21. Destiny Classic Switched with Off-Peak, cont'd.**

**B. Maximum Toll Free "800/888" Rates**

Base	<u>Volume</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
			<u>Rates</u>	<u>Rates</u>
			<u>Eve/Night</u>	<u>Day</u>
	0%		HITDR**	HITDR**
\$150-\$300	3%		HITDR**	HITDR**
\$301-\$750	6%		HITDR**	HITDR**
\$751-\$1000	8%		HITDR**	HITDR**
\$1001-\$1500	12%		HITDR**	HITDR**
\$1501 +	14%		HITDR**	HITDR**

  

Base	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
	<u>Term Discount</u>	<u>Term Discount</u>	<u>Term Discount</u>
	<u>8%</u>	<u>14%</u>	<u>17%</u>
	<u>Day Eve/Night</u>	<u>Day Eve/Night</u>	<u>Day Eve/Night</u>
	HITDR**	HITDR**	HITDR**
\$150-\$300	HITDR**	HITDR**	HITDR**
\$301-\$750	HITDR**	HITDR**	HITDR**
\$751-\$1000	HITDR**	HITDR**	HITDR**
\$1001-\$1500	HITDR**	HITDR**	HITDR**
\$1501+	HITDR**	HITDR**	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**21. Destiny Classic Switched with Off-Peak, cont'd.**

**D. Maximum Card Rates**

	<u>Base</u>	<u>Volume Discount</u>	<u>Discount Rates</u>
		0%	HITDR**
	\$150-\$300	3%	HITDR**
	\$301-\$750	6%	HITDR**
	\$751-\$1000	8%	HITDR**
	\$1001-\$1500	12%	HITDR**
	\$1500 +	14%	HITDR**

  

	<u>12 Months Term Discount</u>	<u>24 Months Term Discount</u>	<u>36 Months Term Discount</u>
	8%	14%	17%
	<u>Day Eve/Night</u>	<u>Day Eve/Night</u>	<u>Day Eve/Night</u>
Base	HITDR**	HITDR**	HITDR**
\$150-\$300	HITDR**	HITDR**	HITDR**
\$301-\$750	HITDR**	HITDR**	HITDR**
\$751-\$1000	HITDR**	HITDR**	HITDR**
\$1001-\$1500	HITDR**	HITDR**	HITDR**
\$1501+	HITDR**	HITDR**	HITDR**

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

**[AS OF AUGUST 10, 1998, THIS SERVICE WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**22. ITC^DeltaCom Unison Option A - Switched/800 Rates**

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
.118	.106	.101	.097

Toll Free PIN-Connect is available with this service as follows:

.150	.1350	.1290	.1230
------	-------	-------	-------

**ITC^DeltaCom Unison Option A - Switched / Card Rates**

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
.290	.261	.249	.238

**Monthly Recurring Charge:** \$3.00 per toll free number  
\$7.50 with additional Toll Free PIN-Connect feature

**PIN-Connect Custom Reports:** \$25.00 per request

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**SECTION 3 - RATES, CONT'D.**

**23. ITC^DeltaCom Unison Option A - Dedicated Rates**

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
.0859	.0784	.0739	.0704

**Monthly Recurring Charge:** \$3.00 per toll free number

**ITC^DeltaCom Unison Option A Dedicated - Card Rates**

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
.290	.261	.249	.238

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**SECTION 3 - RATES, CONT'D.**

**24. ITC^DeltaCom Unison Option A for Associations**

**Switched/800 Rates**

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)
.118	.101	.097

Toll Free PIN-Connect is available with this service as follows:

.150	.1290	.1230
------	-------	-------

**ITC^DeltaCom Unison Option A for Associations - Card Rates**

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)
.290	.249	.238

**Monthly Recurring Charge:** \$3.00 per toll free number  
\$7.50 with additional Toll Free PIN-Connect feature

**PIN-Connect Custom Reports:** \$25.00 per request

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**SECTION 3 - RATES, CONT'D.**

**25. ITC^DeltaCom Unison Option A for Associations -  
Dedicated Rates**

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)
.0859	.0739	.0704

**Monthly Recurring Charge:** \$3.00 per toll free  
number

**ITC^DeltaCom Unison Option A for Associations - Card Rates**

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)
.290	.249	.238

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**SECTION 3 - RATES, CONT'D.**

**26. ITC^DeltaCom Unison Option B, C, D**

	<b>Outbound</b>	<b>Inbound</b>	<b>Card</b>
< \$ 2,999	.065	.065	.175
\$ 3K - 9,999	.060	.060	.175
\$ 10K+	.0575	.0575	.175

**[AS OF SEPTEMBER 17, 1999, UNISON OPTIONS B, C AND D WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**27. ITC^DeltaCom Unison Plus - Switched/800 Rates**

Base Rate	1 Year Term	2 Year Term	3 Year Term
(No Term)	(10%)	(14%)	(18%)
.110	.099	.095	.090

**ITC^DeltaCom Unison Plus - Card Rates**

Base Rate	1 Year Term	2 Year Term	3 Year Term
(No Term)	(10%)	(14%)	(18%)
.290	.261	.249	.238

**Monthly Recurring Charge:** \$3.00 per toll free number

**28. ITC^DeltaCom Unison Plus - Dedicated Rates**

Base Rate	1 Year Term	2 Year Term	3 Year Term
(No Term)	(10%)	(14%)	(18%)
.0820	.0745	.0705	.0672

**ITC^DeltaCom Unison Plus-Card Rates**

Base Rate	1 Year Term	2 Year Term	3 Year Term
(No Term)	(10%)	(14%)	(18%)
.290	.261	.249	.238

**Monthly Recurring Charge:** \$3.00 per toll free number

**[AS OF MARCH 10, 1999, ITC^DELTACOM UNISON PLUS WAS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WAS NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**29. ITC^DeltaCom Unison Plus for Associations -  
Switched/800 Rates**

Base Rate	1 Year Term	2 Year Term
(No Term)	(14%)	(18%)
.110	.095	.090

**ITC^DeltaCom Unison Plus for Associations - Card Rates**

Base Rate	1 Year Term	2 Year Term
(No Term)	(14%)	(18%)
.290	.249	.238

**Monthly Recurring Charge:** \$3.00 per toll free number

**30. ITC^DeltaCom Unison Plus for Associations -  
Dedicated Rates**

Base Rate	1 Year Term	2 Year Term
(No Term)	(14%)	(18%)
.0820	.0705	.0672

**ITC^DeltaCom Unison Plus for Associations -  
Card Rates**

Base Rate	1 Year Term	2 Year Term
(No Term)	(14%)	(18%)
.290	.249	.238

**Monthly Recurring Charge:** \$3.00 per toll free number

**[AS OF MARCH 10, 1999, ITC DELTACOM UNISON PLUS  
FOR ASSOCIATIONS WAS RESERVED FOR CURRENTLY SUBSCRIBED  
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**SECTION 3 - RATES, CONT'D.**

**31. Patron - Switched/800 Rates**

Volume	Rate	3% Discount to Extend Term
\$0-\$1500	\$0.1080	0.1048

**Patron - Card Rates**

Rate	3% Discount to Extend Term
\$0.1950	\$.1890

**Monthly Recurring Charge:** \$3.00 per toll free number

**Calling Card Surcharge:** \$0.40

**32. Patron - Dedicated Rates**

Volume	Rate	3% Discount to Extend Term
\$2500-\$5000	\$0.0745	\$0.0722
\$5001 +	\$0.0745	\$0.0722

**Patron - Card Rates**

Rate	3% Discount to Extend Term
\$0.1900	\$0.1840

**Monthly Recurring Charge:** \$3.00 per toll free number

**Calling Card Surcharge:** \$0.40

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**SECTION 3 - RATES, CONT'D.**

**33. Quest**

**Switched**

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/ Outbound	\$.128	\$.121	\$.119	\$.115
Card	\$.228	\$.216	\$.212	\$.205

**Dedicated**

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/ Outbound	\$.088	\$.084	\$.082	\$.079
Card	\$.220	\$.209	\$.205	\$.198

**Monthly Recurring Charges:**

\$3.00 for each toll free number

**Calling Card Surcharge:** \$.40

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**SECTION 3 - RATES, CONT'D.**

**34. Quest for Associations**

**Switched**

	No Term	12 Month Term	24 Month Term
Inbound/ Outbound	\$.121	\$.115	\$.113
Card	\$.216	\$.205	\$.201

**Dedicated**

	No Term	12 Month Term	24 Month Term
Inbound/ Outbound	\$.087	\$.082	\$.081
Card	\$.209	\$.199	\$.194

**Monthly Recurring Charges:**

\$3.00 for each toll free number

**Calling Card Surcharge:** \$.40

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**SECTION 3 - RATES, CONT'D.**

**35. Dial-Up**

Rate per minute:  
Day-----\$.21  
Evening-----\$.12  
Night/Weekend-----\$.10

**36. ITC^DeltaCom Flexline**

**Usage charges per minute**

Day-----\$.199  
Evening-----\$.165  
Night/Weekend-----\$.160

Timed in 1/10th minute increments, after initial 30 seconds.

**Discount**

Usage \$200 to \$1800-----10% discount  
Usage over \$1800-----21% discount  
Applies to all usage, inter and intrastate

**Installation Fee:** \$15 per account

**Monthly recurring charge:** \$12 per account

**[AS OF MARCH 10, 1999, DIAL-UP AND ITC^DELTACOM FLEXLINE WERE  
RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS  
AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**37. ITC^DeltaCom (MTS)/Smart Talk**

Usage charges per minute

Day-----\$.21

Evening-----\$.12

Night/Weekend-----\$.10

Timed to the next full minute increment

Installation Fees: None

Monthly recurring charge: None

**38. ValueLink**

Day		Evening		Night	
<u>Initial</u>	<u>Add'l</u>	<u>Initial</u>	<u>Add'l</u>	<u>Initial</u>	<u>Add'l</u>
.2799	.1610	.2074	.1208	.1495	.0926
.2897	.2100	.2090	.1525	.1770	.1252
.3072	.2300	.2190	.1650	.1880	.1361
.3072	.2700	.2190	.1950	.1880	.1579
.3072	.2900	.2190	.2100	.1880	.1688
.3093	.2900	.2190	.2100	.1935	.1688
.3199	.2975	.2290	.2100	.1990	.1742
.3199	.3075	.2290	.2200	.1990	.1797
.3199	.3050	.2290	.2225	.1990	.1797

Calling Card Surcharge: \$.40

**[AS OF MARCH 10, 1999, ITC^DELTACOM (MTS)/SMART TALK VALUELINK WERE SERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]**

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**SECTION 3 - RATES, CONT'D.**

**39. Custom Design Wats**

**Usage charges per minute:**

Day----- \$.165  
Evening----- \$.113  
Night/Weekend \$.105

Timed in 1/10 minute increments, after initial 30 seconds

**Discount**

\$350.00 to \$750.00-----10%  
Usage over \$750.00 to \$2,000.00-----15%  
Usage over \$2,000.00-----21%

Applies to all usage, Inter and Intrastate

**Installation Fee:** \$15 per account

**Monthly Recurring Charge:** \$5 per account

**[AS OF MARCH 10, 1999, CUSTOM DESIGN WATS WAS RESERVED FOR  
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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic**

**40.1 Usage charges per minute for all times-of-day /days-of-week (Flat Rate):**

		<u>Classes of Service</u>			
		Destiny	Destiny	Destiny	Destiny
		Classic	Classic	Classic	Classic
		Switched	Dedicated	Switched	Dedicated
		<u>Switched</u>	<u>Dedicated</u>	<u>Association</u>	<u>Association</u>
Outbound...		\$ .193	\$ .124	\$ .193	\$ .12
800.....		\$ .197	\$ .129	\$ .197	\$ .129
Card.....		\$ .270	\$ .270	\$ .270	\$ .270

**40.2 Volume Discount**

The following rates by traffic type are applicable for each of the respective Destiny classes of service when the corresponding Volume Discount Levels are achieved.

**40.2.A Destiny Classic Switched**

Volume Discount Levels	<u>Rates by Traffic Type</u>		
	<u>Outbound</u>	<u>800</u>	<u>Calling Card</u>
\$ 150.00....	\$ .187	\$ .191	\$ .262
\$ 301.00....	\$ .181	\$ .185	\$ .254
\$ 751.00....	\$ .178	\$ .181	\$ .248
\$ 1,001.00....	\$ .170	\$ .173	\$ .238
\$ 1,501.00....	\$ .166	\$ .169	\$ .232
\$ 3,001.00....	\$ .158	\$ .162	-----
\$ 5,001.00....	\$ .154	\$ .158	-----
\$ 7,501.00....	\$ .149	\$ .152	-----

**40.2.B Destiny Classic Dedicated**

Volume Discount Levels	<u>Rates by Traffic Type</u>		
	<u>Outbound</u>	<u>800</u>	<u>Calling Card</u>
\$ 2,501.00....	\$ .120	\$ .125	\$ .262
\$ 4,001.00....	\$ .117	\$ .121	\$ .254
\$ 7,501.00....	\$ .114	\$ .119	\$ .248
\$ 12,001.00....	\$ .109	\$ .114	\$ .238
\$ 20,001.00....	\$ .107	\$ .111	\$ .232

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.2 Volume Discount (Cont.)**

The following rates by traffic type are applicable for each of the respective Destiny classes of service when the corresponding Volume Discount Levels are achieved (Cont.)

**40.2.C Destiny Classic Switched-Association**

<u>Volume Discount Levels</u>	<u>Rates by Traffic Type</u>		
	<u>Outbound</u>	<u>800</u>	<u>Calling Card</u>
\$ .00.....	\$.183	\$.187	\$.257
\$ 150.00.....	\$.178	\$.182	\$.249
\$ 301.00.....	\$.172	\$.176	\$.241
\$ 751.00.....	\$.169	\$.172	\$.236
\$ 1,001.00.....	\$.161	\$.165	\$.226
\$ 1,501.00.....	\$.158	\$.161	\$.221

**40.2.D Destiny Classic Dedicated-Association**

<u>Volume Discount Levels</u>	<u>Rates by Traffic Type</u>		
	<u>Outbound</u>	<u>800</u>	<u>Calling Card</u>
\$ .00.....	\$.120	\$.125	\$.262
\$ 2,501.00.....	\$.117	\$.121	\$.254
\$ 4,001.00.....	\$.113	\$.118	\$.246
\$ 7,501.00.....	\$.111	\$.115	\$.241
\$12,001.00.....	\$.106	\$.110	\$.230
\$20,001.00.....	\$.103	\$.108	\$.225

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.3 Term Discount**

The following rates by traffic type and corresponding Term Discount Levels are applicable for each of the following Destiny classes of service when the subscriber maintains the "Average Monthly Usage" commitment.

**40.3.A Destiny Classic Switched**

**40.3.A.1 Outbound**

Term <u>Discount Levels</u>	<u>12 Months</u>	<u>Outbound 24 Months</u>	<u>36 Months</u>
\$ .00.....	\$.178	\$.166	\$.160
\$ 151.00.....	\$.172	\$.161	\$.155
\$ 301.00.....	\$.167	\$.156	\$.151
\$ 751.00.....	\$.163	\$.153	\$.147
\$ 1,001.00.....	\$.156	\$.146	\$.141
\$ 1,501.00.....	\$.153	\$.143	\$.138
\$ 3,001.00.....	\$.146	\$.136	\$.131
\$ 5,001.00.....	\$.142	\$.133	\$.128
\$ 7,501.00.....	\$.137	\$.128	\$.123

**40.3.A.2 800**

Term <u>Discount Levels</u>	<u>12 Months</u>	<u>800 24 Months</u>	<u>36 Months</u>
\$ .00.....	\$.181	\$.169	\$.164
\$ 151.00.....	\$.176	\$.164	\$.159
\$ 301.00.....	\$.170	\$.159	\$.154
\$ 751.00.....	\$.167	\$.156	\$.150
\$ 1,001.00.....	\$.159	\$.149	\$.144
\$ 1,501.00.....	\$.156	\$.146	\$.141
\$ 3,001.00.....	\$.149	\$.139	\$.134
\$ 5,001.00.....	\$.145	\$.136	\$.131
\$ 7,501.00.....	\$.140	\$.130	\$.126

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.3 Term Discount (Cont.)**

**40.3.A.3 Card**

Term	<u>Card</u>		
<u>Discount Levels</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00....	\$.248	\$.232	\$.224
\$ 151.00....	\$.241	\$.225	\$.217
\$ 301.00....	\$.233	\$.218	\$.211
\$ 751.00....	\$.229	\$.214	\$.206
\$ 1,001.00....	\$.219	\$.204	\$.197
\$ 1,501.00....	\$.214	\$.200	\$.193

**40.3.B Destiny Classic Dedicated**

**40.3.B.1 Outbound**

Term	<u>Outbound</u>		
<u>Discount Levels</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00....	\$.114	\$.107	\$.103
\$ 2,500.00....	\$.111	\$.103	\$.100
\$ 4,001.00....	\$.107	\$.100	\$.097
\$ 7,501.00....	\$.105	\$.098	\$.095
\$12,001.00....	\$.100	\$.094	\$.091
\$20,001.00....	\$.098	\$.092	\$.089

**40.3.B.2 800**

Term	<u>800</u>		
<u>Discount Levels</u>	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00....	\$.119	\$.111	\$.107
\$ 2,501.00....	\$.115	\$.108	\$.104
\$ 4,001.00....	\$.112	\$.104	\$.101
\$ 7,501.00....	\$.109	\$.102	\$.099
\$12,001.00....	\$.104	\$.098	\$.094
\$20,001.00....	\$.102	\$.095	\$.092

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.3 Term Discount (Cont.)**

**40.3.B Destiny Classic Dedicated (Cont.)**

**40.3.B.3 Card**

Term <u>Discount Levels</u>	<u>Card</u>		
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00.....	\$.248	\$.232	\$.224
\$ 2,501.00.....	\$.241	\$.225	\$.217
\$ 4,001.00.....	\$.233	\$.218	\$.211
\$ 7,501.00.....	\$.229	\$.214	\$.206
\$12,001.00.....	\$.219	\$.204	\$.197
\$20,001.00.....	\$.214	\$.200	\$.193

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.3 Term Discount (Cont.)**

**40.3.C Destiny Classic Switched-Association**

**40.3.C.1 Outbound**

<u>Term</u> <u>Discount Levels</u>	<u>Outbound</u>		
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00.....	\$.169	\$.158	\$.152
\$ 151.00.....	\$.164	\$.153	\$.148
\$ 301.00.....	\$.159	\$.148	\$.143
\$ 751.00.....	\$.155	\$.145	\$.140
\$ 1,001.00.....	\$.148	\$.139	\$.134
\$ 1,501.00.....	\$.145	\$.136	\$.131

**40.3.C.2 800**

<u>Term</u> <u>Discount Levels</u>	<u>800</u>		
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00.....	\$.172	\$.161	\$.155
\$ 151.00.....	\$.167	\$.156	\$.151
\$ 301.00.....	\$.162	\$.151	\$.146
\$ 751.00.....	\$.158	\$.148	\$.143
\$ 1,001.00.....	\$.152	\$.142	\$.137
\$ 1,501.00.....	\$.148	\$.138	\$.134

**40.3.C.3 Card**

<u>Term</u> <u>Discount Levels</u>	<u>Card</u>		
	<u>12 Months</u>	<u>24 Months</u>	<u>36 Months</u>
\$ .00.....	\$.236	\$.221	\$.213
\$ 151.00.....	\$.229	\$.214	\$.207
\$ 301.00.....	\$.222	\$.207	\$.200
\$ 751.00.....	\$.217	\$.203	\$.196
\$ 1,001.00.....	\$.208	\$.194	\$.187
\$ 1,501.00.....	\$.203	\$.190	\$.183

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.3 Term Discount (Cont.)**

**40.3.D Destiny Classic Dedicated-Association**

**40.3.D.1 Outbound**

Term Discount Levels	Outbound		
	12 Months	24 Months	36 Months
\$ .00.....	\$.111	\$.103	\$.100
\$ 2,501.00.....	\$.107	\$.100	\$.097
\$ 4,001.00.....	\$.104	\$.097	\$.094
\$ 7,501.00.....	\$.102	\$.095	\$.092
\$12,001.00.....	\$.097	\$.091	\$.088
\$20,001.00.....	\$.095	\$.089	\$.086

**40.3.D.2 800**

Term Discount Levels	800		
	12 Months	24 Months	36 Months
\$ .00.....	\$.115	\$.108	\$.104
\$ 2,501.00.....	\$.112	\$.104	\$.101
\$ 4,001.00.....	\$.108	\$.101	\$.098
\$ 7,501.00.....	\$.106	\$.099	\$.096
\$12,001.00.....	\$.101	\$.095	\$.091
\$20,001.00.....	\$.099	\$.093	\$.089

**40.3.D.3 Card**

Term Discount Levels	Card		
	12 Months	24 Months	36 Months
\$ .00.....	\$.241	\$.225	\$.217
\$ 2,501.00.....	\$.234	\$.218	\$.211
\$ 4,001.00.....	\$.226	\$.212	\$.204
\$ 7,501.00.....	\$.222	\$.207	\$.200
\$12,001.00.....	\$.212	\$.198	\$.191
\$20,001.00.....	\$.207	\$.194	\$.187

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**SECTION 3 - RATES, CONT'D.**

**40. Destiny Classic (Cont.)**

**40.4 Installation Fees:** None

**40.5 Monthly Recurring Charges:**

**40.5.A Monthly Charge for each 800 number:**  
\$3.00

**40.5.B Monthly Charge for Authorization Code  
a/k/a Customized Pin package:**  
\$40.00 per 100 PINs

**40.5.C Monthly Charge for Autodialers:** \$3.00  
per access line.

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

**40.7** Calling Card Surcharge: \$.40 (Applies to Destiny Classic and Destiny  
Classic for Associations calling card calls.)

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**SECTION 3 - RATES, CONT'D.**

**41. Premier Advantage**

**41.1 Switched 1+ and 800**

	Volume Discount	Discount Term Rates	12 Months Term Discount 5%	24 Months Term Discount 7%	36 Months Term Discount 10%
Base	0%	0.145	0.138	0.135	0.131
\$150-500	3%	0.141	0.134	0.131	0.127
\$501-1000	6%	0.136	0.129	0.127	0.123
\$1001-2000	9%	0.132	0.125	0.123	0.119
\$2001-3500	10%	0.131	0.124	0.121	0.117
\$3501 +	12%	0.128	0.121	0.119	0.115

**41.2 Dedicated Outbound and 800**

	Volume Discount	Discount Term Rates	12 Months Term Discount 5%	24 Months Term Discount 7%	36 Months Term Discount 10%
Base	0%	0.105	0.100	0.098	0.095
\$2500-4000	5%	0.100	0.095	0.093	0.090
\$4001-7500	7%	0.098	0.093	0.091	0.088
\$7501-12000	12%	0.092	0.088	0.086	0.083
\$12001-20000	14%	0.090	0.086	0.084	0.081
\$20001-35000	15%	0.089	0.085	0.083	0.080
\$35001-50000	16%	0.088	0.084	0.082	0.079
\$50001-75000	17%	0.087	0.083	0.081	0.078
\$75001-100000	19%	0.085	0.081	0.079	0.077
\$100000 +	20%	0.084	0.080	0.078	0.076

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**SECTION 3 - RATES, CONT'D.**

**41 Premier Advantage (Cont.)**

**41.3 Calling Card**

	Volume Discount	Discount Rates	12 Months Term Discount 5%	24 Months Term Discount 7%	36 Months Term Discount 10%
Base	0%	0.250	0.238	0.233	0.255
\$150-1000	3%	0.243	0.230	0.226	0.218
\$1001-2500	6%	0.235	0.223	0.219	0.212
\$2501-5000	9%	0.228	0.216	0.212	0.205
\$5001-7500	10%	0.225	0.214	0.209	0.203
\$7501 +	12%	0.220	0.209	0.205	0.198

Calling Card Surcharge: \$.40

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**SECTION 3 - RATES, CONT'D.**

**42. Premier Advantage for Associations**

**42.1 Switched 1+ and 800 Association**

	Volume	Discount	Association	12 Months	24 Months
	Discount	Rates	Rates	Term	Term
			5%	5%	7%
Base	0%	0.145	0.138	0.131	0.128
\$150-500	3%	0.141	0.134	0.127	0.124
\$501-1000	6%	0.136	0.129	0.123	0.120
\$1001-2000	9%	0.132	0.125	0.119	0.117
\$2001-3500	10%	0.131	0.124	0.118	0.115
\$3501 +	12%	0.128	0.121	0.115	0.113

**42.2 Dedicated Outbound and 800**

	Volume	Discount	Association	12 Months	24 Months
	Discount	Rates	Rates	Term	Term
			5%	5%	7%
Base	0%	0.105	0.102	0.097	0.095
\$2500-4000	5%	0.100	0.097	0.092	0.090
\$4001-7000	7%	0.098	0.095	0.090	0.088
\$7001-12000	12%	0.093	0.090	0.085	0.084
\$12001-20000	14%	0.091	0.088	0.083	0.082
\$20001 +	15%	0.090	0.087	0.082	0.081

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**SECTION 3 - RATES, CONT'D.**

**42. Premier Advantage for Associations (Cont.)**

**42.3 Calling Card**

	Volume	Discount	Association	12 Months	24 Months
	Discount	Rates	Rates	Term	Term
			5%	5%	7%
Base	0%	0.250	0.238	0.266	0.221
\$150-1000	3%	0.243	0.230	0.219	0.214
\$1001-2500	6%	0.235	0.223	0.212	0.208
\$2501-5000	9%	0.228	0.216	0.205	0.201
\$5001-7500	10%	0.225	0.214	0.203	0.199
\$7501 +	12%	0.220	0.209	0.199	0.194

Calling Card Surcharge: \$.40

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**SECTION 3 - RATES, CONT'D.**

**43. Operator Services**

The following rate table applies to all calls:

Mileage	Day Rate Period				Evening Rate Period				Night/Weekend Rate Period			
	Initial Period		Add'l Period		Initial Period		Add'l Period		Initial Period		Add'l Period	
	Min.	Max**	Min.	Max**	Min.	Max**	Min.	Max**	Min.	Max**	Min.	Max*
1 - 10	.0850	HITDR	.0650	HITDR	.0600	HITDR	.0525	HITDR	.0550	HITDR	.0525	HITDR
11 - 22	.1150	HITDR	.0750	HITDR	.0750	HITDR	.0650	HITDR	.0550	HITDR	.0525	HITDR
23 - 55	.1400	HITDR	.1250	HITDR	.0950	HITDR	.0850	HITDR	.0750	HITDR	.0700	HITDR
56 -124	.1550	HITDR	.1425	HITDR	.1100	HITDR	.1000	HITDR	.0850	HITDR	.0800	HITDR
125-292	.1650	HITDR	.1525	HITDR	.1200	HITDR	.1100	HITDR	.0950	HITDR	.0900	HITDR
293-354	.1800	HITDR	.1675	HITDR	.1300	HITDR	.1200	HITDR	.1050	HITDR	.1000	HITDR

**\*\*HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**43. Operator Services, Cont'd.**

**Service Charges and Surcharges**

	<u>Minimum</u>	<u>Maximum</u>	
<u>Customer Dialed Calling Card Station</u>			
-Customer Dialed/Automated	\$0.80	HITDR**	
-Customer Dialed/Operator Assisted	0.80	HITDR**	
-Customer Dialed/Operator Must Assist	0.80	HITDR**	
<u>Operator Dialed Calling Card Station</u>	\$1.75	HITDR**	(D)
<u>Operator Station</u>			
Collect	\$1.75	HITDR**	
Billed to Third Party	1.75	HITDR**	
Sent Paid-Non-Coin	1.75	HITDR**	
<u>Person-to-Person</u>	\$3.50	HITDR**	(C)
<u>Operator Dialed Surcharge(O*)</u>	\$0.75	HITDR**	
<u>Busy Line Verification</u>	\$4.00	HITDR**	(C)
<u>Busy Line Interrupt</u>	\$4.00	HITDR**	(C)

\*\* **HITDR - Highest Interexchange Transporter Daytime Rate.**

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**SECTION 3 - RATES, CONT'D.**

**43. Operator Services, Cont'd.**

**Service Charges and Surcharges**

	<b><u>Billed To</u></b>		
	<b>ITC^DeltaCom</b>		
	<b>Calling Card</b>		
	<b><u>Minimum</u></b>	<b><u>Maximum</u></b>	
<u>Customer Dialed Calling Card Station</u>			
-Customer Dialed/Automated	\$0.79	HITDR**	
-Customer Dialed/Operator Assisted	0.79	HITDR**	
-Customer Dialed/Operator Must Assist	0.79	HITDR**	
 <u>Operator Dialed Calling Card Station</u>	 \$1.75	 HITDR**	 (D)
 <u>Operator Station</u>			
Collect	\$ NA	HITDR**	
Billed to Third Party	NA	HITDR**	
Sent Paid-Non-Coin	NA	HITDR**	
 <u>Person-to-Person</u>	 \$3.50	 HITDR**	 (C)
 <u>Busy Line Verification</u>	 \$4.00	 HITDR**	 (C)
 <u>Busy Line Interrupt</u>	 \$4.00	 HITDR**	 (C)

\*\* **HITDR - Highest Interexchange Transporter Daytime Rate.**

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**ITC^DeltaCom Communications, Inc. D/B/A**  
**ITC^DeltaCom**  
7037 Old Madison Pike, Suite 400  
Huntsville, Alabama 35806

Pa. P.U.C. No. 2  
Supplement No. 7  
First Revision Sheet 172 (C)  
Cancels Original Sheet 172 (C)

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**SECTION 3 - RATES, CONT'D.**

**44. Payphone Surcharge**

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

Rate per Call \$0.60 (C)

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**SECTION 3 - RATES, CONT'D.**

**45. Custom Billing Rates**

Set Up	\$25.00
Monthly Recurring Charge	\$15.00
Replacement Copy	\$10.00

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**SECTION 3 - RATES, CONT'D.**

**46. ITC^DeltaCom Unison Select Option 1 - Dedicated Rates**

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
0.0872	0.0733	0.0698	0.0663

**ITC^DeltaCom Unison Select Option 1-Card Rates**

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
0.290	0.2436	0.2320	0.2204

**Monthly recurring Charge:** \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

**47. ITC^DeltaCom Unison Select Option 2-Dedicated Rates**

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
0.0872	0.0715	0.0680	0.0646

**ITC^DeltaCom Unison Select Option 2-Card Rates**

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
0.290	0.2378	0.2262	0.2146

**Monthly recurring Charge:**\$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

**48. ITC^DeltaCom Unison Select Option 3 - Dedicated Rates**

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (28%)
0.0872	0.0698	0.0663	0.0628

**ITC^DeltaCom Unison Select Option 3 - Card Rates**

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (28%)
0.290	0.2320	0.2204	0.2088

**Monthly recurring Charge:** \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

**49. ITC^DeltaCom Unison Select Option 4 - Switched Rates**

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
0.110	0.0924	0.0880	0.0836

Toll Free PIN-Connect is available with this service as follows:

0.150	0.1260	0.1200	0.1140
-------	--------	--------	--------

**ITC^DeltaCom Unison Select Option 4 - Card Rates**

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
0.2900	0.2436	0.2320	0.2204

**Monthly recurring Charge:** \$3.00 per toll free number

\$7.50 with additional  
Toll Free PIN-Connect  
feature

**PIN-Connect Custom Reports:** \$25.00 per request

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**SECTION 3 - RATES, CONT'D.**

**50. ITC^DeltaCom Unison Select Option 4 for Associations-  
Switched Rates**

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)
0.110	0.0880	0.0836

Toll Free PIN-Connect is available with this service as follows:

0.150	0.1200	0.1140
-------	--------	--------

**ITC^DeltaCom Unison Select Option 4 for Associations-  
Card Rates**

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)
0.2900	0.2320	0.2204

**Monthly recurring Charge:** \$3.00 per toll free number

\$7.50 with additional  
Toll Free PIN-Connect  
feature

**PIN-Connect Custom Reports:** \$25.00 per request

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**SECTION 3 - RATES, CONT'D.**

**51. ITC^DeltaCom Unison Select Option 5 - Switched Rates**

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
0.110	0.0902	0.0858	0.0814

Toll Free PIN-Connect is available with this service as follows:

0.150	0.1230	0.1170	0.1110
-------	--------	--------	--------

**ITC^DeltaCom Unison Select Option 5 - Card Rates**

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
0.2900	0.2378	0.2262	0.2146

**Monthly recurring Charge:** \$3.00 per toll free number  
\$7.50 with additional  
Toll Free PIN-Connect  
feature

**PIN-Connect Custom Reports:** \$25.00 per request

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**SECTION 3 - RATES, CONT'D.**

**52. ITC^DeltaCom Unison Select Option 5 for Associations-  
Switched Rates**

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (26%)
0.110	0.0858	0.0814

Toll Free PIN-Connect is available with this service as follows:

0.150	0.1170	0.1110
-------	--------	--------

**ITC^DeltaCom Unison Select Option 5 for Associations-  
Card Rates**

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (26%)
0.2900	0.2262	0.2146

**Monthly recurring Charge:** \$3.00 per toll free number  
\$7.50 with additional  
Toll Free PIN-Connect  
feature

**PIN-Connect Custom Reports:** \$25.00 per request

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**SECTION 3 - RATES, CONT'D.**

53. ITC^DeltaCom Business Connections Option 1  
Switched Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (3%)	3 Year Term (7%)
0.0950	0.0950	0.0922	0.0884

Toll Free PIN-Connect is available with this service as follows:

0.1500	0.1500	0.1455	0.1395
--------	--------	--------	--------

ITC^DeltaCom Business Connections Option 1  
Card Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (3%)	3 Year Term (7%)
0.2200	0.2200	0.2134	0.2046

Monthly recurring Charge:\$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

54. ITC^DeltaCom Business Connections Option 1 for  
Associations - Switched Rates

Base Rate (No Term)	1 Year Term (3%)	2 Year Term (7%)
0.0950	0.0922	0.0884

Toll Free PIN-Connect is available with this service  
as follows:

0.1500	0.1455	0.1395
--------	--------	--------

ITC^DeltaCom Business Connections Option 1 for  
Associations - Card Rates

Base Rate (No Term)	1 Year Term (3%)	2 Year Term (7%)
0.2200	0.2134	0.2046

Monthly recurring Charge: \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

55. ITC^DeltaCom Business Connections Option 2  
Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (17%)	3 Year Term (21%)
0.0950	0.0827	0.0789	0.0751

Toll Free PIN-Connect is available with this service  
as follows:

0.1500	0.1305	0.1245	0.1185
--------	--------	--------	--------

ITC^DeltaCom Business Connections Option 2  
Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (17%)	3 Year Term (21%)
0.2200	0.1848	0.1760	0.1672

Monthly recurring Charge:\$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

56. ITC^DeltaCom Business Connections Option 2 for  
Associations - Switched Rates

Base Rate (No Term)	1 Year Term (17%)	2 Year Term (21%)
0.0950	0.0789	0.0751

Toll Free PIN-Connect is available with this service  
as follows:

0.1500	0.1245	0.1185
--------	--------	--------

ITC^DeltaCom Business Connections Option 2 for  
Associations - Card Rates

Base Rate (No Term)	1 Year Term (17%)	2 Year Term (21%)
0.2200	0.1760	0.1672

Monthly recurring Charge: \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

57. ITC^DeltaCom Business Connections Option 3  
Switched Rates

Base Rate (No Term)	1 Year Term (19%)	2 Year Term (22%)	3 Year Term (28%)
0.0950	0.0770	0.0741	0.0684

Toll Free PIN-Connect is available with this service  
as follows:

0.1500	0.1215	0.1170	0.1080
--------	--------	--------	--------

ITC^DeltaCom Business Connections Option 3  
Card Rates

Base Rate (No Term)	1 Year Term (19%)	2 Year Term (22%)	3 Year Term (28%)
0.2200	0.1782	0.1716	0.1584

Monthly recurring Charge: \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

58. ITC^DeltaCom Business Connections Option 3 for  
Associations - Switched Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (28%)
0.0950	0.0741	0.0684

Toll Free PIN-Connect is available with this service  
as follows:

0.1500	0.1170	0.1080
--------	--------	--------

ITC^DeltaCom Business Connections Option 3 for  
Associations - Card Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (28%)
0.2200	0.1716	0.1584

Monthly recurring Charge: \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

59. ITC^DeltaCom Business Connections Option 4  
Dedicated Rates

Base Rate (No Term)	1 Year Term (12%)	2 Year Term (16%)	3 Year Term (20%)
0.0984	0.0866	0.0827	0.0787

Monthly recurring Charge: \$3.00 per toll free number

60. ITC^DeltaCom Business Connections Option 5  
Dedicated Rates

Base Rate (No Term)	1 Year Term (28%)	2 Year Term (31%)	3 Year Term (34%)
0.0984	0.0708	0.0679	0.0649

Monthly recurring Charge: \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

61. ITC^DeltaCom Business Connections Option 6  
Dedicated Rates

Base Rate (No Term)	1 Year Term (30%)	2 Year Term (33%)	3 Year Term (38%)
0.0984	0.0689	0.0659	0.0610

Monthly recurring Charge: \$3.00 per toll free number

62. ITC^DeltaCom Business Connections Option 7  
Dedicated Rates

Base Rate (No Term)	1 Year Term (32%)	2 Year Term (36%)	3 Year Term (40%)
0.0984	0.0669	0.0630	0.0590

Monthly recurring Charge: \$3.00 per toll free number

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**SECTION 3 - RATES, CONT'D.**

<b>63. Enhanced Toll Free Service Feature Rates</b>			(N)
A. Enhanced Toll Free Routing Package			
1. Monthly Recurring Charge	\$ 50.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
B. Time of Day Routing			
1. Monthly Recurring Charge	\$ 20.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
C. Day of Week Routing			
1. Monthly Recurring Charge	\$ 20.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
D. Holiday Routing			
1. Monthly Recurring Charge	\$ 20.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
E. Point of Origination Routing			
1. Monthly Recurring Charge	\$ 20.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
F. Toll Free Blocking			
1. Monthly Recurring Charge	\$ 20.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
G. Percent Allocation			
1. Monthly Recurring Charge	\$ 20.00		
2. Installation Charge	\$ 50.00		
3. Change Charge	\$ 25.00		
H. Toll Free with Call Completion			
1. Monthly Recurring Charge	\$ 25.00		
2. Installation Charge	\$100.00		
3. Customized Announcement Creation	\$100.00		
4. Change Charge	\$ 25.00		(N)

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**SECTION 3 - RATES, CONT'D.**

<b>63.</b>	<b>Enhanced Toll Free Service Feature Rates Cont.</b>		(N)
I.	Toll Free with Route Advance		
	1. Monthly Recurring Charge	\$ 10.00	
	2. Installation Charge	\$ 50.00	
	3. Change Charge	\$ 25.00	
J.	Toll Free with DNIS Delivery		
	1. Installation Charge	\$100.00	
	2. Change Charge	\$ 25.00	
K.	Toll Free with Real Time ANI Delivery		
	1. Usage Charge	\$ 0.01/Call Delivered	
	2. Change Charge	\$ 25.00	
L.	Toll Free with Menu-Prompted Routing		
M.	Monthly Recurring Charge	\$200.00	
	1. Installation Charge	\$500.00	
	2. Change Charge	\$200.00	(N)

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**SECTION 3 - RATES, CONT'D.**

**64. ITC^DeltaCom EnterpriseLD Option 1 Switched Rates (C)**

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
0.0800	0.0760	0.0728	0.0696

Toll Free PIN-Connect is available with this service  
as follows:

0.1500	0.1425	0.1365	0.1305
--------	--------	--------	--------

**ITC^DeltaCom EnterpriseLD Option 1  
Card Rates**

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
0.1900	0.1805	0.1729	0.1653

**Monthly recurring Charge:**\$3.00 per toll free number (C)

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**SECTION 3 - RATES, CONT'D.**

**65. ITC^DeltaCom EnterpriseLD Option 1 for Associations - Switched Rates (C)**

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)
0.0800	0.0728	0.0696

Toll Free PIN-Connect is available with this service as follows:

0.1500	0.1365	0.1305
--------	--------	--------

**ITC^DeltaCom EnterpriseLD Option 1 for Associations - Card Rates**

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)
0.1900	0.1729	0.1653

**Monthly recurring Charge:** \$3.00 per toll free number (C)

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**SECTION 3 - RATES, CONT'D.**

<b>66.</b>	<b>ITC^DeltaCom EnterpriseLD Option 2</b>				<b>(G)</b>
	<b>Switched Rates</b>				
	Base Rate (No Term)	1 Year Term (10%)	2 Year Term (13%)	3 Year Term (19%)	
	0.0800	0.0720	0.0696	0.0648	
	Toll Free PIN-Connect is available with this service as follows:				
	0.1500	0.1350	0.1305	0.1215	
	<b>ITC^DeltaCom EnterpriseLD Option 2</b>				
	<b>Card Rates</b>				
	Base Rate (No Term)	1 Year Term (10%)	2 Year Term (13%)	3 Year Term (19%)	
	0.1900	0.1710	0.1653	0.1539	
	<b>Monthly recurring Charge:\$3.00 per toll free number</b>				<b>(C)</b>

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**SECTION 3 - RATES, CONT'D.**

<b>67.</b>	<b>ITC^DeltaCom EnterpriseLD Option 2 for Associations - Switched Rates</b>		(C)
	Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)
	0.0800	0.0696	0.0648
	Toll Free PIN-Connect is available with this service as follows:		
	0.1500	0.1305	0.1215
	<b>ITC^DeltaCom EnterpriseLD Option 2 for Associations - Card Rates</b>		
	Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)
	0.1900	0.1653	0.1539
	<b>Monthly recurring Charge:</b>	\$3.00 per toll free number	(C)

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**SECTION 3 - RATES, CONT'D.**

<b>68.</b>	<b>ITC^DeltaCom EnterpriseLD Option 3</b>				(C)
	<b>Dedicated Rates</b>				
	Base Rate (No Term)	1 Year Term (0%)	2 Year Term (2%)	3 Year Term (5%)	
	0.0836	0.0836	0.0820	0.0795	
	<b>Monthly recurring Charge:</b>	\$3.00 per toll free number			
<b>69.</b>	<b>ITC^DeltaCom EnterpriseLD Option 4</b>				
	<b>Dedicated Rates</b>				
	Base Rate (No Term)	1 Year Term (15%)	2 Year Term (20%)	3 Year Term (25%)	
	0.0836	0.0711	0.0669	0.0627	
	<b>Monthly recurring Charge:</b>	\$3.00 per toll free number			
<b>70.</b>	<b>ITC^DeltaCom EnterpriseLD Option 5</b>				
	<b>Dedicated Rates</b>				
	Base Rate (No Term)	1 Year Term (21%)	2 Year Term (25%)	3 Year Term (28%)	
	0.0836	0.0661	0.0627	0.0602	
	<b>Monthly recurring Charge:</b>	\$3.00 per toll free number			(C)

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

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7037 Old Madison Pike, Suite 400  
Huntsville, Alabama 35806**SECTION 4 - RATES, CONT'D****71. LD Rewards Switched Long Distance**

	<b>Monthly Volume*</b>	<b>Interstate Per Minute Rate</b>	<b>Intrastate Per Minute Rate</b>
Option A**	\$10.00	\$0.055	\$0.065
Option B**	\$15.00	\$0.050	\$0.060
Option C**	\$25.00	\$0.045	\$0.055
Option D**	\$50.00	\$0.039	\$0.049
Travel Card***	N/A	\$0.129	\$0.129

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

\*\* Rates apply to outbound and toll free domestic calls.

\*\*\* A surcharge will not apply.

<b>Toll Free Number, per number:</b>	<b><u>Monthly Recurring Charge</u></b>
	\$3.00

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**SECTION 5 - PROMOTIONS**

**A. Promotional Offerings - General**

From time to time, the Company may provide promotional offerings to introduce a current or potential Customer to a service not being used by the Customer. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or nonrecurring charges.

**B. Demonstration of Calls**

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

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