

SCHEDULE OF GENERAL REGULATIONS APPLICABLE TO LOCAL AND INTEREXCHANGE SERVICE

MASTER CALL CONNECTIONS, LLC

This Statement of Service Offering (“Service Offering”) contains the descriptions, regulations, and rates applicable to the furnishing of services for Local and Interexchange Service provided by Master Call Connections, LLC, with principal offices at 39 Broadway, Suite 1850, New York, New York 10006. This Service Offering applies to services furnished within Illinois. This Service Offering is available on the Company’s website www.choosemcc.com and copies may be inspected, during normal business hours, at the Company’s principal place of business.

APPLICATION OF SERVICE OFFERING

This Service Offering sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local and interexchange service by the Company to business Customers within the state of Illinois. Services, features and functions will be provided where Company facilities, including, but not limited to, billing and technical capabilities, are available.

SERVICE AREAS

The Company will provide service within the serving areas of Illinois Bell Telephone Company d/b/a AT&T Illinois and other Incumbent Local Exchange Carriers (ILECs) that serve the same exchanges as the Company within the state of Illinois. The Company concurs in the exchange, rate class, local calling area, and zone designations specified in the relevant ILEC’s Local Exchange Services Service Offering.

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

1.1 EXPLANATION OF ABBREVIATIONS AND ACRONYMS

IXC – Interexchange Carrier

ICO – Independent Company

ICE – Independent Company Exchange

Illinois C.C. – Illinois Commerce Commission

LATA – Local Access and Transport Area

LEC – Local Exchange Company

MTS – Message Telecommunication Service

NPA – Numbering Plan Area

PIC – Primary Interexchange Carrier

TDD – Telephone Device for the Deaf

TRS – Telecommunications Relay Service

SECTION 1 - DEFINITIONS AND ABBREVIATIONS, CONT'D

1.2 DEFINITION OF TERMS

Commission – Illinois Commerce Commission.

Company – Refers to Master Call Connections, LLC.

Completed – A call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other mechanical answering device.

Customer – The person or other entity which orders Service and is responsible for payment of charges due in compliance with the Company's Service Offering regulations. This term also includes a person who was a Customer of the Company within the past 30 days and who requests Service at the same or different location. For purposes of this Service Offering, "Customer" shall refer to local, county, state or federal entities, and/or those persons or entities whose use of service is or is represented to be primarily or substantially of a professional, business, institutional, occupational or commercial nature and who subscribe, from the Company or some other entity, to more than four access lines or to a service or services with a capacity for providing in the aggregate at least 256 DS0 equivalents for the transmission of voice and/or data.

Customer-Provided Equipment (CPE) – Equipment provided by the Customer for use with the Company's Service. CPE can include a station set, facsimile machine, key system, PBX, or other information, communication or power system.

End User – Any Customer or other person or entity that is not a carrier, except that a carrier (other than a telephone company) shall be deemed to be an "End User" when such carrier uses the Company's Service for administrative purposes.

Nonrecurring Charge – A one-time charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing Service.

Recurring Charge – The monthly charge to the Customer for Service, facilities and equipment, which continue for the agreed upon duration of the Service.

Service – Any Telecommunications Service(s) provided by the Company under this Service Offering.

Termination of Service – Discontinuance of both incoming and outgoing Service.

User – A Customer, or any other person authorized by a Customer to use Service provided under this Service Offering.

SECTION 2 – RULES AND REGULATIONS

2.1 UNDERTAKING OF THE COMPANY

2.1.1 Regulatory Compliance

Company will comply with all applicable billing and termination rules of the Commission, as set forth by the Commission.

2.1.2 Application of Service Offering

- A. This Service Offering sets forth terms and conditions applicable to the furnishing of the Local and Interexchange Service described herein offered by the Company within Illinois. Service is furnished for the use of End Users within Illinois.
 - B. When Service and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply only to that portion of the Service or facilities furnished by it.
 - C. When Service and facilities provided by the Company are used to obtain access to the regulated or unregulated services provided by another company, or are used by another company as part of the regulated or unregulated services offered by that company, the regulations of the Company apply only to the use of the Company's Service and facilities.
 - D. This Service Offering applies only for the use of the Company's Service within Illinois. This includes the use of the Company's network.
 - E. The provision of Local Service defined herein is subject to the terms and conditions specified in this Service Offering and may be revised, added to, or supplemented by superseding issues.
 - F. The provision of Service by the Company as set forth in this Service Offering does not constitute a joint undertaking with the Customer for the furnishing of any Service.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.1 UNDERTAKING OF THE COMPANY, CONT'D.

2.1.3 Shortage of Equipment or Facilities

- A. The furnishing of Service under this Service Offering is subject to the availability on a continuing basis of all the necessary facilities and technical capabilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from carriers to furnish Service from time to time as required at the sole discretion of the Company.
- B. The Company shall not be required to furnish, or continue to furnish, facilities or Service where the circumstances are such that the proposed use of the facilities or Service would tend to adversely affect the Company's plant, property or Service.

2.1.4 Terms and Conditions

- A. In furnishing facilities and Service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to Customers for information services or communications.
 - B. Service may be provided on the basis of a minimum period of at least one month, 24 hours per day. All calculations of dates set forth in this Service Offering shall be based on calendar days, unless otherwise specified herein. The Customer must pay the regular Service Offered rate for the Service it subscribes to for the minimum period of service. If a Customer disconnects Service before the end of any minimum service period, that Customer is responsible for paying the regular rates for the remainder of the minimum service period.
 - C. Customers may be required to enter into written service orders which shall contain or reference a specific description of the Service ordered, the rates to be charged, the duration of the Service, and the terms and conditions in this Service Offering. Customers also will be required to execute any other documents reasonably requested by the Company.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.1 UNDERTAKING OF THE COMPANY, CONT'D.

2.1.4 Terms and Conditions, Cont'd.

- D. The Company reserves the right to refuse an application for Service made by a present or former Customer who is indebted to the Company for Service previously rendered until the debt is satisfied.
- E. This Service Offering shall be interpreted and governed by the laws of Illinois.

2.2 LIMITATIONS ON LIABILITY

2.2.1 Indemnification and Limits on Liability

- A. Except where the Commission, for good cause shown, determines otherwise, the Customer and any authorized or joint users, jointly and severally, shall indemnify, defend and hold harmless the Company and the Company shall not be liable for any claims, loss, damage or expenses (including attorneys' fees and court costs) involving:
 - 1. Any act or omission of: (a) the Customer; (b) any other entity furnishing service, equipment or facilities for use in conjunction with the Service or facilities provided by the Company; or (c) common carriers, warehousemen or middle men;
 - 2. Any delay or failure of performance or equipment due to causes beyond the Company's control, including, but not limited to, acts of God, fires, floods, earthquakes, hurricanes, storms, or other natural catastrophes; pole hits; explosions; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties, including rights-of-way and materials; and any law, order, regulation, direct, request, or other action of any governing authority or agency thereof;
 - 3. Any unlawful or unauthorized use of the Company's facilities and Service or the use of the Company's facilities and/or Service in violation of this Service Offering;
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.2 LIMITATIONS ON LIABILITY, CONT'D.

2.2.1 Indemnification and Limits on Liability, Cont'd.

4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications or information by means of Company-provided facilities or Service, or by means of the combination of Company-provided facilities or Service with Customer-provided facilities or services;
 5. Any infringement, breach or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
 6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in this Section 2.2;
 7. Defacement of or damage to Customer premises resulting from the furnishing of Service or equipment on such premises or the installation or removal thereof;
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.2 LIMITATIONS ON LIABILITY, CONT'D.

2.2.1 Indemnification and Limits on Liability, Cont'd.

A. Cont'd

8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected, to the Company's facilities;
 9. Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company;
 10. Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Service Offering;
 11. Any act, omission or network condition resulting in the non-availability of 911, E911, or similar services for any reason including, without limitation and by way of example only, due to any failure of Service functionality or interruption of electric service to Customer's premises;
 12. Any non-completion of calls due to network busy conditions or network failures;
 13. Any calls not actually attempted to be completed during any period that Service is unavailable;
 14. Blockages by other providers of services on the public switched network;
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.2 LIMITATIONS ON LIABILITY, CONT'D.

2.2.1 Indemnification and Limits on Liability, Cont'd.

- A. Cont'd
15. Any damage to CPE resulting from use of that system with the Service;
and
16. Breach in the privacy or security of communications transmitted over the Company's facilities.
- B. The Company shall be indemnified, defended and held harmless by the Customer or End User from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, insinuated, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use, or removal of any Company or Customer-provided equipment or facilities or Service provided by the Company.
- C. The Company does not guarantee nor make any warranty with respect to Service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations.
- D. The Company assumes no responsibility for the availability or performance of any systems or related facilities under the control of other entities, whether or not affiliated with the Company, or for other facilities provided by other entities used for Service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.2 LIMITATIONS ON LIABILITY, CONT'D.

2.2.1 Indemnification and Limits on Liability, Cont'd.

- E. Except as otherwise stated in this Service Offering, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
 - F. The Company is not liable for any errors and omissions in local directories. In cases where a specific charge has been made for a directory listing, the Company shall not be liable for any such error or omission beyond the amount of such charge.
 - G. The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
 - H. The Company will not be liable for any charge incurred when any long distance (Toll Call) carrier or alternative operator service provider accepts third-number billed or collect calls.
 - I. When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.
 - J. THE INCLUDED EXCULPATORY LANGUAGE DOES NOT CONSTITUTE A DETERMINATION BY THE COMMISSION THAT A LIMITATION OF LIABILITY IMPOSED BY THE COMPANY SHOULD BE UPHeld IN A COURT OF LAW. ACCEPTANCE FOR FILING BY THE COMMISSION RECOGNIZES THAT IT IS A COURT'S RESPONSIBILITY TO ADJUDICATE NEGLIGENCE AND CONSEQUENTIAL DAMAGE CLAIMS. IT IS ALSO THE COURT'S RESPONSIBILITY TO DETERMINE THE VALIDITY OF THE EXCULPATORY CLAUSE.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.2 LIABILITY OF THE COMPANY

2.2.1 General

- A. Except as otherwise stated in this Service Offering, liability of the Company for damages arising out of either (1) the furnishing of its Service, including, but not limited to, mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these Service, or (2) the failure to furnish its Service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in Service as set forth in Section 2.7 following.
 - B. Except for the extension of allowances to the Customer for interruptions in Service as set forth in Section 2.7, following, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any Service, including the inability to access emergency 911 services during any such failure, or any failure in or breakdown of facilities associated with the Service.
 - C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.3 SERVICE AVAILABILITY

2.3.1 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of Service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' Service. No specific advance notification period is applicable to all Service activities. With some emergency or unplanned Service-affecting conditions, such as an outage resulting from a loss of power or damage to facilities or equipment, notification to the Customer may not be possible.

2.3.2 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make available Service to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Service Offering. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
 - B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
 - C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the Service provided to the Customer.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.4.2 Ownership of Facilities

Title to all facilities provided in accordance with this Service Offering remains in the Company, its affiliates, agents or contractors.

2.5 OBLIGATIONS OF THE CUSTOMER, CONT'D.

2.5.2 Prohibited Activities and Uses

- A. The Service the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer or User has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B. The Company may require a Customer or User immediately to shut down its transmission of signals if said transmission is causing interference to others.
- C. A Customer or User may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of the Company. The Company will permit a Customer to transfer its existing Service to another person or entity if the existing Customer has paid all charges owed to the Company for Service provided pursuant to this Service Offering. Such a transfer will be treated as a disconnection of existing Service and installation of new Service.

2.5.3 Claims

Notwithstanding Section 2.2 and 2.3 herein, with respect to any Service or facility provided by the Company, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees and court costs for:

- A. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer or User or either of their employees, agents, representatives or invitees; or
 - B. Any claim of any nature whatsoever brought by a User with respect to any matter for which the Company would not be directly liable to the Customer under the terms of this Service Offering.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.6 CUSTOMER EQUIPMENT AND CHANNELS

2.6.1 General

A User may transmit or receive information or signals via the facilities of the Company. A User may transmit any form of signal that is compatible with the Company's equipment, but, except as otherwise specifically stated in this Service Offering, the Company does not guarantee that its Service will be suitable for purposes other than those described herein.

2.6.2 Station Equipment

- A. Terminal equipment on the User's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's point of connection.
 - B. The Customer is responsible for ensuring that Customer-Provided Equipment connected to the Company equipment and facilities is compatible with such equipment and facilities. All such Customer-Provided Equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
 - C. The Company is not responsible for malfunctions of Customer-owned telephone sets or other Customer-Provided Equipment, or for misdirected calls, disconnects or other Service problems caused by the use of Customer-Provided Equipment.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.6 CUSTOMER EQUIPMENT AND CHANNELS, CONT'D.

2.6.3 Inspections

If the protective requirements for Customer-Provided Equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of Service, to protect its facilities, equipment and personnel from harm.

2.7 OUT OF SERVICE CONDITIONS

2.7.1 General

- A. The Company will provide a credit to the Customer's account, if for reasons within the Company's reasonable control, there is a complete failure of Services lasting more than eight (8) consecutive hours and which are not due to the Company's testing or adjusting, failure of facilities or services of other companies relied upon by Company to provide Service, negligence of the Customer, or to the failure of channels, wiring, equipment, facilities or power provided by the Customer. The credit will be prorated according to the period of such interruption or failure and will be provided on the next practicable bill for Customer's services, with each occurrence of the interruption of service for eight (8) or more consecutive hours during a 24-hour period counting as one day. In no event shall Company provide a credit in excess of applicable service fees.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.7 OUT OF SERVICE CONDITIONS, CONT'D.

2.7.1 General, Cont'd.

- B. No credit allowance will be made for an out of service condition that is:
1. the result of a negligent or willful act on the part of the customer or due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
 2. the result of the negligence of, or noncompliance with the provisions of this Service Offering by the Customer, User, or other common carrier providing service connected to the Service of the Company;
 3. the result of a malfunction of customer-owned telephone equipment or inside wiring;
 4. the result of, or is extended by, an emergency situation;
 5. extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the violation is not further extended by the Company;
 6. the result of a customer request to change the scheduled appointment, provided that the violation is not further extended by the Company;
 7. the result of a Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.7 OUT OF SERVICE CONDITIONS, CONT'D.

2.7.1 General, Cont'd.

- B. No credit allowance will be made for an out of service condition that is: Cont'd.
8. the result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in a geographic area where the Company is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to a Company's obligation for reasonable facilities planning; or
 9. the result of a use during a period when the Customer has released Service to the Company for maintenance purposes or for implementation of a Customer order for a change in Service arrangements; or
 10. as a result of circumstances or causes beyond the control of the Company.

2.7 OUT OF SERVICE CONDITIONS, CONT'D.

2.7.1 General, Cont'd.

- C. For the purposes of applying this provision, the word "Out of service" means that, after reporting an out of service condition to the local exchange carrier, the customer still has no dial tone, cannot be called, or cannot call out. This defined term excludes call blocking or any other intentional alteration to a Customer's calling or call receiving ability. Out of service does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network capacity shortages. Nor shall the out of service allowance apply where Service is interrupted by the negligence or willful act of the Customer or where the Company, pursuant to the terms of this Service Offering, suspends or terminates Service because of nonpayment of bills due to the Company, unlawful or improper use of facilities or Service, or any other reason covered by this Service Offering. No allowance shall be made for an out of service condition due to electric power failure.
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SECTION 2 – RULES AND REGULATIONS. CONT'D.

2.8 PAYMENT ARRANGEMENTS

2.8.1 Payment

The Customer is responsible for the payment of all charges for facilities and Service furnished by the Company to the Customer and to all Users authorized by the Customer, and for all calls charged to the Customer's line where any person answering the Customer's line agrees to accept such charge.

2.8.2 Billing and Collection of Charges

- A. All Customer bills are due and payable on or before the due date provided on the bill. If any portion of the bill is received by the Company more than seven (7) days after the due date, or if any portion of the payment is received in funds which are not immediately available, then a late payment penalty may be assessed by the Company and the Company may proceed with collection activities.
- B. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the Customer, provided that the customer shall, within twelve months of the rendering by the Company of the disputed bill, be able to bring the matter to the Commission for resolution.
- C. When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge in an amount up to \$25.00.

2.8.3 Disputed Bills

If the Customer has a complaint, has a question about, or seeks to dispute charges on the bill, the Customer should contact the Company at the address, telephone number, or e-mail address provided on the bill.

SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.8 PAYMENT ARRANGEMENTS, CONT'D.

2.8.4 Late Payment Charges

- A. Customer bills are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the Customer's next billing date, a late payment charge of 1.5% may be applied to all amounts previously billed under this Service Offering, excluding one month's Service charge, but including arrears and unpaid late payment charges.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.

2.8.5 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before Service and facilities are furnished. The advance payment for residential customers will not exceed an amount equal to one-twelfth the annual estimated recurring charges for the Service or facility. The amount for business customers shall not exceed two and one-half month's estimated recurring charges for the Service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment for special construction will be credited to Customer's initial bill.

SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.8 PAYMENT ARRANGEMENTS, CONT'D.

2.8.6 Backbilling

The Company shall not charge Customers for previously unbilled Service or adjust upward a bill previously rendered when the period for the unbilled Service or billing adjustment is more than twenty-four (24) months prior to the mailing of the bill or the upward adjustment unless the conduct of the Customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the Customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the Customer that suspension/termination of Service is not permitted for charges billed in excess of six (6) months after the Service was provided. The Customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

2.9 DISCONTINUANCE OF SERVICE

2.9.1 Suspension or Termination of Service for Nonpayment

- A. If payment is not received within thirty (30) days of the due date, a disconnect notice will be sent to the Customer. Notice of discontinuance shall not be delivered or mailed before the third business day following the due date shown on the bill. Service shall not be discontinued until at least five (5) days after the notice is delivered in person or eight (8) days after the notice is mailed to the customer. Bills must be mailed to the Customer no later than six (6) business days after the date of the bill.
 - B. At least twenty-four (24) hours before actual termination, the Company will diligently attempt to contact the Customer affected to apprise the Customer of the proposed action and the steps to take to avoid or delay termination.
 - C. If the Company does not terminate service within seven (7) days after a proposed termination date, and the matter is not the subject of a pending complaint before the Illinois Commerce Commission, or if other arrangements have not been made with the Customer, the Company will again make a diligent effort to contact the Customer to advise the Customer of the proposed action. If the Company has not terminated service within twenty-eight (28) days of mailing a written notice of termination, but still intends to terminate, the company will again issue a written notice.
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2.9.2 Exceptions to Suspension and Termination for Nonpayment

Service shall not be suspended or terminated for:

- A. Nonpayment for Service for which a bill has not been rendered;
- B. Nonpayment for Service which has not been rendered;
- C. Nonpayment of any billed charge which is in dispute during the period before a determination of the dispute is made by the Company in accordance with the Company's complaint handling procedures.

2.9 DISCONTINUANCE OF SERVICE, CONT'D.

2.9.3 Termination for Cause Other than Nonpayment

The Company after notice in writing to the Customer and after having given the Customer an appropriate opportunity to respond to such notice, may terminate Service and sever the connection(s) from the Customer's premises under the following conditions:

- A. In the event of prohibited, unlawful or improper use of the facilities or Service, or any other violation by the Customer of this Service Offering or the rules and regulations governing the facilities and Service; or
 - B. If, in the judgment of the Company, any use of the facilities or Service by the Customer may adversely affect the Company's personnel, plant, property or Service. The Company shall have the right to take immediate action, including termination of the Service and severing of the connection, without notice to the Customer when injury or damage to personnel, plant, property or Service is occurring, or is likely to occur; or
 - C. In the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or Service received from the Company; or
 - D. In the event that Service is connected for a Customer who is indebted to the Company for Service or facilities previously furnished, that Service may be terminated by the Company unless the Customer satisfies the indebtedness within twenty (20) days after written notification.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.9 DISCONTINUANCE OF SERVICE, CONT'D.

2.9.4 Prohibited, Unlawful or Improper Use of Facilities or Service

Prohibited, unlawful or improper use of the facilities or Service includes, but is not limited to:

- A. The use of facilities or Service of the Company without payment of Service Offering charges;
 - B. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
 - C. The use of profane or obscene language;
 - D. The use of the Service in a manner such that it interferes with the Service of other Customers or prevents them from making or receiving calls;
 - E. The use of a mechanical dialing device or recorded announcement equipment to seize a Customer's line, thereby interfering with the Customer's use of the Service; or
 - F. Permitting fraudulent use.
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.9 DISCONTINUANCE OF SERVICE, CONT'D.

2.9.6 Change in Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary facilities and equipment, or (b) to secure and retain suitable space for its plant and facilities in the building where Service is provided to the Customer may require termination of a Customer's Service until such time as new arrangements can be made. Under such circumstances, no charges will be assessed the Customer while Service is terminated, and no connection charges will apply when Service is restored.

2.9.7 Emergency Termination of Service

The Company will immediately terminate the Service of any Customer, on request, when the Customer has reasonable belief that the Service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

2.10 TAXES AND OTHER CHARGES

The Customer may be responsible for payment of any Federal, Illinois or local sales, use, gross receipts, access or other taxes, charges, surcharges (however designated), franchise and permit fees, and all taxes, fees, and other exactions imposed on the Company or its Service by governmental jurisdictions, other than taxes imposed generally on the Company's net income.

2.11 USE OF CUSTOMER'S SERVICE BY OTHERS

2.11.1 Customers and Authorized Users

Services provided hereunder are provided solely for the use of the Customer, except for occasional use of such Service by visitors and other invitees. Customers may not resell such Service to a third party for any form of compensation.

SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.11 DISCONTINUANCE OF SERVICE, CONT'D.

2.11.2 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the Service and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company. Transfer of all or a portion of a Customer's account, the Service or the Company's equipment by the Customer to any other person or entity, or to a new residence or other location, is prohibited.

2.12 CANCELLATION OF SERVICE

If a Customer cancels a service order or terminates Service before the completion of the term for any reason whatsoever other than a Service interruption (as defined in Section 2.7), the Customer agrees to pay to the Company:

- A. All nonrecurring charges as specified in this Service Offering; plus
- B. Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. All recurring charges specified in this Service Offering for the balance of the then-current term.

2.13 NOTICES AND COMMUNICATIONS

All notices or other communications required to be given pursuant to this Service Offering will be delivered via e-mail and/or first-class mail. The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.14 TELEPHONE ASSISTANCE PROGRAMS

2.16.1 General

The Company currently does not provide service to other than business customers. In the event the Company offers services to residential Customers, the Company will provide service consistent with the Telephone Assistance Programs.

2.16.2 Voluntary Contributions

- A. Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the Customer's monthly bill. The voluntary contribution shall not reduce the Customer's total monthly bill amount due the Company for telephone services or other charges.

Business Customers may elect to contribute:

- (a) \$ 1.00
- (b) \$ 5.00
- (c) \$10.00
- (d) \$25.00

- B. Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least thirty (30)
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SECTION 2 – RULES AND REGULATIONS, CONT'D.

2.17 TELECOMMUNICATIONS RELAY SERVICE

2.17.1 The Company concurs in the Rates, Rules and Regulations governing: (1) intrastate Telecommunications Provisions for the Hearing-and-Voice-Impaired as filed by the Illinois Telecommunications Access Corporation in its ILL. C. C. No. 1 tariff; (2) intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Telecommunications Relay Service as filed by the Illinois Telecommunications Access Corporation in its ILL. C. C. No. 2 tariff.

2.17.2 The Company extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its ILL. C. C. No. 1 and ILL. C. C. No. 2 tariffs.

2.17.3 The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.

2.17 DIGITAL DIVIDE ELIMINATION FUND

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

2.17.1 Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the Customer's monthly bill. This contribution shall not reduce the Customer's total amount due for telecommunications services or other charges appearing on the bill.

2.17.2 This contribution will be a line item on the bill and identified as the Digital Divide Fund.

2.17.3 Customers may elect to contribute \$0.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00, or \$25.00 per month per line.

SECTION 2 – RULES AND REGULATIONS, CONT'D.

- 2.17.4** Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least thirty (30) days' notice by telephone to the Company.
- 2.17.5** Failure by the Customer in any month to remit the entire billed amount may reduce the contribution accordingly.

SECTION 3 – SERVICE DESCRIPTIONS

3.1 TRIAL SERVICES

The Company may offer new services, not otherwise Service Offered, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

SECTION 3 – SERVICE DESCRIPTIONS, CONT'D.

3.2 LOCAL INTERCONNECTION SERVICE

3.2.1 Description of Local Interconnection Service

- A. Local Interconnection Service enables two-way interconnection between a Customer's facilities and the public switched telephone network ("PSTN"), and access to related services described herein. The Service provides interconnection for voice calls within the Customer's local calling area or other geographic areas defined by the Company. Local Interconnection Service utilizes soft switch technologies.
 - B. Local Interconnection Service is offered only to facilities-based providers of interconnected VoIP services and provides access to, but does not include, domestic and international toll service, operator services, telephone number resources, 911 capabilities, and other services as defined by the Company and the Customer. These additional services are available on an Individual Case Basis upon the Customer's request.
 - C. Facilities and equipment of a type and/or quantity necessary to provide Local Interconnection Service may not be available on a ubiquitous basis in the Company's service area(s). Local Interconnection Service is available to Customers only where the Company (a) has suitable facilities and can operate in a technically and economically feasible manner, and (b) has been authorized to provide Service.
 - D. In order to make use of Local Interconnection Service, the Customer's facilities must consist of an IP-based, broadband network that uses a Cable Modem Termination System ("CMTS"). Local Interconnection Service does not support Customers providing services to End Users that operate using a different format.
 - E. Local Interconnection Service does not support "nomadic" VoIP services. The Customer must provide its services to each End User at a fixed service address.
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SECTION 3 – SERVICE DESCRIPTIONS, CONT'D.

3.3 LOCAL INTERCONNECTION SERVICE, (Cont'd.)

3.3.2 Availability of Local Interconnection Service on an Individual Case Basis

- A. Upon receipt of a bona fide request for Local Interconnection Service from a Customer, the Company will negotiate in good faith with the Customer to enter into an agreement that effectuates the terms and conditions set forth in this Service Offering.
- B. Recurring and nonrecurring costs for components of Local Interconnection Service other than those identified in Section 4 will be developed on an Individual Case Basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for service. Charges will be offered to the Customer in writing and on a nondiscriminatory basis.

3.3.3 Customer Use of Local Interconnection Service

- A. The Customer shall, at its sole cost, be responsible for providing all equipment, software, facilities and IP connectivity necessary for the Customer to provide interconnected VoIP service to its End Users. The IP-based, broadband connecting facility between Customer and End Users, the CMTS, the soft switch, the connecting facilities to the Company's media gateway, and all customer premises equipment must be provided by the Customer or its End Users and is not included as part of Local Interconnection Service.
 - B. The Customer must provide the proper signaling information for all calls. To the extent that failure to provide ANI or other signaling information leads to increased charges from third parties to the Company, the Company may recover all such increased charges, as well as the Company's reasonable costs associated with defending against and/or administering such increased charges, from the Customer. If for two months in any 12 month period the Customer sends calls to the Company lacking required signaling information in excess of five percent of all calls during such months, the Company may terminate Local Interconnection Service to the Customer immediately with no liability from the Company to the Customer for such termination.
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SECTION 3 – SERVICE DESCRIPTIONS, CONT'D.

3.3 LOCAL INTERCONNECTION SERVICE, (Cont'd.)

3.3.3 Customer Use of Local Interconnection Service, (Cont'd.)

- C. The Customer shall input, validate and maintain accurate End User information so that the Company can provide such Customer-provided information to applicable national databases, including but not limited to, Automatic Local Identification (“ALI”) Database, Directory Listing information, Line Information Database (“LIDB”) and Caller ID with NAME Database (“CNAM”). The Customer shall deliver to the Company valid postal addresses that can be confirmed against the Master Street Address Guide (“MSAG”).
 - D. The Customer shall not: (a) re-classify or re-originate traffic or take any other action to make traffic appear as if it: (i) is anything other than the type of traffic delivered to such party (including but not limited to making TDM-originated traffic appear to be IP-originated) or (ii) originated from a place or on a type of equipment different from the place or type of equipment from where it, in fact, originated; or (b) modify, alter or delete in any manner calling party number information, originating point codes or any other signaling information, or call detail in connection with the transport and termination of traffic to the called party.
 - E. Local Interconnection Service is limited to End Users physically located in areas served by the Company. The Customer shall in all cases assign telephone numbers to End Users based on the End Users’ locations and fully in accordance with NANPA guidelines associating NPA-NXX codes with particular exchange areas. Unless otherwise agreed by the Company and the Customer on and Individual Case Basis, Local Interconnection Service is not to be used with any “virtual numbering” or foreign-exchange-like arrangements.
 - F. The Company and the Customer will conduct interoperability testing prior to the Customer’s implementing any software or call flow upgrade, enhancement or modification thereto. All special configurations are subject to the Company’s approval. The Company may terminate (without liability) Local Interconnection Service where proper interoperability testing has not been completed.
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SECTION 3 – SERVICE DESCRIPTIONS, CONT'D.

3.3 LOCAL INTERCONNECTION SERVICE, (Cont'd.)

3.3.4 Telephone Number Resources and Local Number Portability

- A. Upon Customer request, the Company will assist the Customer in obtaining telephone number resources through a third-party service provider.
 - B. The Customer shall bear responsibility for all costs incurred by the Company in the provision of telephone number resources to the Customer's End Users, including any charges or liability resulting from the Customer's use of services provided by a third-party service provider. Such costs are not included in the rates specified in Section 4 of this Service Offering.
 - C. The Customer may act as the Company's agent in obtaining End User requests to port a telephone number from a third-party telecommunications provider to the Company so that the Customer may provide interconnected VoIP service to the End User using that ported number ("Port-In"). The Customer represents and warrants that it has all necessary rights and authority necessary for any Port-In it requests, will provide copies of letters of authority authorizing the same (or access to recordings of third-party verification of customer ports) upon request and shall indemnify, defend and hold harmless the Company and its affiliates from any third party claim related to or arising out of any Port-In (or request for Port-In). The Customer shall not request a Port-In in any situation that does not meet the definition of "number portability" contained at 47 C.F.R. § 52.21(m).
 - D. The Company shall honor requests received from third-party providers of telephone exchange service to port to such a provider a telephone number currently assigned to an End User ("Port-Out"). Prior notice of Port-Outs will not be provided. The Company will support such third-party Port-Out requests in accordance with the Company's standard operating procedures.
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SECTION 3 – SERVICE DESCRIPTIONS, CONT'D.

3.3 LOCAL INTERCONNECTION SERVICE, (Cont'd.)

3.3.5 911 Capabilities

- A. The Company will assist the Customer in the provision of 911 capabilities to its End Users through a third-party service provider and subject to the limitations stated herein.
 - B. The Customer shall bear responsibility for all costs incurred by the Company in the provision of 911 capabilities to the Customer's End Users, including any charges or liability resulting from the Customer's use of services provided by a third-party service provider. Such costs are not included in the rates specified in Section 4 of this Service Offering.
 - C. The Customer shall ensure that an End User does not use Local Interconnection Service from a location different from the End User's address and shall further ensure that telephone numbers are assigned to End Users whose primary address is within the rate center (as defined by the incumbent local exchange carrier) associated with such telephone number.
 - D. 911 capabilities may not function, or may not function properly: (a) if a telephone number is assigned to an End User located outside of the ILEC rate center associated with such telephone number; (b) if an End User attempts a 911 call from a location different from the End User's address provided to the Company by the Customer; (c) during a disruption of power at the End User location; (d) during a loss of connectivity to the End User location due to network outages or other degradations of service, whether in the Company's network or an interconnecting network; (e) during any period where service to an End User has been cancelled or suspended for any reason (including suspensions or cancellations for failure to pay or other default); (f) if incorrect or invalid End User address information is provided, or if such information is not updated in the event of a change in primary location; or (g) if equipment provided to or used by the End User fails to function or is improperly installed or configured.
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SECTION 3 – SERVICE DESCRIPTIONS, CONT'D.

3.3 LOCAL INTERCONNECTION SERVICE, (Cont'd.)

3.3.5 911 Capabilities, (Cont'd.)

- E. 911 capabilities may not function correctly until correct and valid address information has been input into the appropriate database(s), which may occur after initial service activation.
- F. The Customer's agreements with End Users shall contain the following: (i) an explanation of the limitations on the functionality of 911 capabilities noted herein, which the Company may supplement from time to time; and (ii) a release in favor of the Customer and the Company relating to claims arising out of the failure of 911 capabilities to function properly for the reasons set forth in this Section.
- G. Limitation of Liability - See Sections 2.2.1.A (5) and (11) of this Service Offering.

3.3.6 Directory Listings

- A. The Company will assist the Customer in the provision of directory listings to its End Users through third-party providers.
 - B. The Customer shall bear responsibility for all costs incurred by the Company in the provision of directory listing services to the Customer's End Users, including any charges or liability resulting from the Customer's use of services provided by a third-party service provider. Such costs are not included in the rates specified in Section 4 of this Service Offering.
 - C. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories by such any third-party service provider, or in accepting listings as presented by the Customer on behalf of any such third-party service provider.
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SECTION 4 – RATES

4.1 RATES

4.1.1 General

- A. The rates set forth below apply generally, although the Company will negotiate Customer contracts based on volume and other reasonable, individualized considerations.
 - B. Nonrecurring charges will apply to Customer requests for connecting, moving, or changing Service. These charges are in addition to any other scheduled rates and charges that would normally apply under this Service Offering.
 - C. Charges for the connection, move, or change of Service may apply for work being performed during the Company's normal business hours. If the Customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once it has begun, an additional charge may apply based on the additional costs involved.
 - D. Changes in location of the Customer's Service from one premises to another may be treated as new Service connections with the appropriate Service Charges applying.
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SECTION 4 – RATES, CONT'D.

4.1 RATES, (Cont'd.)

4.1.2 ICB Charges

ICB pricing will be developed and used for special circumstances and Services that are not listed in this Service Offering or part of the Company's normal service offerings. ICB rates for similarly situated Customers shall be offered on a fair, equitable and nondiscriminatory basis.

4.2 PROMOTIONAL OFFERINGS

The Company may from time to time elect to offer temporary promotional programs that shall waive, for a specified period of time, in whole or in part (1) any installation fee and/or (2) any recurring or nonrecurring fees for any Services other than intrastate toll service to introduce present or potential Customers to a service not previously received by the Customer.
