

**PNG Telecommunications, Inc. d/b/a PowerNet Global Communications d/b/a
CrossConnect Tariff M.P.S.C. No. 2 cancels and replaces in its entirety PNG
Telecommunications, Inc. d/b/a Powernet Global Communications Tariff M.P.S.C. No. 1**

**PNG TELECOMMUNICATIONS, INC.
D/B/A POWERNET GLOBAL COMMUNICATIONS
D/B/A CROSSCONNECT**

Regulations and Schedule of Intrastate Charges
Applying to Local End-User Telecommunications Service
Within the State of Michigan

This Tariff ("Tariff") contains the descriptions, regulations and rates applicable to the furnishing of local end-user telecommunications services provided by PNG Telecommunications, Inc. d/b/a PowerNet Global Communications d/b/a CrossConnect within the State of Michigan. This Tariff is on file with the Michigan Public Service Commission. Copies may be inspected during normal business hours at PNG Telecommunications, Inc.'s principal place of business: 100 Commercial Drive, Fairfield, Ohio 45014.

Issued under authority of the Michigan Public Service Commission in an order dated December 18, 2003 in Case No. U-13929

Issued: May 25, 2005

Effective: June 1, 2005

Issued by:

Dennis Packer, General Counsel
100 Commercial Drive
Fairfield, OH 45014

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CHECK SHEET

The pages of this Tariff are effective as of the date shown at the bottom of the respective page. Original and revised pages as named below comprise all changes from the original Tariff.

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EXPLANATION OF SYMBOLS USED IN THIS TARIFF

The following symbols shall be used in this Tariff for the purpose indicated below:

- C To signify changed regulation.
- D To signify discontinued rate or regulation.
- I To signify increased rate.
- N To signify new rate or regulation.
- R To signify reduced rate.

APPLICATION OF TARIFF

This Tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user telecommunications services by PNG Telecommunications, Inc. d/b/a PowerNet Global Communications, hereinafter referred to as PNG, to customers within the State of Michigan.

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100 Commercial Drive
Fairfield, OH 45014

SECTION 1 - DEFINITIONS

Access line-A circuit providing exchange service between a Customer's standard network interface and a serving switching center.

Applicant - The individual, firm, partnership, association, corporation, municipality, cooperative organization, governmental agency, etc., which has applied to PNG for services provided pursuant to this tariff.

Authorized User - A person, firm, corporation or other legal entity who is authorized by the provider of the service to use the service being provided.

Basic Local Service - Service that includes the following:

- Single-party service;
- Voice grade access to the public switched network;
- Support for local use;
- Dual tone multifrequency signaling (touch-tone);
- Access to emergency services (E911);
- Access to operator services;
- Access to interexchange services;
- Access to directory assistance; and
- Toll limitation services.

Business Customer - A Business Customer is a Customer who subscribes to the PNG's Service(s) and whose primary use of the Service is of a business, professional, institutional, or otherwise occupational nature.

Carrier - An entity certified by the Michigan Public Service Commission (MPSC) to provide telecommunications services within Michigan. Companies providing telecommunications services but for which certification is not required by MPSC are also included in this definition.

Central Office - A switching unit, in one location of a telecommunications system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines. More than one central office may be located in the same building.

Central Office Area - The specific section of an exchange area served by a particular central office or by a particular group of central offices.

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SECTION 1 - DEFINITIONS, Continued

Class of Service-The term used in describing exchange service with respect to the character of use to be made of such service. PNG furnishes two classes of service: residence and non-residence. The classification of a Customer's service as Business or Residential is determined by these regulations, which define the character of use for rate purposes.

A. Business Service - Service will be classified as Business Service if:

1. The service is used primarily or substantially for a paid commercial, professional or institutional activity; or
2. The service is situation in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
3. The service number is listed as the principal or only number for a business in any telecommunications directory; or
4. The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided.

B. Residential Service - Service will be classified as Residential Service if none of the conditions of Business Service preceding apply, and;

1. The use of service is primarily and substantially of a social or domestic nature, and
2. Service is located in a residence or, in the case of a combined business and residence premises, the service is located in a bona fide residential quarters of such premises while business service is located in the business quarters of the same premises.

Company - PNG Telecommunications, Inc. d/b/a PowerNet Global Communications ("PNG")

Customer - The individual, firm, partnership, association, corporation, municipality, cooperative organization, governmental agency, etc., which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of PNG.

Direct Inward Dial - A service attribute that routes incoming calls directly to stations, by-passing a central answering point.

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SECTION 1 - DEFINITIONS, Continued

Directory Listing-The publication in alphabetical directory published by an incumbent LEC of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the telephone number of a desired telephone.

End User - Any person, firm, corporation, partnership or other entity which uses the services of PNG under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

Exchange-A basic unit for the administration of communication services in a specified area, called the exchange area. It usually consists of one or more central offices together with the associated plant used in furnishing communication service in that area.

Exchange Service - The furnishing of telecommunications service to individual residence and non-residence customers within a specified geographical area for Basic Local Service.

Foreign Exchange Service - Exchange Service furnished from an exchange other than that which regularly serves the exchange area in which the customer is located.

Holidays - Holidays observed by PNG as specified in this tariff.

Initial Contract Period - The minimum length of time for which a customer is obligated to pay for service whether or not retained by the customer for such length of time.

Installation Charges - Charges, which are assessed on a non-recurring basis at the establishment of a service. The terms "installation charges" and "non-recurring charges" are used inter-changeably within this Tariff to refer to non-variable charges.

Interexchange -Telephone calls, traffic, facilities or other items that originate in one exchange and terminate in another.

InterLATA - A term used to describe services, functions, etc., that relate to telecommunications originating in one LATA and terminating outside of the originating LATA.

InterLATA Toll Service - A toll service provided for the purpose of making InterLATA calls.

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SECTION 1 - DEFINITIONS, Continued

IntraLATA - A term used to describe services, revenues, functions, etc., that relate to the telecommunications that originate and terminate within the same LATA.

IntraLATA Toll Service- A toll service provided for the purpose of making toll calls that originate and terminate in the same LATA but that terminate outside of the Customer's Local Calling Area.

Local Access and Transport Area (LATA) - A geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192 or any other geographical area designated as a LATA in the National Exchange Carrier Association, Inc. Price List F.C.C. No. 4 or its successor Price Lists.

Local Calling Area - One or more rate centers within which a customer can place calls without incurring long-distance (toll) charges.

PBX Trunk - A class of exchange service used when connecting switching equipment located at the customer's premises to the central office.

PNG - PNG Telecommunications, Inc. d/b/a PowerNet Global Communications

Primary Line - The initial local exchange line per account.

Residence Location - A place in which a person actually lives continuously and which is considered to be the person's home.

Residential Customer - A Residential Customer is a person to whom telecommunications services are furnished by PNG predominantly for personal or domestic purposes at the person's dwelling.

Secondary Line - The second or additional local exchange line, billed to the same address as the Primary Line.

Service Surcharge - An additional sum added to the usual amount or cost.

Switched Access - A method for reaching PNG through the local switched network whereby the End User uses standard business or residential local lines.

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SECTION 2 - REGULATIONS

2.1. UNDERTAKING OF PNG

2.1.1. Scope

PNG undertakes to furnish communications service pursuant to the terms of this Tariff in connection with the provision of an access line and usage within a local calling area for the transmission of high quality, 2-way interactive switched voice or data communications between points within the State of Michigan.

Customers and users may use services and facilities provided under this Tariff to obtain access to services offered by other service providers. PNG is responsible under this Tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to PNG network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2. Shortage of Equipment or Facilities

- A. PNG reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by PNG, when necessary because of lack of facilities, or due to some other cause beyond PNG's control.
- B. The furnishing of service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of PNG's facilities as well as facilities PNG may obtain from other carriers to furnish service from time to time as required at the sole discretion of PNG.

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.3. Terms and Conditions

- A. Business Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- B. Business 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 services, and the terms and conditions in this tariff. Business Customers will also be required to execute any other documents as may be reasonably requested by PNG.
- C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice. Any termination shall not relieve the Business Customer of its obligation to pay any charges incurred under the service order and this Tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.3. Terms **and** Conditions

- D. Service may be terminated upon written notice to the Customer if:
1. the Customer is using the service in violation of this tariff; or
 2. the Customer is using the service in violation of the law.
- E. This Tariff shall be interpreted and governed by the laws of the State of Michigan regardless of its choice of laws provision.
- F. No other telecommunications provider may interfere with the right of any person or entity to obtain service directly from PNG. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from PNG.
- G. To the extent that either PNG or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which PNG makes similar facilities under its control available to its customers. At the reasonable request of either party, PNG and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.4. Liability of PNG

- A. The liability of PNG for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of PNG. PNG will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of PNG's employees or agents.
- B. PNG shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government or any state and local governments having or claiming jurisdiction over PNG, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties when it does not involve PNG's employees.

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.4. Liability of PNG, Continued

- C. PNG shall not be liable for any act or omission of any entity furnishing to PNG or to PNG's Customers facilities or equipment used for or with the services PNG offers.
- D. PNG shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- E. Explosive Atmosphere. PNG does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds PNG harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. PNG reserves the right to require each Business Customer to sign an agreement acknowledging acceptance of the provisions of this section 2.1.4(E) as a condition precedent to such installations.
- F. PNG is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of PNG's agents or employees.
- G. PNG shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- H. PNG 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.

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.5. Service-Affecting Activities

- A. PNG 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.
- B. PNG will perform adequate scheduling so as to provide service to a customer at a mutually agreed upon time. On a monthly basis, 90% of the commitments to customers with respect to the date of installation of primary basic local exchange service shall be met. PNG will take corrective action if the rate of met commitments falls below 90% for 3 consecutive months. Customer-caused delay or customer-missed appointments will not be figured into the rate of met commitments.
- C. Calls requesting local directory assistance shall be answered within 10 seconds. PNG will take corrective action if its average answer time per month for local directory assistance calls is more than 10 seconds for 3 consecutive months.
- D. PNG will maintain service so that the average monthly rate of initial customer trouble reports in any wire center area is not more than 6 per 100 access lines per month, exclusive of all of the following: (a) Reports concerning interexchange calls, (b) Trouble found in equipment that is not the provider's, (c) Nonregulated customer premises equipment or inside wiring. For the purpose of administering this rule, each party line customer shall be considered to have 1 local access line. Multiple trouble reports that are attributable to a common cause or defect shall not be aggregated. Rather, a separate report shall be counted for each customer line reported in trouble. A provider shall take corrective action if a customer trouble report rate is more than 6 per 100 access lines per month in a wire center area for 3 consecutive months.

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100 Commercial Drive
Fairfield, OH 45014

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.6. Provision of Equipment and Facilities

- A. PNG shall use reasonable efforts to make available services 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 tariff. PNG does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B. PNG 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 PNG, except upon the written consent of PNG.
- C. PNG may substitute, change or rearrange any equipment or facility at reasonable times, but shall not thereby alter the technical parameters of the service provided the Customer.
- D. Equipment PNG provides or installs at the Customer Premises for use in connection with the services PNG offers shall not be used for any purpose other than that for which it was provided by PNG.

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.6. Provision of Equipment and Facilities, Continued

- E. The Customer shall be responsible for the payment of service charges as set forth herein for visits by PNG's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than PNG, including but not limited to the Customer.
- F. PNG shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of PNG shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. Subject to this responsibility, PNG shall not be responsible for:
 - 1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
 - 2. the reception of signals by Customer-provided equipment.

2.1.7. Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside PNG's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to PNG will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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Fairfield, OH 45014

SECTION 2 - REGULATIONS, Continued

2.1. UNDERTAKING OF PNG, Continued

2.1.8. Special Construction

Subject to the agreement of PNG and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which PNG would normally utilize in the furnishing of its services;
- C. over a route other than that which PNG would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which PNG would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

2.1.9. Ownership of Facilities

Title to all facilities provided in accordance with this Tariff remains in PNG, its agents or contractors.

SECTION 2 - REGULATIONS, Continued

2.2. PROHIBITED USES

- 2.2.1.** The services PNG offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2.** PNG may require business applicants for service who intend to use PNG's offerings for resale and/or for shared use to file a letter with PNG confirming that their use of PNG's offerings complies with relevant laws and Michigan Public Service Commission regulations, policies, orders, and decisions.
- 2.2.3.** PNG may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4.** A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of PNG. PNG will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to PNG for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Tariff will apply.

SECTION 2 - REGULATIONS, Continued

2.3. OBLIGATIONS OF THE CUSTOMER

2.3.1. General

The Customer shall be responsible for:

- A. the payment of all applicable charges pursuant to this tariff;
- B. damage to or loss of PNG's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of PNG;
- C. providing at no charge, as specified from time to time by PNG, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C). Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of PNG-provided facilities, shall be borne entirely by, or may be charged by PNG to, the Customer. PNG may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
- E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining PNG's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in PNG's opinion, injury or damage to PNG's employees or property might result from installation or maintenance by PNG. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

SECTION 2 - REGULATIONS, Continued

2.3. OBLIGATIONS OF THE CUSTOMER

2.3.1. General, Continued

- F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of PNG;
- G. not creating any liens or other encumbrances on PNG's equipment or facilities; and
- H. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both PNG and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

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SECTION 2 - REGULATIONS, Continued

2.3. OBLIGATIONS OF THE CUSTOMER

2.3.2. Claims

With respect to any service or facility provided by PNG, Customers shall indemnify, defend and hold harmless PNG from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- A. any loss, destruction or damage to the property of PNG or any third party, or 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, its employees, agents, representatives or invitees; or
- B. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of PNG's services and facilities in a manner not contemplated by the agreement between the Customer and PNG.

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SECTION 2 - REGULATIONS, Continued

2.4. CUSTOMER EQUIPMENT AND CHANNELS - BUSINESS CUSTOMERS

2.4.1. General

A User may transmit or receive information or signals via the facilities of PNG. PNG's services are designed primarily for the transmission of voice-grade or data telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with PNG's equipment, but PNG does not guarantee that its services will be suitable for purposes other than voice-grade telephonic and data communication except as specifically stated in this tariff.

2.4.2. Station Equipment

- A. Terminal equipment on the Business User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Business User. The Business User is responsible for the provision of wiring or cable to connect its terminal equipment to PNG Point of Connection.
- B. The Business Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. 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 PNG-provided equipment and wiring or injury to PNG's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by PNG at the Business Customer's expense.

SECTION 2 - REGULATIONS, Continued

2.4. CUSTOMER EQUIPMENT AND CHANNELS - BUSINESS CUSTOMERS, Continued

2.4.3. Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of PNG used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Business Customer's expense.
- B. Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C. Facilities furnished under this Tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall comply with all applicable federal and state legal and regulatory requirements; and all User-provided wiring shall be installed and maintained in compliance with all such legal and regulatory requirements.
- D. Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this Tariff only to the extent that the user is an "End User" as defined below:

End User means any customer of an interstate or foreign telecommunications service 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 a telecommunications service for administrative purposes and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an End User if all resale transmissions offered by such reseller originate on the premises of such reseller.

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SECTION 2 - REGULATIONS, Continued

2.4. CUSTOMER EQUIPMENT AND CHANNELS - BUSINESS CUSTOMERS, Continued

2.4.4. Inspections

- A. Upon suitable notification to the Business Customer, and at a reasonable time, PNG may make such tests and inspections as may be necessary to determine that the Business Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, PNG may take such action as it deems necessary to protect its facilities, equipment, and personnel. PNG will notify the Business Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Business Customer must take this corrective action and notify PNG of the action taken. If the Business Customer fails to do this, PNG may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS

2.5.1. Nondiscriminatory Service

PNG will not discriminate against nor penalize a customer for exercising a right granted under this section or under applicable law. PNG will provide all services described under this Tariff in compliance with the following:

- A. PNG will not make a statement or representation, including an omission of material information, regarding the rates, terms, or conditions of providing a basic local exchange service that is false, misleading, or deceptive.
- B. PNG will not charge a customer for a subscribed service for which the customer did not make an initial affirmative order. Failure to refuse an offered or proposed service is not an affirmative order for the service.
- C. If a customer cancels a service, PNG will not charge the customer for service provided after the effective date that the service was canceled.
- D. PNG will not state to a customer that basic local exchange service will be shut off unless the customer pays an amount that is due in whole or in part for an unregulated service.

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SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.2. Payment for Service

- A. Facilities and Service Charges** - The Customer is responsible for the payment of all charges for facilities and services furnished by PNG to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.
- B. Taxes** - The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on PNG's net income) imposed on or based upon the provision, sale or use of PNG's services.

2.5.3. Billing and Collection of Charges

- A.** PNG shall render a bill during each billing period to every Customer. The billing period shall be monthly.
- B.** Non-recurring charges are due and payable from the customer within 30 days after the invoice date, unless otherwise agreed to in advance.
- C.** PNG shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.3. Billing and Collection of Charges, Continued

- D. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- E. Billing of the Customer by PNG will begin on the Service Commencement Date, which is the first day following the date on which PNG notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- F. If service is disconnected by PNG in accordance with Section 2.5.6 and later restored, restoration of service will be subject to all applicable restoration and installation charges.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.3. Billing and Collection of Charges, Continued

G. The date of rendition of PNG's bill for basic local exchange service shall be the date of physical mailing of the bill by PNG. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the provider regularly used for the receipt of payment of customer bills are not open to the general public, then the final payment date shall be extended through the next business day. The date of payment of remittance by mail is 2 days before receipt of the remittance.

H. At a minimum, each Residential Customer bill rendered by PNG shall clearly state all of the following information:

1. The beginning and ending dates of the billing period.
2. The due date.
3. Any previous balance.
4. The telephone number for which the bill is rendered.
5. The total amount due for basic local exchange service and regulated toll service.
6. An itemized statement of all taxes due.
7. The total amount due.
8. The statement that rate schedules for basic local exchange service are available and will be mailed by the provider upon request at no cost to the customer.
9. The address and telephone number of the provider, designating where the customer may initiate an inquiry or informal complaint regarding the bill as rendered or the service provided.

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SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.3. Billing and Collection of Charges, Continued

- I. Unless otherwise specified by the Customer, if partial payment of a bill is made, then PNG shall first credit the partial payment to basic local exchange service and regulated toll service.
- J. Not later than 15 days after the completion of an order for new service or a change in existing service that results in a billing change, PNG shall send to the Residential Customer a written itemized statement of the services ordered, including all associated charges.
- K. A Residential Customer shall have the right, within 1 billing period of receiving a bill for new services or changed services, to cancel, reduce, or modify a service or a portion of a service without further service charge.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.4. Advance Payments

PNG may require the prepayment of 1 billing period's charges for basic local exchange service as a condition of service. If a Residential Customer's basic local exchange service is subject to usage-sensitive pricing, then the prepayment permitted by this rule shall not be more than the average of charges for similar services purchased in the Residential Customer's exchange during the most recent calendar year for which data are available. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between PNG and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.5. Deposits

- A. To safeguard its interests, PNG may require a Customer to make a deposit to be held as a guarantee for the payment of charges, except as stated in (E) below. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed \$150.00 per access line.
- B. A deposit may be required in addition to an advance payment.
- C. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, PNG may, at its option, return the deposit or credit it to the Customer's account.
- D. Simple interest on deposits will accrue at a rate equal to the rate paid on United States savings bonds, series EE.
- E. No deposit will be charged for lifeline customer that voluntarily elects to receive toll blocking service.
- F. PNG will not require a cash deposit or other guarantee as a condition of obtaining basic local exchange service, unless the prospective customer refuses to produce identification that can be readily and inexpensively verified or if the prospective customer has a history of payment default within the past 60 months for telecommunication services.
- G. PNG is not obligated to provide service to a household under any name if an outstanding bill exists at the address and the person responsible for that bill still resides at the address.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Discontinuance of Service

Part I - Business Customers

1. Upon nonpayment of any amounts owing to PNG, PNG may, by providing the requisite prior written notice to the Business Customer, discontinue or suspend service without incurring any liability.
2. Upon violation of any of the other material terms or conditions for furnishing service PNG may, by giving 30 days' prior notice in writing to the Business Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
3. Upon condemnation of any material portion of the facilities used by PNG to provide service to a Business Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, PNG, by notice to the Business Customer, may discontinue or suspend service without incurring any liability.
4. Upon the Business Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, PNG may immediately discontinue or suspend service without incurring any liability.
5. Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, PNG may immediately discontinue service to Business Customers without incurring any liability.
6. In the event of fraudulent use of PNG's network by Business Customers, PNG will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.

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SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Discontinuance of Service, Continued

Part I - Business Customers, Continued

7. Upon PNG's discontinuance of service to the Customer under Section 2.5.6(A) or 2.5.6(B), PNG, in addition to all other remedies that may be available to PNG at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

Part II - Residential Customers

1. PNG may shut off basic local exchange service to a Residential Customer for one or more of the following reasons:
 - (a) Nonpayment of a delinquent account for basic local exchange service;
 - (b) Nonpayment of a delinquent account with a delinquent balance of \$ 150 or more for basic local exchange service and regulated toll service in the name of the customer;
 - (c) Maintaining a delinquent balance of \$ 125 or more for three consecutive months for basic local exchange service and regulated toll service;
 - (d) Unauthorized tampering or interference with facilities and equipment owned by a provider of basic local exchange service that are situated on or about the customer's premises.
 - (e) Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, maintenance, or replacement;
 - (0) Misrepresentation of the customer's identity for the purpose of obtaining basic local exchange service.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Discontinuance of Service, Continued

Part II - Residential Customers, Continued

1., Continued

- (g) A violation of a tariff provision of the provider of basic local exchange service that is on file with or approved by the Michigan Public Service Commission that adversely affects the safety of the customer or other persons or the integrity of the provider's basic local exchange system;
 - (h) Any other unauthorized use or interference with basic local exchange service, including improper use of a party line service by denying other customers on the line an equitable proportionate use of the service.
2. Notwithstanding any other provision of this tariff, PNG will postpone the shutoff of basic local exchange service and regulated toll service to a Residential Customer for not more than 15 days if the customer produces a physician's certificate stating that the current mental or physical condition of the customer, a member of the customer's family, or another permanent resident of the premises where service is rendered who is suffering from an existing mental illness or medical condition will be endangered by a shutoff of service. The certificate shall identify the mental illness or medical condition of the customer, the member of the customer's family, or other permanent resident of the premises where service is rendered. If PNG is notified telephonically or in writing that a psychiatric or medical emergency exists, then PNG will permit 7 days for the Residential Customer to produce the certificate or notice. The postponement may be extended for 1 additional 15-day period by the renewal and the resubmission of the certificate or notice.

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SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Discontinuance of Service, Continued

Part II - Residential Customers, Continued

3. Notice of shutoff of basic local exchange service shall contain all of the following information:
 - (a) The name and the billing address of the customer and, to the extent possible, the address of the service, if different;
 - (b) A clear and concise statement of the reason for the proposed shutoff of service;
 - (c) The date after which service will be subject to shutoff without further notice unless the customer takes appropriate action;
 - (d) The right of the customer to file a formal complaint with the commission if the dispute cannot be otherwise resolved and a statement that the customer must pay to the provider of basic local exchange service that portion of the bill for basic local exchange service and regulated toll service that is not in dispute within 3 days of the date that the formal complaint is filed;
 - (e) A statement that service will not be shut off pending the resolution of a formal complaint that is filed and prosecuted in conformity with all applicable statutes, rules, regulations, and orders of the commission; and
 - (f) The telephone number and address of PNG where the customer may make inquiry or enter into a settlement agreement.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Discontinuance of Service, Continued

Part II - Residential Customers, Continued

4. PNG will not shutoff service unless written notice is sent, by first-class mail, to the customer or personally served not less than 5 days before the date of the proposed shutoff. If a shutoff of service is sought for nonpayment of a delinquent account, then a notice of shutoff will not be sent before the time the account becomes delinquent. Service of notice by mail is complete upon mailing, unless proven otherwise by the customer. PNG will maintain an accurate record of the date of mailing. PNG is responsible for the accurate and timely notice of shutoff.
5. A notice of shutoff of service shall not be issued if a customer has a pending formal complaint before the commission concerning the bill upon which the notice is based.
6. Subject to the requirements of these rules, PNG may shut off basic local exchange service to a customer on the date specified in the notice of shutoff or within a reasonable time thereafter, but only at times that PNG has personnel available to reconnect service.
7. Basic local exchange service shall not be shut off on a day, or a day immediately preceding a day, when PNG's personnel are not available to reconnect service.
8. Basic local exchange service shall not be shut off while a complaint related to the reason for the shutoff is pending.

SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Discontinuance of Service, Continued

Part II - Residential Customers, Continued

9. After basic local exchange service has been shut off to a Residential Customer, PNG will restore service promptly, but not later than 1 working day after the customer's request, when the cause for the shutoff of service has been cured or credit arrangements satisfactory to PNG have been made.
10. Any payments required for service restoration may be made by the customer in any reasonable manner. Payment by personal check may be refused by the provider if the customer has tendered payment in this manner and the check has been dishonored during the last 3 years, excluding bank error.
11. Before restoring service, PNG at its option may require 1 or more of the following: (a) Payment of the total amount due on all of the customer's delinquent and shutoff accounts for basic local exchange service and regulated toll service owed to the provider; (b) An arrangement or settlement agreement requiring the payment of all amounts owed to the provider for basic local exchange service and regulated toll service; (c) Payment of an amount provided by tariff for basic local exchange service restoration; and/or (d) A security deposit or payment guarantee not to exceed \$150 per access line.

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SECTION 2 - REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.7. Cancellation of Application for Service

- A. When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, PNG incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by PNG, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against PNG that would have been chargeable to the Customer had service commenced.
- C. Where PNG incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before PNG receives a cancellation notice, a charge equal to the costs incurred by PNG, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, maintenance, taxes, and any other costs associated with the special construction or arrangements.
- D. The special charges described in 2.5.7(A) through 2.5.7(C) will be calculated and applied on a case-by-case basis.

2.5.8. Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

SECTION 2 - REGULATIONS, Continued

2.6. ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service that are not caused by the Customer, or during which PNG does not provide a satisfactory replacement service, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

2.6.1. Credit for Interruptions

- A. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by PNG under this tariff. An interruption period begins from the time the Customer's service is reported or is found to be out of service. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance for fixed recurring fees only is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

SECTION 2 - REGULATIONS, Continued

2.6. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued

2.6.1. Credit for Interruptions, Continued

C. **Credit Allowance** - A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

1. Interruptions of 24 Hours or Less

| Length of Interruption | Interruption Period To Be Credited |
|--|---|
| Less than 30 minutes | None |
| 30 minutes up to but not including 3 hours | 1/10 Day |
| 3 hours up to but not including 6 hours | 1/5 Day |
| 6 hours up to but not including 9 hours | 2/5 Day |
| 9 hours up to but not including 12 hours | 3/5 Day |
| 12 hours up to but not including 15 hours | 4/5 Day |
| 15 hours up to but not including 24 hours | One Day |

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

SECTION 2 - REGULATIONS, Continued

2.6. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued

2.6.1. Credit for Interruptions, Continued

C. Credit Allowance, Continued

2. **Over 24 Hours.** If a Customer's service is reported or is found to be out of service and remains out of service for more than 24 hours, then 1 of the following adjustments shall be made to the Customer's bill in the next billing period in which it is practicable to do so:
- (a) If the duration of the outage is less than 5 days of a month, then the appropriate credit shall be the prorated amount of the customer's monthly service rate.
 - (b) If the duration of the outage is 5 days or longer, then the appropriate credit is the credit owed pursuant to 2.6.1(C)(1) of for the first 4 days of the outage plus an additional \$5.00 per day for the fifth day and each subsequent day of the outage, up to the amount of the customer's monthly service rate.
 - (c) A credit adjustment will not be made if the outage is caused by the Customer or if a satisfactory replacement Service is provided to the Customer. Should the Customer elect to use an alternative Service provided by PNG during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative Service.

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SECTION 2 - REGULATIONS, Continued

2.6. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued

2.6.2. Limitations on Allowances

No credit allowance will be made for:

- A. interruptions due to the cause of, negligence of, or noncompliance with the provisions of this Tariff by, the Customer, authorized user, or joint user;
- B. interruptions of service during any period in which PNG is not given full and free access by the Customer to its facilities and equipment for the purpose of investigating and correcting interruptions;
- C. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- D. interruptions of service during any period when the Customer has released service to PNG for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- E. interruption of service during a time period in which PNG provides a satisfactory replacement service.

2.6.3. Cancellation For Service Interruption

Cancellation or termination of service by Business Customers due to service interruption is permitted only if any circuit experiences a single continuous outage of 8 hours or more or cumulative service credits equaling 16 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

SECTION 2 - REGULATIONS, Continued

2.7. RESTORATION OF SERVICE

2.7.1. Business Service Restoration

When a Business Customer's Basic Local Exchange Service has been shutoff in accordance with this Tariff, Service will be restored only upon the basis of the Business Customer completing a new application for Service and qualifying for Service as if it were a new Business Customer.

2.7.2. Residential Service Restoration

When a Residential Customer's Basic Local Exchange Service has been shutoff in accordance with this Tariff, PNG will restore Service promptly, but not later than one (1) working day after the Residential Customer's request, after the cause for the shutoff of service has been cured or credit arrangements satisfactory to PNG have been made. Before restoring service, PNG reserves the right to require one or more of the following:

- A. Payment of the total amount due on all of the Customer's delinquent and shutoff accounts for basic local exchange service and regulated toll service owed to PNG;
- B. An arrangement or settlement agreement requiring the payment of all amounts owed to PNG for basic local exchange service and regulated toll service;
- C. Payment of the restoration charge and any applicable installation charges pursuant to Section 4.3.4 of this tariff;
- D. Payment of an advance payment and/or security deposit pursuant to Section 2.5.4 and 2.5.5 of this tariff.

Any payments required for service restoration may be made by the Customer in any reasonable manner, except that payment by personal check may be refused by PNG if the Customer has tendered payment by a check that had been dishonored during the previous 3 years, excluding bank error.

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SECTION 2 - REGULATIONS, Continued

2.8. USE OF CUSTOMER'S SERVICE BY OTHERS

2.8.1. Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. PNG will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

2.9. CANCELLATION OF SERVICE

2.9.1. If a Business Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Business Customer agrees to pay to PNG termination liability charges, as defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.3.

2.9.2. The Business Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by PNG to establish service to the Business Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by PNG on behalf of the Business Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff incurred prior to disconnection, cancellation or termination; minus
- D. a reasonable allowance for costs avoided by PNG as a direct result of the Business Customer's cancellation.

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SECTION 2 - REGULATIONS, Continued

2.10. TRANSFERS AND ASSIGNMENTS

2.10.1. Neither PNG nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by PNG without the written consent of the other party, except that PNG may assign its rights and duties:

- A. to any subsidiary, parent company or affiliate of PNG; or
- B. pursuant to any sale or transfer of substantially all the assets of PNG; or
- C. pursuant to any financing, merger or reorganization of PNG.

2.11. NOTICES AND COMMUNICATIONS

2.11.1. The Customer shall designate on the Service Order an address to which PNG shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which PNG's bills for service shall be mailed.

2.11.2. PNG shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

2.11.3. All notices or other communications required to be given pursuant to this Tariff will be in writing. Notices and other communications of either party, and all bills mailed by PNG, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

2.11.4. PNG 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 - REGULATIONS, Continued

2.12. FORMAL AND INFORMAL PROCEDURES

For Residential Customers, informal complaints will be handled by PNG's customer service department, which will use good faith efforts to informally resolve the dispute. If PNG and the Residential Customer are unable to informally resolve the dispute, the customer may file a formal complaint with the Michigan Public Service Commission.

2.12.1. Alternative Dispute Resolution

The following provisions apply if the formal complaint is for \$1,000 or less or if the customer elects to pursue an alternative means of dispute resolution.

- A. The customer shall file a formal written complaint with the Michigan Public Service Commission.
- B. If the customer and PNG cannot agree on an alternative means of dispute resolution within 20 days, they shall participate in a mediation proceeding conducted by administrative law judge or other person designated by the Commission.
- C. If mediation is utilized, the mediator will provide a recommended settlement to the parties within 45 days after the written complaint was filed.
- D. Within 7 days after the date of the recommended settlement, each party shall file with the commission a written acceptance or rejection of the recommended settlement. A party's failure to file a timely acceptance or rejection shall be deemed to be a rejection of the recommended settlement.
- E. If the parties accept the recommended settlement, then the recommendation will be adopted by the Commission as a final order.
- F. If a party rejects the recommended settlement, then the complaint shall proceed to a contested case hearing before the Commission.

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SECTION 2 - REGULATIONS, Continued

2.12. FORMAL AND INFORMAL PROCEDURES,

Continued

2.12.1. Alternative Dispute Resolution, Continued

G. If the complaint involves a monetary dispute, the party who rejects the recommended settlement shall pay the opposing party's actual costs of proceeding to a contested case hearing, including attorney fees, unless the final order of the commission is more favorable to the rejecting party than the recommended settlement under this section. A final order is considered more favorable if it differs by 10% or more from the recommended settlement in favor of the rejecting party. If both parties reject the recommended settlement, then each party shall be responsible for its own costs and attorney fees.

2.12.2. Payment of Amount Not In Dispute

- A. If a customer files a formal complaint with the Commission, then PNG may require the Customer to pay an amount equal to the part of the bill that is not in dispute.
- B. The amount that is not in dispute shall be mutually determined by PNG and the Customer.
- C. If PNG and the Customer are unable to mutually determine the amount that is not in dispute, then PNG may require the Customer to pay up to 50% of the amount that is in dispute.
- D. If the Customer fails to pay to PNG either the amount that is not in dispute or 50% of the amount that is in dispute, then PNG may shut off service consistent with this tariff.
- E. If the dispute is ultimately resolved in favor of the Customer, in whole or in part, then any excess moneys paid by the Customer shall be refunded promptly, with simple interest paid at the rate paid on United States Savings Bonds, series EE.

SECTION 2 - REGULATIONS, Continued

2.13. CUSTOMER ACCESS TO INFORMATION

2.13.1. Publication of Procedures

- A. PNG will have a pamphlet available for its customers that, in layman's terms, lists and summarizes the rights and responsibilities of its customers and PNG.
- B. The pamphlet will be displayed prominently and shall be available at all of PNG's office locations that are open to the general public. The pamphlet shall be available upon customer request at no charge.
- C. The pamphlet shall include all of the following information:
 - 1. Methods for customers to understand and verify the accuracy of billings.
 - 2. Payment standards and procedures.
 - 3. Procedures for shutoff and reconnection of basic local exchange service.
 - 4. Inquiry, service, and complaint procedures.
 - 5. Commission procedures related to customer complaints.
- D. The information contained in the pamphlet shall be made available by PNG in audio format to customers who have visual impairments at no cost to the customers. The information may be provided through recorded announcements or the physical provision of a recording.

2.13.2. Public Access To Rules And Rates

PNG will keep on file, and provide public access to, a copy of the Michigan Public Service Commission's rules and a schedule of all rates and service charges at all of its offices that are open to the general public. Upon the request of a customer and at no cost to the customer, PNG will provide a customer with 1 copy of the rules and the rate schedules applicable to the customer's usage.

SECTION 2 - REGULATIONS, Continued

2.13. CUSTOMER ACCESS TO INFORMATION,

Continued **2.13.3. Telephone Directories and Information**

PNG will publish, or will arrange by agreement with the incumbent local exchange carrier or other directory provider to publish, on a page preceding the alphabetical listings in its telephone directories, in a prominent manner, and without charge, all of the following information:

- A. The telephone number and address of PNG where the customer may inquire about telephone service.
- B. The telephone number and address of the Michigan Public Service Commission where a customer may file a formal complaint regarding a service regulated by the Commission.

SECTION 3 - SERVICE OFFERINGS

3.1. GENERAL

The regulations set forth in this section govern the application of rates for services contained in other sections of this tariff.

3.1.1. Application of Business and Residential Rates

- A. The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.
- B. Business rates apply at the following locations, among others:
 - 1. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
 - 2. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
 - 3. In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
 - 4. In any residence location where there is substantial business use of the service and the customer has no service at business rates.

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SECTION 3 - APPLICATION OF RATES, Continued

3.1. GENERAL, Continued

3.1.1. Application of Business and Residential Rates, Continued

C. Residence rates apply at the following locations, among others:

1. In private residences; in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the customer and listings of a business nature are not furnished.
2. In the residence of a practicing physician, dentist, veterinarian, surgeon, or other medical practitioner provided that such residence is not a part of an office building and provided the customer has service charged for at business rates another location.

SECTION 3 - APPLICATION OF RATES, Continued

3.2. CHARGES BASED ON DURATION OF USE

3.2.1. Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- C. Timing terminates on all calls when the calling party hangs up or PNG's network receives an off-hook signal from the terminating carrier.
- D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E. All times refer to local time.

3.2.2. Applicable Rate Periods

Unless otherwise specified, applicable rate periods are indicated in the chart below:

| | MON | TUES | WED | THUR | FRI | SAT | SUN |
|-------------------------|---------------------|------|-----|------|-----|-----|-----|
| 8:00 AM TO 5:00 PM* | DAYTIME RATE PERIOD | | | | | | |
| 5:00 PM TO 11:00 PM* | EVENING RATE PERIOD | | | | | | EVE |
| 11:00 PM to 8:00 AM | | | | | | | |

* To, but not including

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SECTION 3 - SERVICE OFFERINGS, Continued

3.3. RATES BASED UPON DISTANCE

Where charges for a service are specified based upon distance, the following rule applies:

Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. Tariff FCC No. 4, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven digit telephone number). Where there is no telephone number associated with an access line on PNG's network (such as a dedicated 800 or WATS access line), PNG will apply the Rate Center of the Customer's main billing telephone number.

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SECTION 3 - SERVICE OFFERINGS, Continued

3.4. CALCULATION OF DISTANCE

3.4.1. Usage charges are based on the airline distance between the serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by area code and exchange numbers. All calls are billed from the End User's serving wire center to the terminating point serving wire center.

3.4.2. The distance between the originating point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by NECA Tariff FCC No. 4, in the following manner:

Step 1: Obtain the "V" and "H" coordinates for the originating point and the destination point.

Step 2: Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.

Step 3: Square the differences obtained in Step 2.

Step 4: Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5: Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6: Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers.

Formula:

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SECTION 3 - SERVICE OFFERINGS, Continued

3.5. INSTALLATION, MOVES AND SERVICE CHANGE CHARGES

3.5.1. Connection Charge

A. The Connection Charge is a nonrecurring charge which applies to the following:

1. installation of a new service;
2. conversion of local service from a carrier other than PNG to PNG ;
3. transfer of an existing service to a different location;
4. change from one class of service to another at the same or a different location;
5. restoration of service, which applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as set forth in Section 2.7 of this Tariff; or
6. installation of an additional line.

B. Exceptions to the Charge

1. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
2. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
3. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 4.10.

SECTION 3 - SERVICE OFFERINGS, Continued

3.5. INSTALLATION, MOVES AND SERVICE CHANGE CHARGES, Continued

3.5.2. Moves, Adds and Changes

- A. The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge as set forth in section 3.5.1 for the underlying service will apply as if the work had been done by the Company.
- B. The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Includes rearrangement or reclassification of existing service at the same location. Also includes new phone number requested by (N) customer.

3.5.3. Trouble Isolation Charge - When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment, a separate charge applies in addition to all other charges for the visit.

3.5.4. Missed Appointment - Customer must be available for scheduled appointments or be assessed a missed appointment charge.

SECTION 3 - SERVICE OFFERINGS, Continued

3.6. TYPES OF NETWORK EXCHANGE SERVICES OFFERED

3.6.1. Sections 3.7 and 3.8 of this Tariff contain a general description of the services offered by PNG and the rates applicable to each service. PNG provides switched, telephonic-quality voice and data transmission services that enable Users to communicate on a realtime basis between points within local calling areas in the State of Michigan, as well as ancillary services that facilitate the use or expand the capabilities of switched communications services. Services may be performed by resale of services provided by other telephone companies.

3.6.2. Services Offered

A. Residential Network Switched Services

1. Network Exchange Bundled Services

(a) Call to Connect Simple Bundled Service

(b) Call to Connect Bundled Service

(c) Call to Connect Plus Bundled Service

(d) Suretalk Bundled Service (N)

B. Business Network Switched Services

1. Business Service Bundle

SECTION 3 - SERVICE OFFERINGS, Continued

3.7. NETWORK EXCHANGE DIAL TONE SERVICE

3.7.1. General

A. Basic Local Service - provides a Customer with a telephonic connection to, and a unique telephone number on, PNG's switching network which enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access PNG's Local Calling Services and other Services as set forth in this tariff;
3. access interexchange calling services of PNG and of other carriers;
4. access (at no additional charge) to PNG's operators and business office for service related assistance;
5. access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
6. access relay services for the hearing and/or speech impaired.

Basic Local Exchange Service can also be used to originate calls to other telephone companies' caller-paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by PNG's switch at no charge upon customer request. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

B. Exchange Access Line - Individual line residence and business service is comprised of exchange access lines defined as the service central office line equipment and all PNG plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.

SECTION 3 - SERVICE OFFERINGS, Continued

3.7. NETWORK EXCHANGE DIAL TONE SERVICE, Continued

3.7.2. Residential Network Exchange Dial Tone Service - Network Exchange Dial Tone Service provides the Customer with an access line to the local exchange network and the option of having local exchange usage charged based on minutes of use rather than on a flat rate basis. The service also allows the Customer to make intraLATA and interLATA toll calls also charged on the basis of minutes of use.

A. Timing of Calls

1. All calls are billed in one (1) minute increments.
2. For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
3. For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
4. Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

B. Time Periods - Rates for intraLATA and interLATA toll are independent of the time of the call.

SECTION 3 - SERVICE OFFERINGS, Continued

3.7. NETWORK EXCHANGE DIAL TONE SERVICE, Continued

3.7.2. Residential Network Exchange Dial Tone Service, Continued

- C. **Regulations and Computation of Mileage** - Rates and charges for calls made using Network Exchange Dial Tone Service are independent of mileage.
- D. **Call Charges**
 - 1. Rates are based on the duration of the call as measured according to Section 3.7.2(A) above. Rates do not vary between time periods or with mileage.
 - 2. Where live or automated operator assistance is required for call completion or billing, a per - call service applies.
 - 3. Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

SECTION 3 - SERVICE OFFERINGS, Continued

3.7. NETWORK EXCHANGE DIAL TONE SERVICE, Continued

3.7.3. Business Network Exchange Dial Tone

Service [Reserved for Future Use]

SECTION 3 - SERVICE OFFERINGS, Continued

3.8. NETWORK EXCHANGE BUNDLED SERVICE

Network Exchange Bundled Service is a bundle or package of telecommunications services including local service, intrastate and interstate long distance service and custom calling features.

3.8.1. Residential Bundled Services

- A. All residential packages include basic local service, IntraLATA toll service, InterLATA toll service. Wireless service, voice mail and/or Internet access may be available with some packages at an additional charge.¹
- B. **Bundled Service Packages** - are as follows:
 - 1. **Call to Connect Simple Bundled Service** - include the following usage features:
 - (a) Toll calls billed in one-minute increments
 - (b) Unlimited calling within the Customer's Local Calling Area.
 - (c) Thirty (30) minutes of intraLATA and interLATA toll usage.
 - (d) Additional intraLATA and interLATA toll usage at the rates set forth in section 4.1.1 (A)
 - (e) Customer must choose PNG as its intraLATA and interLATA carrier.

¹ These services are not regulated by the Commission presently.

SECTION 3 - SERVICE OFFERINGS, Continued

3.8. NETWORK EXCHANGE BUNDLED SERVICE, Continued

3.8.1. Residential Network Switched Service,

Continued B. **Bundled Service Packages,**

Continued

2. Call to Connect Bundled Service - includes the following usage features:

- (a) Toll calls billed in one-minute increments
- (b) Unlimited calling within the Customer's Local Calling Area.
- (c) One hundred twenty (120) minutes of intraLATA and interLATA toll usage.
- (d) Additional intraLATA and interLATA toll usage at the rates set forth in section 4.1.1 (A)
- (e) Customer must choose PNG as its intraLATA and interLATA carrier.

3. Call to Connect Plus Bundled Service- include the following usage features:

- (a) Toll calls billed in one-minute increments
- (b) Unlimited calling within the Customer's Local Calling Area.
- (c) One hundred twenty (120) minutes of intraLATA and interLATA toll usage.
- (d) Customer calling features - Caller ID with name, Call Waiting and Caller ID Waiting.
- (e) Additional intraLATA and interLATA toll usage at the rates set forth in section 4.1.1 (A)
- (f) Customer must choose PNG as its intraLATA and interLATA carrier.

(N)

SECTION 3 - SERVICE OFFERINGS, Continued

3.8. NETWORK EXCHANGE BUNDLED SERVICE,

Continued 3.8.1. Residential Network Switched Service,

Continued

B. Bundled Service Packages, Continued

4. Suretalk Bundled Service - includes the following usage features:

- (a) Toll calls billed in one-minute increments
- (b) Unlimited calling within the Customer's Local Calling Area.
- (c) Unlimited intraLATA and interLATA toll usage.
- (d) Customer calling features - Caller ID with name, Call Waiting and Caller ID Waiting.
- (e) Customer must choose PNG as its intraLATA and interLATA carrier.

(N)

SECTION 3 - SERVICE OFFERINGS, Continued

3.8. NETWORK EXCHANGE BUNDLED SERVICE, Continued (N)

3.8.1. Residential Network Switched Service,

Continued B. **Bundled Service Packages,**

Continued

- 4. Local Bundle Option A** - Provides customer with unlimited local calls. Customer can either choose PNG or another carrier for IntraLATA and InterLATA services.
- 5. Local Bundle Option B** - Provides customer with unlimited local calls as well as unlimited long distance calls. Customer must choose PNG as IntraLATA and InterLATA carrier.
- 6. Local Bundle Option C** - Provides customer with unlimited local calls, unlimited long distance calls, as well as High Speed Dialup Internet Services. Customer must choose PNG as IntraLATA and InterLATA carrier.

3.8.2. Business Bundled Services

A. Business Services

- 1. Local Stand Alone** - Provides customer with unlimited local calls. Customer can either choose PNG or another carrier for IntraLATA and InterLATA services.

B. Business Bundled Services

- 1. Local/Unlimited Long Distance** • Provides customer with unlimited local calls as well as unlimited long distance calls. Customer must choose PNG as IntraLATA and InterLATA carrier. Customer choose whether they would like to go with a no contract term, a one (1) year term or a two (2) year term.
- 2. Local/Unlimited Long Distance/High Speed Dialup** - Provides customer with unlimited local calls, unlimited long distance calls, as well as High Speed Dialup Internet. Customer must choose PNG as IntraLATA and InterLATA carrier. Customer choose whether they would like to go with a no contract term, a one (1) year term or a two (2) year term.

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SECTION 3 - SERVICE OFFERINGS, Continued

3.9. DIRECTORY LISTINGS

For each Customer of Company-provided Exchange Access Service(s), PNG shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Carrier in the area at no additional charge. For Customers with multiple premises served by PNG, PNG will arrange for a listing of the main billing telephone number at each premise.

3.10. DIRECTORY ASSISTANCE SERVICE

3.10.1. PNG furnishes Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers through arrangements with the incumbent local exchange carrier when a party in Michigan requests assistance in obtaining telephone numbers of subscribers who are located within the same numbering plan area as the number the party is calling from.

3.10.2. In order to make allowance for a reasonable need for numbering plan area Directory Assistance Service, including numbers not in the directory, directory inaccessibility and other conditions, no charge applies for the first three calls for telephone numbers of subscribers who are located within the numbering plan area of the calling party per month per station access line. The allowance is cumulative for all group billed services furnished on the same premises or as part of the same system within an exchange.

3.10.3. Charges for Directory Assistance Service are not applicable to inquiries received from public and semipublic telephones, nor from telephone service furnished for the use of handicapped persons.

SECTION 3 - SERVICE OFFERINGS, Continued

3.11. INTRALATA PRESUBSCRIPTION

3.11.1. General

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

3.11.2. Options

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

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

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

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

SECTION 3 - SERVICE OFFERINGS, Continued

3.11. INTRALATA PRESUBSCRIPTION, Continued 311.3.

Regulations

- A. Subscribers of record on the effective date of this Tariff will retain their current dialing arrangements until they request that their dialing arrangements be changed.
- B. Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA presubscription.
- C. Subscribers may change their selected option and/or their presubscribed intraLATA toll carrier at any time subject to charges specified in paragraph 4 following.

3.11.4. Customer Notices

PNG will notify subscribers of the availability of intraLATA presubscription. The notice will contain a description of intraLATA toll presubscription, how to make an intraLATA toll presubscription carrier selection, and a description of when and what charges apply related to the selection of an intraLATA toll carrier.

SECTION 3 - SERVICE OFFERINGS, Continued

3.12. ADDITIONAL CHARGES

In addition to the charges for Service described elsewhere in Section 3, the following charges apply to each individual Exchange Access Service line unless otherwise specified.

3.12.1. Subscriber Line Charge (as established by the Federal Communications Commission) applies in addition to the monthly Basic Exchange Access Services rate described above.

3.12.2. Other Government fees or charges - Any applicable municipal, state or federal taxes, telecommunications municipal infrastructure maintenance fees or other charges.

3.12.4. Casual traffic charges that are derived from third party calls (e.g. 10XXX, 900/976, third party calls initiated by Customer through PNG's system) and trafficked over PNG's system.

3.12.5. Primary Interexchange Carrier Change Charge - Business Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

3.12.6. Local Number Portability (LNP)

Customers are assessed this fee for costs incurred when an end-user switches local carriers while maintaining the same local telephone number

3.12.7. Paper Bill Fee

Customers may access their bills by signing on to PNG's Customer Portal at <https://secure.pngcom.com/customerportal/loginform.php>. PNG's primary method of rendering and submitting bills is electronic. Those Customers who do not opt to pay their bills via the Customer Portal may receive a paper bill. A monthly fee of \$1.00 may be charged to Customers who desire a paper bill. The electronic form of bill on the Customer Portal contains all of the same information as is required to be listed on the paper bill by Commission rules and regulations.

SECTION 3 - SERVICE OFFERINGS, Continued

3.12. ADDITIONAL CHARGES, Continued 3.12.7. Public

Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371 and subsequent orders), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g. using the "It" symbol). The Public Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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

3.12.8 Payment by Phone Charge

The Payment by Phone fee is designed to cover the costs of processing a payment over the phone with a live representative. This charge can be avoided by setting up automatic payments or by paying the monthly bill online using the Customer Portal.

Payment By Phone Charge \$4.99

(N)

SECTION 3 - SERVICE OFFERINGS, Continued

3.13. CUSTOM CALLING FEATURES

3.13.1. Generally

Certain Custom Calling Features in this section are included in Network Exchange Bundled Service packages offered by PNG. Other Custom Calling Services described below also may be purchased in addition to the services included in a particular package but these features are available only when purchased in combination with a PNG provided Network Exchange Bundled Service.

3.13.2. Feature Descriptions

- A. Call Blocking (Call Screening)** - allows Customers to block calls from different telephone numbers. A screening list is created by the Customer either by adding the last number with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such number hear an announcement that the calling party is not accepting calls.
- B. Call Forwarding -Variable** - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Variable is billed for the forwarded leg of the call.
- C. Caller ID Waiting** -provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and/or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call ID Waiting service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.
- D. Speed Calling** - allows a Customer to dial selected numbers by means of an abbreviated code. This feature is available with an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

SECTION 3 - SERVICE OFFERINGS, Continued

3.13. CUSTOM CALLING FEATURES, Continued 3.13.2.

Feature Descriptions, Continued

- E. **Caller ID with Name** - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Caller ID records that name, number, date and time of each incoming call - including calls that are not answered by the Customer. Caller ID service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.
- F. **Three-Way Calling** - permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used with both outgoing and incoming calls. This feature available for a per use fee or a monthly fee.
- G. **Anonymous Call Rejection (Privacy Manager)** - allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code.
- H. **Call Waiting** - provides Customer a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call Waiting service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.

SECTION 3 - SERVICE OFFERINGS, Continued

3.13. CUSTOM CALLING FEATURES, Continued 3.13.2.

Feature Descriptions, Continued

- I. **Deluxe Call Waiting ID** - includes Caller ID with name, Call Waiting and Caller ID Waiting.
- J. **Call Return (Automatic Call Back)(*69)** - allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate Return Call (*69), the customer dials a code, then hears an announcement of the telephone number of the last party that called. If the customer wishes to return the call right away, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. Call return is available on a per-use basis or on a monthly basis.
- K. **Per Call Blocking (*67)** - blocks the Customer's name and number from being transmitted on all outgoing calls from a particular line. Per call blocking is achieved by pressing *67 prior to each call, while per line blocking blocks the name and number of every outgoing call. Dialing a special code prior to dialing the number of the person being called can unblock the number and name. Per Call Blocking is provided at no charge.
- L. **Repeat Dial (Busy Redial) (*66)** - automatically redials the last telephone number the Customer dialed. If the number is busy, this Service will keep dialing the busy number up to 30 minutes and alert the Customer with a special ring when the line is free. The call will automatically be made when the Customer picks up the receiver. Repeat Dialing does not tie up the Customer's line, allowing the Customer to make and receive calls while it attempts to redial in the background. Repeat Dial is available on a per-use basis or on a monthly basis.
- G. **Call Trace** - allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

SECTION 3 - SERVICE OFFERINGS, Continued

3.13. CUSTOM CALLING FEATURES, Continued

3.13.2. Feature Descriptions, Continued

- H. Remote Call Forwarding • a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. This feature can be activated from any location
- I. **Distinctive Ring** - allows customers who have two telephone numbers on a single line distinguish which line is being called through a distinctive ringing pattern. The ring of the incoming call is determined by which telephone number has been dialed.
- J. **Voicemail** - an answering system that allows callers to leave messages on a computerized system instead of an answering machine. Customers can access, save, and forward messages at their convenience.

(N)

(N)

3.14. PNG TRAVEL CARD SERVICE

PNG Travel Card service is a travel service allowing Customers to originate calls via a Company-provided toll free number from non-presubscribed access lines.

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SECTION 3 - SERVICE OFFERINGS, Continued

**3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES
DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)**

TM

3.15.1 Service Description

A. General

Integrated Services Digital Network (ISDN)-Primary Rate Interface (PRI)/T-1 is a central office based service arrangement that is an alternative for exchange access services. ISDN-PRI/T-1 is a service for high-speed dedicated digital voice and data transmission. Company's ISDN PRI Service employs a 1.544 Megabits per second (Mbps) facility typically divided into twenty-three B Channels and one D Channel. The B Channels are used for circuit-switched voice and data communications connecting to the public switched telephone network (PSTN) while the D Channel provides out-of-band signaling.

B. Regulations

ISDN PRI/T-1 service provides the Customer with a single, voice-grade, DTMF communications Channel.

ISDN PRI/T-1 and its associated features are only provided where facilities, equipment and technical capabilities exist and does not create an obligation for the Company to construct such facilities and equipment especially for the provision of this Service.

Customer is responsible for providing Customer Premises Equipment that is compatible with ISDN-PRI/T-1 Service.

The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI/T-1 Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

(N)

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SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.2. Application of Rates and Charges

- A. Term Pricing Plans: Term Pricing Plans (TPP) are available to the Customer. The Customer must select either a 12 Month, 24 Month or 36 Month term.
- B. Modifying Term Pricing Plans: A TPP may be modified when additional PRI/T-1 Circuits are purchased.

A TPP may be also be converted to a longer TPP, without incurring a Termination Charge, if there is at least one month remaining on an existing TPP. Service will automatically renew at month-to-month terms.

- C. Expiration of Term Pricing Plan: Within one month prior to the expiration of a TPP, the Customer must select one of the following options:
 - 1. Renew the Service for an additional term at the TPPs available; or
 - 2. Disconnect Service at the end of the billing period.
- D. Waiving of Nonrecurring Charges per circuit:

Business Plans 1 and 2: For 12 month terms, a \$198 non-recurring charge applies. Company will waive the non-recurring charge on terms of 24 and 36 months.

Business Plans 3,4, and 5: For 12 month terms, a \$200 non-recurring charge applies. Company will waive the non-recurring charge on terms of 24 and 36 months.

- E. Moves and Changes: There are two types of modifications available for PRI/T-1 Circuits:
 - 1. A move of the point of termination of an existing PRI Circuit(s) to a new location within the Customer's same Premises.

SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.2. Application of Rates and Charges, Continued

2. Any subsequent change or rearrangement of Services requested by the Customer on an existing **PRI** Circuit(s). Fee may apply.

F. Termination Liability: If the service is terminated by a Customer before the expiration of the initial or any subsequent term, the Customer will pay to PNG an amount equal to the sum of:

1. all billed and unbilled charges which the Customer has not paid at the time of termination;
2. the monthly recurring charge at the time of termination multiplied by the number of months remaining in the term;
3. and all charges incurred by PNG to its suppliers and other third parties for the provision or disconnection of service to the Customer.

G. Cancellation Charge: If the Company misses a Service installation date by more than thirty (30) days due to a Force Majeure condition, the Customer may cancel an order without incurring a Cancellation Charge.

H. Local Usage: Company offers various amounts of included local minutes of usage depending on the Business Plan selected. In the event Customer exceeds its monthly planned local usage per circuit for three (3) consecutive months, the Company may convert Customer's local usage to a measured rate call plan upon thirty (30) days notice.

I. Promotions: The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations.

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SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.2. Application of Rates and Charges, Continued

- J. Individual Case Basis (ICB) Arrangements: Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.
- K. Stated pricing requires business customer to subscribe long distance service from Company.
- L. Within Business Plans 1, Company offers Pricing Plan A and Pricing Plan L to satisfy regional consumer demand for lower end user common line ("EUCL") charges or lower monthly recurring charges ("MRC").

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SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL™ NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.3. ISDN-PRI/T-1 Term and Volume Plans

- A. Business Plan 1 - Dedicated Local Voice T-1/PRI (digital only):** This T-1 service employs a variety of added features and offers unlimited local minutes with 24 and 36 month terms.
- B. Business Plan 2 - Integrated Voice and Data (digital only):** This service combines voice and data traffic over a single circuit. Bandwidth is dynamically allocated between voice and data, as needed. This plan is available in line and trunk configurations with multiple voice channel and data bandwidth options. This business service offers unlimited local minutes with 12, 24 and 36 terms.
- C. Business Plan 3 - Dedicated Local PRI (digital or analog):** This business service provides local service utilizing Primary Rate Interface (PRI). PRI is a Digital System 1 (DS1) comprised of 23 B channels and 1 D channel. Each B channel uses the full 64k for the voice traffic. The single D channel is used for call setup, tear down and other signaling. All channels work at 64kbps. PRI uses the signaling standard Common Channel Signaling No. 7 (SS7). PRI is used when the customer has a digital PBX and PRI interface card. Available with 100,000 included minutes of local usage or 300,000 included minutes of local usage. This business service is available in 12,24, or 36 month terms.
- D. Business Plan 4 - Dedicated Local Digital T1 (digital or analog):** Digital T1 uses in band signaling to support 24 simultaneous calls. Each 64k voice channel uses ~8k for signaling. This leaves 56k for voice traffic. A Digital T1 Trunk is used when a digital PBX and digital T1 interface card are available. Available with 100,000 included minutes of local usage or 300,000 included minutes of local usage. This business service is available in 12,24, or 36 month terms.
- E. Business Plan 5 - Integrated Voice and Data (digital or analog):** Combines voice and data traffic over a single circuit. Bandwidth is dynamically allocated between voice and data, as needed. This plan is available in line and trunk configurations with multiple voice channel and data bandwidth options. All options are scalable. This business service is available in 12,24, or 36 month terms.

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SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.4. Business Plans Service Features

A. Business Plan 1 and 2: Each local exchange Channel may include a telephone number assignment and the following features:

- Caller ID Name and Number
- Local Usage (Unlimited Business minutes)
- Local Directory Assistance (411)
- Local T-1/PRI
- Switched Long Distance
- Dedicated Long Distance
- Toll-free
- Directory Services
- Operator Services
- 900/976 Blocking
- Integrated Access
- Dedicated Internet Access (DIA)

B. Business Plan 3 and 4:

- Local Usage (included minutes based on Plan selection)
- Switched Local Distance
- 911
- Directory Listing
- Operator Services
- Directory Assistance
- Inbound redirect
- Remote Call Forward (RCF)

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SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL (N) NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.4. Business Plans Service Features, Continued

C. Business Plan 5:

- Local Usage (included minutes based on Plan selection)
- Switched Local Distance
- 911
- Directory Listing
- Operator Services
- Directory Assistance
- Inbound redirect
- Remote Call Forward (RCF)
- Internet Access
- Static Public IP Address

3.15.5. Business Plans Optional Features

A. Business Plans 1 and 2:

Backup D Channel - In arrangements of two or more Primary Rate Interfaces or Ports, it provides enhanced continuity of Service by allowing a D Channel on one Primary Rate Interface or Port to automatically take over for a failed D Channel on another Primary Rate Interface or Port. A single Backup D Channel may support a maximum of five interfaces or ports.

Calling Number and Name Delivery - Provides the Customer who is receiving a call with the telephone number and the name of the calling party.

Serial Hunt-Calls will start with the number of the trunk dialed and hunt sequentially to the end of the trunk or hunt group.

Circular Hunt - A switch feature that dynamically points each new call attempt to the next idle B Channel following the last Channel either to have accepted a call or the last Channel to have attempted to place a call.

(N)

SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL (N) NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.5. Business Plans Optional Features, Continued A.

Business Plans 1 and 2, Continued:

DLH (Distributed Line Hunting) - Calls are distributed evenly among a trunk group or hunt group by number of calls.

MIDL/LIDL (Most Idle/Least Idle)- Incoming calls will be sent to the trunk that has been idle the longest (MIDL) or the shortest (LIDL) amount of time.

Direct Inward Dialing (DID) Numbers - Provides telephone numbers for direct inward dialing. Numbers are available in blocks often or one hundred, or as a single number. The assignment and sequence of the numbers may be requested by the Customer in cases where the Company has the number or series of numbers available for use.

Dynamic Channel Allocation-Allows a Customer to designate the quantity of B Channels for call types to be allocated within previously provisioned criteria for DID.

Enhanced Alternate Route - Allows incoming voice calls to overflow on an emergency and busy basis to a line or Trunk side connection designated by the Customer. A route may be limited in the number of simultaneous calls that can be routed.

Enhanced 911 - The number of the caller is transmitted to the PSAP where it is cross-referenced with an address database to determine the caller's location.

Inform 911 -Allows the calling party number of the station to be sent to the E911 database rather than the billed telephone number. It is the Customer's responsibility to provide station number updates to the 911 database.

Local Number Portability - Allows businesses to switch local service providers and retain their local telephone numbers.

(N)

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SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL (N) NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.5. Business Plans Optional Features, Continued

A. Business Plans 1 and 2, Continued:

Inbound Only - Provides for an inbound calling option on the Primary Rate Interface or Primary Rate Port. No outgoing capability exists when this feature is selected. A minimum of one D Channel is required.

Inbound Interface- Provides a PRI termination and a Digital multichannel transmission path between the Central Office and the Customer's Premises and is configured with one D Channel or a Backup D Channel and 23 B Channels or 24 B Channels

Universal Calling - Allows the end-user to make and receive local, intraLATA (local toll) and long distance calls. PNG Local Service provides Universal Calling with the following call coverage:

- Local Call Coverage: enable callers to place phone calls to any telephone in a pre defined local calling area.
- Extended Area Service (EAS): enables callers to place calls to a pre-defined area outside of what is normally considered the local calling area at no extra charge.
- IntraLATA (Local Toll): carried by the long distance network.
- InterLATA: also carried by the long distance network.

Service Access Codes (SAC) - SACs are non-geographic area codes (often referred to as NPAs) assigned for special network uses. These codes include 500,700, and 8XX

B. Business Plan 3:

Calling Name Delivery - Allows customer to receive the calling name on inbound calls (customer equipment must be NI-2 compliant).

D-Channel Sharing - PRIs can be aggregated with one D-channel controlling multiple PRIs.

D-Channel Backup - Allows a predetermined D-Channel to automatically take over if the primary D-Channel fails.

SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.5. Business Plans Optional Features, Continued

B. Business Plan 3, Continued:

Two B Channel Transfer (TBCT) - Prevents 2 B channels from being tied up when transferring calls.

C. Business Plan 4:

Channelized T1- Configuration that allows certain channels to operate in one trunk group and other channels in a separate trunk group.

Inbound ANI (Automatic Number Identification) over T1 - Delivers the calling number on a digital T1 circuit

Outbound ANI over T1 - Will outpulse a telephone number of the customer's choice for each trunk group. No number will be outpulsed to the PSTN.

D. Business Plan 5:

Calling Number Delivery (PRI Only)

Private Networking - Provides the ability to combine multiple locations into one secure network for the exchange of data traffic.

DNS Hosting - Company will store customer's DNS information and perform DNS resolution

DNS Resolution - Process of translating domain names to IP addresses

Multiple Public IP Addresses - Option to obtain more IP addresses Battery

Backup - Backup available for the integrated access device (IAD)

(N)

SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL (N) NETWORK - PRIMARY RATE INTERFACE SERVICE/T-1)

3.15.5. Business Plans Optional Features, Continued

D. Business Plan 5, Continued:

Caller ID. Name and Number (Analog line only) - Allows customer to receive the calling name and/or number on inbound calls.

Inbound ANI (Automatic Number Identification) over T1 - Delivers the calling number on a digital T1 circuit

Outbound ANI over T1 - Will outpulse a telephone number of the customer's choice for each trunk group. No number will be outpulsed to the PSTN.

Calling Name Delivery (PRI Only) - Allows customer to receive the calling name on inbound calls (customer equipment must be NI-2 compliant).

Two B Channel Transfer (TBCD (PRI Only) - Prevents 2 B channels from being tied up when transferring calls.

DID Billing option (PRI Trunk only) - Allows customers to receive a summary of outbound calls by DID number.

Voicemail (Analog Lines Only) - Available in Chicago, Atlanta, New York, New Jersey, Los Angeles and San Francisco

Enhanced Call Features (Analog Line only)

- o Call Forward Universal
- o Call Forward Busy
- o Call Forward No Answer
- o Call Waiting
- o Cancel Call Waiting
- o Three Way Calling
- o Hunting - Directory # Hunt
- o Hunting - Multi-Line Hunting

(N)

SECTION 3 - SERVICE OFFERINGS, Continued

3.15. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL (N) NETWORK - PRIMARY RATE INTERFACE SERVICE^{-I})

3.15.6. Directory Listings

Company provides one free primary listing per trunk group in the Incumbent Local Exchange Carrier's (ILEC) directories. This includes a one-line listing in the white pages and a one-line heading in the yellow pages.

(N)

SECTION 4 - RATES AND CHARGES

Service to be provided as defined in Section 3 of this tariff. Service charges also apply.

4.1. NETWORK SWITCHED SERVICES

4.1.1. Residential Services

A. Residential Network Exchange Bundled Services

| | | | |
|-----|--|--------------|-------------|
| 1 - | Call to Connect Simple Bundled Service | | |
| | Local access line with unlimited local usage | \$36.99 | |
| | 30 minutes long distance usage | <u>1.00</u> | |
| | Total Bundle | | \$37.99 (I) |
| | IntraLATA and InterLATA toll usage rate over 30 minutes will be based on the lowest carrier rate at the time of the call. (C) | | |
| | | \$38.99 | I |
| 2. | Call to Connect Bundled Service, per line, per month | | |
| | Local access line with unlimited local usage | 6.00 | |
| | 120 minutes long distance usage | | |
| | Total Bundle | | \$44.99 (I) |
| | IntraLATA and InterLATA toll usage rate over 120 minutes will be based on the lowest carrier rate at the time of the call. (C) | | |
| 3. | Call to Connect Plus Bundled, per line, per month | | |
| | Local Access line with unlimited local usage | \$45.99 | (I) |
| | 120 minutes long distance usage and the following features: Caller ID, Call Waiting, Caller ID Waiting | <u>20.00</u> | |
| | Total Bundle | | \$65.99 |
| | (I) | | |
| | IntraLATA and InterLATA toll usage rate over 120 minutes will be based on the lowest carrier rate at the time of the call. (C) | | |
| 4. | Suretalk Bundled, per line, per month | | (N) |
| | Local access line with unlimited local usage and unlimited | \$59.99 | |
| | (N) | | |
| | IntraLATA and InterLATA toll usage and the following features: Caller ID, Call Waiting, Caller ID Waiting | | |
| 5. | Local Bundle Option A | | |
| | Local Only | | |
| | Per Line, Per Month | | \$39.99 |
| | (I) | | |
| 6. | Local Bundle Option B, | | |
| | Local/Unlimited Long Distance | | |
| | Per Line, Per Month | | \$49.99 |
| | (I) | | |
| 7. | Local Bundle Option C, | | |
| | Local/Unlimited Long Distance/High Speed Dial Up | | |
| | Per Line, Per Month | | \$60.99 |
| | (I) | | |

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Issued by:

Karen Kovach, General Counsel
100 Commercial
Drive Fairfield.OH
45014

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SECTION 4 - RATES AND CHARGES, Continued

4.1. NETWORK SWITCHED SERVICES, Continued

4.1.2. BUSINESS SERVICES

A. Business Services

1. Local Stand Alone

Term - None
Per Line/Per Month \$39.99

B. Business Bundled Services

1. Local/Unlimited Long Distance

Term - None
Per Line/Per Month \$64.99

Term - 1 Year
Per Line/Per Month \$54.99

Term - 2 Years
Per Line/Per Month \$49.99

2. Local/Unlimited Long Distance/High Speed Dialup

Term - None
Per Line/Per Month \$69.99

Term - 1 Year
Per Line/Per Month \$59.99

Term - 2 Years
Per Line/Per Month \$54.99

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Fairfield, OH 45014

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SECTION 4 - RATES AND CHARGES, Continue

4.2. ADDITIONAL/MISCELLANEOUS CHARGES

4.2.1. Travel Card Service

Per Minute Rate \$0,129

4.2.2. Additional Monthly Charges

| | Charge Per Month |
|---|------------------|
| Subscriber Line Charge (SLC), per line, per month | \$6.50 |
| Local Number Portability (LNP), per month | \$0.23 |
| Paper Bill Fee | \$0.99 |

4.2.4. Individual Calling Features

The following Custom Calling Features are available on a per-use and/or monthly basis, as indicated elsewhere in this tariff, at the rates and charges set forth below. The non-recurring charge is a one-time charge applied to the Customer's bill each time the Customer adds a feature to their account.

| | Per Use | Monthly | Non-Kccurring Charge | |
|---|---------|-------------|----------------------|-----|
| Repeat Dial (Busy Redial) (*66) | \$1.49 | \$5.00 | \$5.00 | |
| Per Call Blocking (*67) | \$0.00 | N/A | N/A | |
| Call Waiting | N/A | \$6.00 | \$5.00 | |
| Deluxe Call Waiting ID | N/A | \$16.95 | \$5.00 | |
| Caller ID with Name | N/A | \$5-\$10.00 | \$5.00 | (N) |
| Call Return (Automatic Call Back) (*69) | \$1.99 | \$5.50 | \$5.00 | |
| Anonymous Call Rejection (Privacy Manager) | N/A | \$5.99 | \$5.00 | |
| Speed Dialing 8 | N/A | \$5.00 | \$5.00 | |
| Three-Way Calling | \$1.99 | \$5.50 | \$5.00 | |
| Call Forwarding Variable | N/A | \$5.50 | \$5.00 | |
| Call Blocking (Call Screening) | N/A | \$5.00 | \$5.00 | |
| Call Trace | \$8.00 | N/A | N/A | |
| Remote Call Forwarding | N/A | \$11.50 | N/A | |
| Distinctive Ring | N/A | \$5.75 | N/A | |
| Voicemail | N/A | \$2.50 | N/A | |

SECTION 4 ■ RATES AND CHARGES, Continued

4.2. ADDITIONAL/MISCELLANEOUS CHARGES, Continued

**4.2.5. Installation, Moves and Service Change Charges
Non-Recurring Charge**

| | |
|---|----------|
| A. New Installation | \$150.00 |
| B. Move Service to New Location | \$75.00 |
| C. One-Time Changes to Service | \$15.00 |
| D. Installation of Additional Line | \$75.00 |
| E. Missed Appointment | \$75.00 |
| F. Restoral Charge (residential) | \$25.00 |
| G. Conversion Fee | \$22.00 |
| H. New phone number requested by Customer | \$22.00 |

4.2.6 Trouble Isolation Charge

Trouble isolation and other repair services are provided to Customers by the underlying carrier, at the underlying carrier's rates, terms and conditions, pursuant to the underlying carrier's local tariff on file with the Commission. The Company bills Customers for trouble isolation and other repair costs at the underlying carrier's tariffed rates.

4.2.7. Directory Listing

| | Per Month | |
|------------------------|------------------|-----|
| Non-Published Listing, | \$2.00 - \$7.00 | (N) |
| Additional Listing, | \$2.00-\$5.00 | (N) |
| Non-Directory Listing, | \$2.00-\$3.00 | (N) |

4.2.8. Directory Assistance

| | Per Usage | |
|----------------------|------------------|-----|
| Directory Assistance | \$0.85 | (I) |

SECTION 4 - RATES AND CHARGES, Continued

4.3. LIFELINE PROGRAM

The lifeline program provides assistance for eligible Residential customers. For eligible Residential customers under the age of 65, the assistance available is the greater of \$8.25 per customer per month or 20% of the basic local exchange rate. If the low income customer is 65 years of age or older, the rate reduction shall be, at a minimum, 25% of the basic local exchange rate or \$12.35, which shall be inclusive of any federal contribution, whichever is greater. (C)

4.3.1. Eligible Customers

Customers are eligible if the Customer's annual income does not exceed 150% of the federal poverty income standards as determined by the United States office of management and budget and as approved by the state treasurer.

4.3.2. Toll Blocking Service

Toll blocking service, by Customer choice, will be offered free of charge to lifeline Customer. Where a Customer voluntarily elects to receive toll blocking service, no deposit may be charged in accordance with Section 2.5.4 of this tariff.

4.3.3. "Link Up"

"Link up" is still offered to eligible Customers which waive the lesser of one-half (1/2) or \$30 of initial connections fees. The portion of connection fees which the lifeline customer must pay may be paid over a one-year period of time without interest charges.

SECTION 4 - RATES AND CHARGES, Continued

4.4. EMERGENCY SERVICES

Allows Customers to reach appropriate emergency services including police, fire and medical services. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling. If 911 Service is not available in an area, PNG shall make arrangements for the Customer to reach the appropriate emergency services through dialing "0".

4.5. TELECOMMUNICATIONS RELAY SERVICE

Telecommunications Relay Service enables hearing-impaired or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. PNG does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.

4.6. TELEPHONE DIRECTORY

For Customers that subscribed to PNG's Basic Local Exchange Service, PNG will provide each Customer annually at no charge one copy of a printed directory listing all telephone Service subscribers, except for unlisted and unpublished numbers, within the Customer's local exchange area. PNG may, at its option, either publish its own directory or provide a copy of one published by the dominant exchange service provider.

4.7. CALL BLOCKING SERVICE

Call Blocking Service is a Service which provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided or DUC-provided intercept announcement. Call Blocking is provided at no charge.

SECTION 4 - RATES AND CHARGES, Continued

4.8. INTRALATA PRESUBSCRIPTION

4.8.1. Application of Rates

- A. There will be no charge for a subscriber's initial intraLATA toll presubscription selection.
- B. New local service subscribers will be asked to select a carrier(s) for their intraLATA toll and interLATA calls subject to presubscription at the time they place an order with PNG for local exchange service. If the new subscriber is unable to make a selection at that time, the new subscriber will be read a random listing of all available intraLATA toll carriers to aid his/her selection. If the new subscriber is still unable to make a selection at that time, PNG will inform the new subscriber that he/she will be given 90 days in which to inform PNG of an intraLATA toll presubscription carrier at no charge. The new subscriber will also be informed that PNG will assess a charge for any selection made after the 90 day window and that until a selection is made, the subscriber will be required to dial a carrier access code to route all intraLATA toll calls.
- C. New subscribers who do not make an intraLATA toll carrier presubscription choice at the time the new subscriber places an order establishing local exchange service with PNG will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.
- D. After a subscriber's initial selection for a presubscribed intraLATA toll carrier, an intraLATA presubscription change charge will apply for any change thereafter.

SECTION 4 - RATES AND CHARGES, Continued

4.8. INTRALATA PRESUBSCRIPTION, Continued

4.8.2. IntraLATA Presubscription Change Charge

Non-recurring Charge

| | |
|---|--------|
| Per non-residence or residence line, trunk, or port | |
| Initial line, trunk, or port | \$9.99 |
| Additional line, trunk, or port | \$9.99 |

4.9. RATES BY INDIVIDUAL CONTRACT BASIS (ICB)

In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for PNG's services may be established at negotiated rates on an individual contract basis (ICB), taking into account the nature of the facilities and services, the costs of construction and operation, the volume of traffic, the length of service commitment by the Customer, and use of facilities by other customers. Such arrangements shall be considered Special Pricing Arrangements, the terms of which will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligation and regulation set forth in this Tariff shall be incorporated into, and become a part of, said contract, and shall be binding on PNG and the Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

In addition to any rate or charge established by the Carrier, the Customer will also be responsible for any recurring or non-recurring charges imposed by local exchange telephone companies incurred by or on behalf of the Customer in establishing and maintaining service. Such charges may be billed by the Carrier or directly by the local exchange company, at the Carrier's option.

Upon completion of any contractual arrangements entered into under this section, PNG will file additional tariff sheets as an amendment to this Tariff summarizing the services, rates, terms, conditions, and duration of the contract, and will make the contract itself available to the Commission upon the Commission's request. PNG reserves the right to protection from public disclosure of proprietary information contained in such contracts as allowed under law.

SECTION 4 - RATES AND CHARGES, Continued

4.10. PROMOTIONAL OFFERINGS

PNG, from time to time, may make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promoted service. Promotions will be filed as separate tariff sheets under this section 4.10.

All promotions will be limited in duration, and will identify a definite, reasonable time period during which the promotion will be in effect. A promotion may also be limited as to the locations where the offerings are made. A promotion may also, if so designated, provide for its conclusion upon the occurrence of a promotion-related event that is reasonably certain to occur, although the timing may not be certain.

All promotions shall be made available to other carriers for resale, and shall be priced, in conjunction with the entire service offering as a whole, above PNG's total service long run incremental cost.

Promotions will be implemented with at least one day's notice prior to the effective date of each promotion.

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1)

4.11.1. Directory Listings

| | <u>MRC</u> | <u>NRC</u> |
|---|------------|------------|
| Primary Listing | Free | Free |
| Additional non-primary listing | \$6.00 | \$35.00 |
| Additional changes or deletions to | | |
| First non-primary listing | \$0.00 | \$35.00 |
| 2 nd and subsequent non-primary listings | \$6.00 | \$9.00 |
| Additional changes or deletions to | | |
| 2 nd and subsequent non-primary listing | \$0.00 | \$9.00 |
| Caption | \$6.00 | \$0.00 |
| Foreign | \$6.00 | \$0.00 |
| Line of information | \$6.00 | \$0.00 |
| Classified heading | Free | Free |
| Non-listed | \$3.50 | \$34.71 |
| Non-published | \$4.95 | \$34.71 |

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Fairfield, OH 45014

SECTION 4 - RATES AND CHARGES, Continued

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued

4.11.2. Local Operator Assistance Services

| | <u>Per Use Fee</u> |
|----------------------------------|--------------------|
| | \$0.89 |
| Local Directory Assistance | \$0.35 |
| Payphone Person to Person | \$0.89 |
| Station to Station Busy Line | \$1.75 |
| Verification Busy Line | \$2.30 |
| Interrupt Operator Assisted Call | \$3.50 |
| | \$0.75 |

4.11.3. Term and Volume Business Plans Rates and Charges

Business Plan 1 (Dedicated Local Voice T-1/PRI) Unlimited local - A Pricing:

| <u>MRC</u> | <u>EUCL</u> | <u>Block of 20* DIDs</u> | <u>Block of 100 * DIDs</u> | | |
|-------------------|-------------|--------------------------|----------------------------|------------|------------|
| <u>24 Months:</u> | \$414.00 | | | <u>MRC</u> | <u>NRC</u> |
| \$147.97 | | | | <u>NRC</u> | \$25.00 |
| <u>36 Months:</u> | \$405.00 | | | \$6.00 | \$30.00 |
| \$147.97 | | | | \$6.00 | \$6.00 |
| | | | | \$6.00 | |

* where available Business Plan 1 (Dedicated Local Voice T-1/PRI)

Unlimited local - L Pricing:

| <u>MRC</u> | <u>EUCL</u> | <u>Block of 20* DIDs</u> | <u>Block of 100 * DIDs</u> | | | |
|-------------------|-------------|--------------------------|----------------------------|------------|------------|------------|
| <u>24 Months:</u> | \$560.00 | | | <u>MRC</u> | <u>NRC</u> | <u>MRC</u> |
| \$39.99 | | | | <u>NRC</u> | | |
| <u>36 Months:</u> | \$551.00 | | | \$6.00 | \$6.00 | \$25.00 |
| \$39.99 | | | | \$30.00 | \$6.00 | \$6.00 |
| | | | | \$25.00 | \$30.00 | |

* where available

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SECTION 4 - RATES AND CHARGES, Continued

**4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES
DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued**

4.11.3. Term and Volume Business Plans Rates and Charges, Continued

Business Plan 2 (Integrated Voice and Data):

| | # of Channels | MRC | Installation fee |
|-----------|---------------|----------|------------------|
| 12 Months | 1 (64k) | \$107.00 | \$198.00 |
| | 2(128k) | \$156.00 | \$198.00 |
| | 4(256k) | \$219.00 | \$198.00 |
| | 6(384k) | \$276.00 | \$198.00 |
| | 8(512k) | \$332.00 | \$198.00 |
| | 12(768k) | \$360.00 | \$198.00 |
| | 16(1024k) | \$377.00 | \$198.00 |
| 24 Months | 1 (64k) | \$100.00 | waived |
| | 2(128k) | \$147.00 | waived |
| | 4(256k) | \$208.00 | waived |
| | 6 (384k) | \$263.00 | waived |
| | 8(512k) | \$317.00 | waived |
| | 12 (768k) | \$343.00 | waived |
| | 16(1024k) | \$358.00 | waived |
| 36 Months | 1 (64k) | \$95.00 | waived |
| | 2(128k) | \$139.00 | waived |
| | 4 (256k) | \$197.00 | waived |
| | 6 (384k) | \$250.00 | waived |
| | 8 (512k) | \$300.00 | waived |
| | 12 (768k) | \$326.00 | waived |
| | 16(1024k) | \$339.00 | waived |

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SECTION 4 - RATES AND CHARGES, Continued

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued

4.11.3. Term and Volume Business Plans Rates and Charges, Continued

Business Plan 3 (Dedicated Local PRI) -100,000 included local minutes:

| | MRC | EUCL | Block of 20 | *DIDs | Block of | 100* |
|------------|----------|---------|-------------|---------|----------|----------|
| | | | MRC | NRC | MRC | NRC |
| 12 Months: | \$552.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |
| 24 Months: | \$390.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |
| 36 Months: | \$377.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |

* where available

Business Plan 3 (Dedicated Local PRI) - 300,000 included local minutes:

| | MRC | EUCL | Block of 20* | *DIDs | Block of | 100* |
|------------|----------|---------|--------------|---------|----------|----------|
| | | | MRC | NRC | MRC | NRC |
| 12 Months: | \$965.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |
| 24 Months: | \$735.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |
| 36 Months: | \$722.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |

* where available

Business Plan 4 (Dedicated Local Digital T-1) -100,000 included local minutes:

| | MRC | EUCL | Block of 20* DIDs | Block of 100 * DIDs |
|------------|----------|---------|-------------------|---------------------|
| | | | MRC | NRC |
| 12 Months: | \$432.00 | \$37.93 | \$6.00 | \$50.00 |
| 24 Months: | \$320.00 | \$37.93 | \$6.00 | \$50.00 |
| 36 Months: | \$307.00 | \$37.93 | \$6.00 | \$50.00 |

* where available

1 SECTION 4 - RATES AND CHARGES, Continued

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued

4.11.3. Term and Volume Business Plans Rates and Charges, Continued

Business Plan 4 (Dedicated Local Digital T1) - 300,000 included local minutes:

| | MRC | FUCL | Block of 20* DIDs | | Block of 100* | |
|------------|----------|---------|-------------------|---------|---------------|----------|
| | | | MRC | NRC | MRC | NRC |
| 12 Months: | \$965.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |
| 24 Months: | \$735.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |
| 36 Months: | \$722.00 | \$37.93 | \$6.00 | \$50.00 | \$30.00 | \$200.00 |

* where available

SECTION 4 - RATES AND CHARGES, Continued

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued

4.11.3. Term and Volume Business Plans Rates and Charges, Continued

Business Plan 5 (Integrated Voice and Data):

| | <u># of Channels</u> | <u>Bandwidth</u> | <u>MRC</u> |
|-----------|----------------------|------------------|------------|
| 12 Months | 12-19 | 256 | \$311.00 |
| | 12-19 | 512 | \$411.00 |
| | 12-19 | 1536 | \$511.00 |
| | 20-26 | 256 | \$312.00 |
| | 20-26 | 512 | \$412.00 |
| | 20-26 | 1536 | \$512.00 |
| | 27-32 | 256 | \$313.00 |
| | 27-32 | 512 | \$413.00 |
| | 27-32 | 1536 | \$513.00 |
| 24 Months | 12-19 | 256 | \$272.00 |
| | 12-19 | 512 | \$352.00 |
| | 12-19 | 1536 | \$472.00 |
| | 20-26 | 256 | \$271.00 |
| | 20-26 | 512 | \$351.00 |
| | 20-26 | 1536 | \$471.00 |
| | 27-32 | 256 | \$270.00 |
| | 27-32 | 512 | \$350.00 |
| | 27-32 | 1536 | \$470.00 |
| 36 Months | 12-19 | 256 | \$250.00 |
| | 12-19 | 512 | \$329.00 |
| | 12-19 | 1536 | \$450.00 |
| | 20-26 | 256 | \$249.00 |
| | 20-26 | 512 | \$329.00 |
| | 20-26 | 1536 | \$449.00 |
| | 27-32 | 256 | \$248.00 |
| | 27-32 | 512 | \$328.00 |
| | 27-32 | 1536 | \$448.00 |

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SECTION 4 - RATES AND CHARGES, Continued

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued

4.11.3. Term and Volume Business Plans Rates and Charges, Continued

Other Applicable Rates (Features not available in all plans):

| | <u>MRC</u> | <u>NRC</u> |
|--|------------|------------|
| Local Number Portability (LNP)/Channel | \$0.35 | |
| PICC/Channel | \$1.19 | |
| Port Charge | \$0.00 | |
| Loop Fees | ICB | |
| Customer Dialed Directory Assistance | \$0.89 | |
| Directory Listings - Primary | Free | |
| Caller ID Number (POTS) | \$5.80 | |
| Caller ID Name & Number (POTS) | \$7.00 | |
| Analog Trunk - Inbound ANI (FXO Lines) | \$75.00 | |
| Analog Trunk - CID Number (FXS/POTS Line) | \$7.50 | |
| Analog Trunk - CID Name & Number (FXS/POTS Line) | \$9.00 | |
| T1 CAS - Inbound ANI over T1 | \$37.50 | |
| T1 CAS - Outbound ANI over T1 | \$37.50 | |
| PRI - CID Name & Number | \$300.00 | |
| DNS Hosting MRC | \$15.00 | \$25.00 |
| Channelized T-1 | \$0.00 | \$750.00 |
| D-channel sharing | \$75.00 | \$75.00 |
| D-channel back-up | \$75.00 | \$75.00 |
| Inbound Redirect | \$100.00 | \$0.00 |
| Remote Call Forwarding on demand | \$50.00 | \$75.00 |
| CNAM Delivery (PSTN Connect TDM & foreign exch) | \$250.00 | \$50.00 |

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SECTION 4 - RATES AND CHARGES, Continued

4.11. DEDICATED BUSINESS LOCAL SERVICES (INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE SERVICE/T-1), Continued

4.11.3. Term and Volume Business Plans Rates and Charges, Continued

Business Plan 5 only

| | | |
|--------------------------|-----------------|--------|
| Battery backup - | | |
| | One year term | \$949 |
| | Two year term | \$475 |
| | Three year term | \$200 |
| Without battery backup - | | |
| | One year term | \$749 |
| | Two year term | \$375 |
| | Three year term | waived |

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SECTION 5 - SERVICE AREAS

5.1. LEGAL DESCRIPTIONS AND MAPS

PNG hereby mirrors the Map and Legal Description tariffs of the exchanges, by Incumbent Local Exchange Carrier, listed below to identify its service territory. Any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by PNG on a going forward basis. If not mirrored, new detailed maps and legal descriptions on an individual exchange basis will be filed with the MPSC for approval. PNG will only be offering services to new customers in SBC Territories.

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Akron | SBC Michigan |
| Albion | SBC Michigan |
| Algonac | SBC Michigan |
| Amasa | SBC Michigan |
| Ann Arbor | SBC Michigan |
| Applegate | SBC Michigan |
| Armada | SBC Michigan |
| Athens | SBC Michigan |
| Auburn | SBC Michigan |
| Bad Axe | SBC Michigan |
| Baldwin | SBC Michigan |
| Bark River | SBC Michigan |
| Battle Creek | SBC Michigan |
| Bay City | SBC Michigan |
| Bay Port | SBC Michigan |
| Beaverton | SBC Michigan |
| Belding | SBC Michigan |
| Belleville | SBC Michigan |
| Bellevue | SBC Michigan |
| Benton Harbor | SBC Michigan |
| Bergland | SBC Michigan |
| Berrien Springs | SBC Michigan |
| Bessemer | SBC Michigan |
| Beulah | SBC Michigan |
| Big Bay | SBC Michigan |
| Big Rapids | SBC Michigan |
| Birch Run | SBC Michigan |
| Boyne City | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Brevort | SBC Michigan |
| Brighton | SBC Michigan |
| Buchanan | SBC Michigan |
| Byron | SBC Michigan |
| Cadillac | SBC Michigan |
| Calumet | SBC Michigan |
| Carleton | SBC Michigan |
| Carsonville | SBC Michigan |
| Casnovia | SBC Michigan |
| Cedar Springs | SBC Michigan |
| Champion | SBC Michigan |
| Channing | SBC Michigan |
| Charlevoix | SBC Michigan |
| Charlotte | SBC Michigan |
| Cheboygan | SBC Michigan |
| Chelsea | SBC Michigan |
| Clare | SBC Michigan |
| Clarklake | SBC Michigan |
| Clarksville | SBC Michigan |
| Clio-Mt. Morris | SBC Michigan |
| Coleman | SBC Michigan |
| Coloma | SBC Michigan |
| Coral | SBC Michigan |
| Cornell | SBC Michigan |
| Croswell | SBC Michigan |
| Crystal Falls | SBC Michigan |
| Curtis | SBC Michigan |
| Dansville | SBC Michigan |
| Dexter | SBC Michigan |
| Dimondale | SBC Michigan |
| East Jordan | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| East Tawas | SBC Michigan |
| Eaton Rapids | SBC Michigan |
| Eau Claire | SBC Michigan |
| Elk Rapids | SBC Michigan |
| Engadine | SBC Michigan |
| Escanaba | SBC Michigan |
| Ewart | SBC Michigan |
| Fairgrove | SBC Michigan |
| Farwell | SBC Michigan |
| Fenton | SBC Michigan |
| Fife Lake | SBC Michigan |
| Flat Rock | SBC Michigan |
| Flint | SBC Michigan |
| Flushing | SBC Michigan |
| Fountain | SBC Michigan |
| Fowlerville | SBC Michigan |
| Frankenmuth | SBC Michigan |
| Frankfort | SBC Michigan |
| Freeland | SBC Michigan |
| Freeport | SBC Michigan |
| Freesoil | SBC Michigan |
| Fremont | SBC Michigan |
| Fulton | SBC Michigan |
| Gagetown | SBC Michigan |
| Galesburg | SBC Michigan |
| Galien | SBC Michigan |
| Gladstone | SBC Michigan |
| Gladwin | SBC Michigan |
| Grand Blanc | SBC Michigan |
| Grand Haven | SBC Michigan |
| Grant | SBC Michigan |
| Greenville | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Gwinn | SBC Michigan |
| Harbor Springs | SBC Michigan |
| Harrietta | SBC Michigan |
| Harrison | SBC Michigan |
| Hartland | SBC Michigan |
| Hastings | SBC Michigan |
| Hermansville | SBC Michigan |
| Hillsdale | SBC Michigan |
| Holland | SBC Michigan |
| Holly | SBC Michigan |
| Holt | SBC Michigan |
| Hopkins | SBC Michigan |
| Houghton | SBC Michigan |
| Howell | SBC Michigan |
| Indian River | SBC Michigan |
| Interlochen | SBC Michigan |
| Ionia | SBC Michigan |
| Iron Mountain | SBC Michigan |
| Iron River | SBC Michigan |
| Irons | SBC Michigan |
| Ironwood | SBC Michigan |
| Ishpeming | SBC Michigan |
| Jackson | SBC Michigan |
| Jonesville | SBC Michigan |
| Kalamazoo | SBC Michigan |
| Kalkaska | SBC Michigan |
| Kent City | SBC Michigan |
| Keweenaw | SBC Michigan |
| Lake Leelanau | SBC Michigan |
| Lake Linden | SBC Michigan |
| Lake Odessa | SBC Michigan |
| Lansing | SBC Michigan |
| Lapeer | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| LeRoy | SBC Michigan |
| Leslie | SBC Michigan |
| Lexington | SBC Michigan |
| Linwood | SBC Michigan |
| Luther | SBC Michigan |
| Mackinac Island | SBC Michigan |
| Mackinac City | SBC Michigan |
| Mancelona | SBC Michigan |
| Manchester | SBC Michigan |
| Manistee | SBC Michigan |
| Manton | SBC Michigan |
| Marine City | SBC Michigan |
| Marion | SBC Michigan |
| Marquette | SBC Michigan |
| Marshall | SBC Michigan |
| Martin | SBC Michigan |
| Mason | SBC Michigan |
| Mayville | SBC Michigan |
| Me Bain | SBC Michigan |
| Menominee | SBC Michigan |
| Michigamme | SBC Michigan |
| Middleville | SBC Michigan |
| Midland | SBC Michigan |
| Milan | SBC Michigan |
| Monroe | SBC Michigan |
| Morley | SBC Michigan |
| Mt. Clemens | SBC Michigan |
| Mu I liken | SBC Michigan |
| Napoleon | SBC Michigan |
| Nashville | SBC Michigan |
| Negaunee | SBC Michigan |
| Newaygo | SBC Michigan |
| New Baltimore | SBC Michigan |
| Newberry | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| New Boston | SBC Michigan |
| New Buffalo | SBC Michigan |
| New Haven | SBC Michigan |
| Niies | SBC Michigan |
| Northport | SBC Michigan |
| Northville | SBC Michigan |
| Norway | SBC Michigan |
| Olivet | SBC Michigan |
| Onekama | SBC Michigan |
| Oscoda | SBC Michigan |
| Otsego | SBC Michigan |
| Owendale | SBC Michigan |
| Peck | SBC Michigan |
| Pellston | SBC Michigan |
| Perkins | SBC Michigan |
| Petoskey | SBC Michigan |
| Pinckney | SBC Michigan |
| Plainwell | SBC Michigan |
| Plymouth | SBC Michigan |
| Port Huron | SBC Michigan |
| Portland | SBC Michigan |
| Port Sanilac | SBC Michigan |
| Potterville | SBC Michigan |
| Powers | SBC Michigan |
| Rapid River | SBC Michigan |
| Reed City | SBC Michigan |
| Reese | SBC Michigan |
| Republic | SBC Michigan |
| Richland | SBC Michigan |
| Rock | SBC Michigan |
| Rockwood | SBC Michigan |
| Romeo | SBC Michigan |
| Rosebush | SBC Michigan |
| Saginaw | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|------------------|---|
| St. Charles | SBC Michigan |
| St. Clair | SBC Michigan |
| St. Helen | SBC Michigan |
| St. Ignace | SBC Michigan |
| St. Joseph | SBC Michigan |
| Sand Lake | SBC Michigan |
| Sandusky | SBC Michigan |
| Saranac | SBC Michigan |
| Sault Ste. Marie | SBC Michigan |
| Scotts | SBC Michigan |
| Scottville | SBC Michigan |
| Sebawaing | SBC Michigan |
| Snover | SBC Michigan |
| South Lyon | SBC Michigan |
| Standish | SBC Michigan |
| Stephenson | SBC Michigan |
| Three Oaks | SBC Michigan |
| Traverse City | SBC Michigan |
| Trout Lake | SBC Michigan |
| Trufant | SBC Michigan |
| Tustin | SBC Michigan |
| Ubyly | SBC Michigan |
| Unionville | SBC Michigan |
| Utica | SBC Michigan |
| Vassar | SBC Michigan |
| Vermontville | SBC Michigan |
| Vicksburg | SBC Michigan |
| Wakefield | SBC Michigan |
| Walloon Lake | SBC Michigan |
| Washington | SBC Michigan |
| Watersmeet | SBC Michigan |
| Watervliet | SBC Michigan |
| Wayland | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|---------------------------------------|---|
| Grand Rapids District Exchange | SBC Michigan |
| Ada Zone Alto Zone | SBC Michigan |
| Byron Center Zone | SBC Michigan |
| Caledonia Zone Dorr | SBC Michigan |
| Zone Dutton Zone | SBC Michigan |
| Grand Rapids Zone | SBC Michigan |
| Grattan Zone | SBC Michigan |
| Hudsonville Zone | SBC Michigan |
| Jamestown Zone Lowell | SBC Michigan |
| Zone Marne Zone | SBC Michigan |
| Moline Zone Rockford | SBC Michigan |
| Zone Sparta Zone | SBC Michigan |
| Pontiac District Exchange | SBC Michigan |
| Auburn Heights Zone | SBC Michigan |
| Clarkston Zone | SBC Michigan |
| Commerce Zone | |
| Drayton Plains Zone | SBC Michigan |
| Lake Orion Zone | SBC Michigan |
| Oxford Zone Pontiac | SBC Michigan |
| Zone Rochester Zone | SBC Michigan |
| Walled Lake Zone | SBC Michigan |
| | SBC Michigan |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Adrian | Verizon North, Inc. |
| Alden | Verizon North, Inc. |
| Allegan | Verizon North, Inc. |
| Alma | Verizon North, Inc. |
| Almont | Verizon North, Inc. |
| Alpena | Verizon North, Inc. |
| Ashley | Verizon North, Inc. |
| Atlanta | Verizon North, Inc. |
| Avoca | Verizon North, Inc. |
| Bancroft | Verizon North, Inc. |
| Bangor | Verizon North, Inc. |
| Barryton | Verizon North, Inc. |
| Bath | Verizon North, Inc. |
| Blissfeld | Verizon North, Inc. |
| Breckenridge | Verizon North, Inc. |
| Britton | Verizon North, Inc. |
| Bronson | Verizon North, Inc. |
| Brown City | Verizon North, Inc. |
| Burr Oak | Verizon North, Inc. |
| Capac | Verizon North, Inc. |
| Carson City | Verizon North, Inc. |
| Caseville | Verizon North, Inc. |
| Cass City | Verizon North, Inc. |
| Cassopolis | Verizon North, Inc. |
| Central Lake | Verizon North, Inc. |
| Centreville | Verizon North, Inc. |
| Clam River | Verizon North, Inc. |
| Clifford | Verizon North, Inc. |
| Clinton | Verizon North, Inc. |
| Coldwater | Verizon North, Inc. |
| Coldwater Lake | Verizon North, Inc. |
| Colon | Verizon North, Inc. |
| Columbiaville | Verizon North, Inc. |
| Conklin | Verizon North, Inc. |
| Constantine | Verizon North, Inc. |

SECTION 5 - SERVICE AREAS, Continued

LEGAL DESCRIPTIONS AND MAPS, Continued

5.1.

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Coopersville | Verizon North, Inc. |
| Covert | Verizon North, Inc. |
| Davison | Verizon North, Inc. |
| Decatur | Verizon North, Inc. |
| Deckerville | Verizon North, Inc. |
| Dewitt | Verizon North, Inc. |
| Dowagiac | Verizon North, Inc. |
| Dryden | Verizon North, Inc. |
| Dundee | Verizon North, Inc. |
| Durand | Verizon North, Inc. |
| Eastport | Verizon North, Inc. |
| Edmore | Verizon North, Inc. |
| Edwardsburg | Verizon North, Inc. |
| Elkton | Verizon North, Inc. |
| Ellsworth | Verizon North, Inc. |
| Elsie | Verizon North, Inc. |
| Emmet | Verizon North, Inc. |
| Erie | Verizon North, Inc. |
| Fairview | Verizon North, Inc. |
| Fennville | Verizon North, Inc. |
| Fenwick | Verizon North, Inc. |
| Fowler-Pewamo | Verizon North, Inc. |
| Elkton | Verizon North, Inc. |
| Ellsworth | Verizon North, Inc. |
| Elsie | Verizon North, Inc. |
| Emmet | Verizon North, Inc. |
| Erie | Verizon North, Inc. |
| Fairview | Verizon North, Inc. |
| Fennville | Verizon North, Inc. |
| Fenwick | Verizon North, Inc. |
| Fowler-Pewamo | Verizon North, Inc. |
| Fruitport | Verizon North, Inc. |
| Fairview | Verizon North, Inc. |
| Fennville | Verizon North, Inc. |
| Fenwick | Verizon North, Inc. |
| Fowler-Pewamo | Verizon North, Inc. |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Fruitport | Verizon North, Inc. |
| Gaines | Verizon North, Inc. |
| Ganges | Verizon North, Inc. |
| Gaylord | Verizon North, Inc. |
| Gobies | Verizon North, Inc. |
| Goodells | Verizon North, Inc. |
| Grand Junction | Verizon North, Inc. |
| Grand Ledge | Verizon North, Inc. |
| Grass Lake | Verizon North, Inc. |
| Grayling | Verizon North, Inc. |
| Hamilton | Verizon North, Inc. |
| Harbor Beach | Verizon North, Inc. |
| Harrisville | Verizon North, Inc. |
| Hart | Verizon North, Inc. |
| Hartford | Verizon North, Inc. |
| Hemlock | Verizon North, Inc. |
| Hesperia | Verizon North, Inc. |
| Higgins Lakes | Verizon North, Inc. |
| Hillman | Verizon North, Inc. |
| Holton | Verizon North, Inc. |
| Houghton Lake | Verizon North, Inc. |
| Howard City | Verizon North, Inc. |
| Hubbard Lake | Verizon North, Inc. |
| Hubbardston | Verizon North, Inc. |
| Hudson | Verizon North, Inc. |
| Ida | Verizon North, Inc. |
| Imlay City | Verizon North, Inc. |
| Ithaca | Verizon North, Inc. |
| Jedo | Verizon North, Inc. |
| Kingston | Verizon North, Inc. |
| Lachine | Verizon North, Inc. |
| Laingsburg | Verizon North, Inc. |
| Lakeview | Verizon North, Inc. |
| Lawton | Verizon North, Inc. |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|--------------------|---|
| Lewiston | Verizon North, Inc. |
| Lincoln | Verizon North, Inc. |
| Linden | Verizon North, Inc. |
| Long Lake | Verizon North, Inc. |
| Lost Peninsula | Verizon North, Inc. |
| Ludington | Verizon North, Inc. |
| Maple Rapids | Verizon North, Inc. |
| Marcellus | Verizon North, Inc. |
| Mattawan | Verizon North, Inc. |
| Maybee | Verizon North, Inc. |
| McBride | Verizon North, Inc. |
| Memphis | Verizon North, Inc. |
| Mendon | Verizon North, Inc. |
| Merrill | Verizon North, Inc. |
| Metamora | Verizon North, Inc. |
| Middleton | Verizon North, Inc. |
| Milford-White Lake | Verizon North, Inc. |
| Minden City | Verizon North, Inc. |
| Mio | Verizon North, Inc. |
| Mt. Pleasant | Verizon North, Inc. |
| Muir | Verizon North, Inc. |
| Muskegon | Verizon North, Inc. |
| North Branch | Verizon North, Inc. |
| North Sylvania | Verizon North, Inc. |
| Onaway | Verizon North, Inc. |
| Ortonville | Verizon North, Inc. |
| Ossineke | Verizon North, Inc. |
| Otisville | Verizon North, Inc. |
| Ovid | Verizon North, Inc. |
| Owosso | Verizon North, Inc. |
| Palo | Verizon North, Inc. |
| Paw Paw | Verizon North, Inc. |
| Pentwater | Verizon North, Inc. |
| Pompeii | Verizon North, Inc. |
| Posen | Verizon North, Inc. |

SECTION 5 - SERVICE AREAS, Continued

5.1. LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|--------------------|---|
| Quincy | Verizon North, Inc. |
| Rankin | Verizon North, Inc. |
| Ravenna | Verizon North, Inc. |
| Reading | Verizon North, Inc. |
| Remus | Verizon North, Inc. |
| Richmond | Verizon North, Inc. |
| Riverdale | Verizon North, Inc. |
| Rogers City | Verizon North, Inc. |
| Roscommon | Verizon North, Inc. |
| St. Johns | Verizon North, Inc. |
| St. Louis | Verizon North, Inc. |
| Saline | Verizon North, Inc. |
| Saugatuck | Verizon North, Inc. |
| Schoolcraft | Verizon North, Inc. |
| Shelby | Verizon North, Inc. |
| Shepherd | Verizon North, Inc. |
| Sheridan | Verizon North, Inc. |
| Sidney | Verizon North, Inc. |
| Sister Lakes | Verizon North, Inc. |
| Six Lakes | Verizon North, Inc. |
| Smith Creek | Verizon North, Inc. |
| South Haven | Verizon North, Inc. |
| Stanton | Verizon North, Inc. |
| Stanwood | Verizon North, Inc. |
| Sturgis | Verizon North, Inc. |
| Swartz Creek | Verizon North, Inc. |
| Tecumseh | Verizon North, Inc. |
| Temperance | Verizon North, Inc. |
| Three Rivers | Verizon North, Inc. |
| Tipton | Verizon North, Inc. |
| Torch River Bridge | Verizon North, Inc. |
| Twin Lake | Verizon North, Inc. |
| Union | Verizon North, Inc. |
| Union City | Verizon North, Inc. |

SECTION 5 - SERVICE AREAS, Continued

5.1.

LEGAL DESCRIPTIONS AND MAPS, Continued

| Exchange | Incumbent Local Exchange Carrier |
|-----------------|---|
| Vandalia | Verizon North, Inc. |
| Vanderbilt | Verizon North, Inc. |
| Vestaburg | Verizon North, Inc. |
| Weidman | Verizon North, Inc. |
| Whitehall | Verizon North, Inc. |
| White Pigeon | Verizon North, Inc. |
| Williamston | Verizon North, Inc. |
| Woodland | Verizon North, Inc. |
| Yale | Verizon North, Inc. |
| Addison | Verizon North Systems |
| Alger | Verizon North Systems |
| Baroda | Verizon North Systems |
| Bridgman | Verizon North Systems |
| Burlington | Verizon North Systems |
| Fitchburg | Verizon North Systems |
| Glenn | Verizon North Systems |
| Gregory | Verizon North Systems |
| Homer | Verizon North Systems |
| Lacota | Verizon North Systems |
| Lambertville | Verizon North Systems |
| Lawrence | Verizon North Systems |
| Lupton | Verizon North Systems |
| Morenci | Verizon North Systems |
| Munith | Verizon North Systems |
| Onondaga | Verizon North Systems |
| Parma | Verizon North Systems |
| Prescott | Verizon North Systems |
| Pullman | Verizon North Systems |
| Rives Junction | Verizon North Systems |
| Rose City | Verizon North Systems |
| Sawyer | Verizon North Systems |
| Sterling | Verizon North Systems |
| Stockbridge | Verizon North Systems |
| Tekonsha | Verizon North Systems |
| Webberville | Verizon North Systems |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES

Calls originating from the listed Exchange or Zone and terminating in the Exchanges and Zones in the local calling area will be treated and charged as local calls.

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Ada Akron | Ada, Alto, Dutton, Grand Rapids, Grattan, Lowell, Rockford |
| Albion | Akron, Bay City, Caro, Fairgrove, Unionville |
| Algonac | Albion, Concord, Homer, Parma, Springport |
| Alto Lowell | Algonac, Marine City, New Baltimore |
| Amasa | Alto, Ada, Caledonia, Clarksville, Dutton, Freeport, Grand Rapids, |
| Ann Arbor | Amasa, Crystal Falls, Fence River, Golden Lake, Iron River, Watton |
| Applegate | Ann Arbor, Chelsea, Dexter, Manchester, Milan, Plymouth, Saline, South Lyon, Whitmore Lake, Ypsilanti |
| Armada | Applegate, Carsonville, Croswell, Lexington, Peck, Port Sanilac, Sandusky |
| Athens | Armada, Capac, Memphis, New Haven, Richmond, Romeo |
| Auburn | Athens, Battle Creek, Climax, Colon, Fulton, Mendon, Union City |
| | Auburn, Bay City, Freeland, Linwood, Midland |
| Auburn Heights | Auburn Heights, Birmingham, Pontiac, Rochester, Troy, Utica |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Bad Axe | Bad Axe, Cass City, Elkton, Harbor Beach, Kinde, Port Hope, Ugly |
| Baldwin | Baldwin, Big Rapids, Carr, Hart, Hesperia, Irons, Luther, Reed City, White Cloud |
| Bark River | Bark River, Carney, Cornell, Escanaba, Felch, Powers |
| Battle Creek | Battle Creek, Athens, Augusta, Banfield, Bellevue, Burlington, Climax, Hickory Corners, Lacey, Marshall, Union City |
| Bay City | Bay City, Akron, Auburn, Fairgrove, Freeland, Linwood, Munger, Saginaw |
| Bay Port | Bay Port, Caseville, Pigeon, Sebewaing |
| Beaverton | Beaverton, Clare, Coleman, Gladwin, Hope, Pinconning |
| Belding | Belding, Grattan, Greenville, Lowell, Orleans, Saranac |
| Belleville | Belleville, New Boston, Romulus, Wayne, Willis, Ypsilanti |
| Bellevue | Bellevue, Battle Creek, Charlotte, Lacey, Marshall, Olivet |
| Benton Harbor | Benton Harbor, Berrien Springs, Coloma, Covert, Eau Claire, St. Joseph, Sister Lakes, Watervliet |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Bergland | Bergland, Ewen, Lake Gogebic, Marenisco, Ontonagon, Wakefield, Rockland, White Pine |
| Berrien Springs | Berrien Springs, Baroda, Benton Harbor, Buchanan, Eau Claire, Niles, St. Joseph |
| Bessemer | Bessemer, Ironwood, Marenisco, Wakefield |
| Beulah | Beulah, Bear Lake, Copemish, Frankfort, Honor, Lake Ann |
| Big Bay | Big Bay, Marquette |
| Big Rapids | Big Rapids, Baldwin, Chippewa Lake, Ewart, Mecosta, Reed City, Stanwood, White Cloud |
| Birch Run | Birch Run, Frankenmuth, Millington, Saginaw |
| Birmingham | Birmingham, Auburn Heights, Mayfair, Pontiac, Royal Oak, Southfield, Troy, West Bloomfield |
| BoyneCity Elmira, | Boyne City, Boyne Falls, Charlevoix, East Jordan, Petoskey, Wai loon Lake |
| Brevort | Brevort, Engadine, Rexton, St. Ignace |
| Brighton | Brighton, Dexter, Hartland, Hovvell, Milford-White Lake, Pinckney, South Lyon, Whitmore Lake |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Buchanan | Buchanan, Baroda, Berrien Springs, Galien, Niles |
| Byron | Byron, Durand, Gaines, Howell, Linden |
| Byron Center | Byron Center, Dorr, Dutton, Grand Rapids, Hudsonville, Jamestown, Moline |
| Cadillac | Cadillac, Harrietta, Hoxeyville, Lake City, Manton, McBain, Mesick, Tustin |
| Caledonia | Caledonia, Alto, Dutton, Freeport, Grand Rapids, Middleville, Moline, Wayland |
| Calumet | Calumet, Houghton, Keweenaw, Lake Linden |
| Carleton | Carleton, Flat Rock, Maybee, Monroe, New Boston, Newport, Willis |
| Carsonville | Carsonville, Applegate, Deckerville, Port Sanilac, Sandusky |
| Casnovia | Casnovia, Cedar Springs, Grant, Kent City, Sand Lake, Sparta, Ravena |
| Cedar Springs | Cedar Springs, Casnovia, Greenville, Kent City, Rockford, Sand Lake, Sparta, Trufant |
| Center Line | Center Line, Detroit Areas 2 and 3, Roseville, Royal Oak, Warren |
| Champion | Champion, Ishpeming, Michigamme, Republic |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-------------------------------|--|
| Channing | Channing, Crystal Falls, Felch, Fence River, Iron Mountain, Republic |
| Charlevoix | Charlevoix, Boyne City, East Jordan, East Port, Ellsworth, Petoskey |
| Charlotte | Charlotte, Bellevue, Eaton Rapids, Grand Ledge, Mulliken, Olivet, Potterville, Springport, Sunfield, Vermontville |
| Cheboygan | Cheboygan, Indian River, Levering, Mackinaw City, Pellston |
| Chelsea | Chelsea, Ann Arbor, Dexter, Gregory, Manchester, Pinckney |
| Clare | Clare, Beaverton, Coleman, Farwell, Gladwin, Harrison, Rosebush |
| Clarklake | Clarklake, Brooklyn, Bundy Hill, Hanover, Jackson, Napoleon |
| Clarkston | Clarkston, Commerce, Drayton Plains, Holly, Lake Orion, Milford- WhiteLake, Ortonville, Oxford, Pontiac |
| Clarksville | Clarksville, Alto, Freeport, Lake Odessa, Lowell, Saranac |
| Clio-Mt. Coleman Morris | Coleman, Beaverton, Clare, Hope, Midland, Mt. Pleasant, Rosebush, Sanford |
| Coloma | Coloma, Benton Harbor, Covert, St. Joseph, Watervliet |
| Clio-Mt. Morris, | Davison, Flint, Flushing, Montrose, Otisville |

Issued under authority of the Michigan Public Service Commission in an order dated December 18, 2003 in

Case No. U-13929

Issued: May 25, 2005

Issued by:

Dennis Packer, General Counsel
100 Commercial Drive
Fairfield, OH 45014

Effective: June 1, 2005

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Commerce | Commerce, Clarkston, Drayton Plains, Mayfair, Milford-White Lake, Pontiac, Walled Lake, West Bloomfield |
| Coral | Amble, Coral, Howard City, Sand Lake, Trufant |
| Cornell | Cornell, Bark River, Escanaba, Felch, Gladstone, Perkins, Rock, Watson |
| Croswell Sanilac, | Croswell, Applegate, Jeddo, Lexington, Peck, Port Sandusky, Yale |
| Crystal Falls River | Crystal Falls, Amasa, Channing, Fence River, Iron |
| Curtis | Curtis, Engadine, Newberry, Seney, Gulliver |
| Dansville | Dansville, Fitchburg, Leslie, Mason, Stockbridge, Webberville, Williamston |
| Detroit | |
| Area 1 | Detroit - All Areas |
| Area 2 | Detroit - All Areas, Center Line, Roseville |
| Area 3 | Detroit - All Areas, Center Line, Roseville, Royal Oak |
| Area 4 | Detroit - All Areas, Royal Oak, South field |
| Area 5 | Detroit - All Areas, Farmington, Livonia, Southfield |
| Area 6 | Detroit - All Areas, Livonia, Romulus, Wayne, Wyandotte |
| Dexter | Dexter, Ann Arbor, Brighton, Chelsea, Pinckney, Whitmore Lake |

Issued under authority of the Michigan Public Service Commission in an order dated December 18,2003 in Case No. U-13929

Issued: May 25, 2005
Issued by:

Dennis Packer, General Counsel
100 Commercial Drive
Fairfield, OH 45014

Effective: June 1, 2005

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Dimondale | Dimondale, Eaton Rapids, Grand Ledge, Holt, Lansing, Potterville |
| Dorr | Dorr, Byron Center, Grand Rapids, Hopkins, Jamestown, Moline, Wayland |
| Drayton Plains | Drayton Plains, Clarkston, Commerce, Lake Orion, Milford-White Lake, Oxford, Pontiac |
| Dutton | Dutton, Ada, Alto, Byron Center, Caledonia, Grand Rapids, Moline |
| East Jordan | East Jordan, Alba, Bellaire, Boyne City, Central Lakes, Charlevoix, Ellsworth, Elmira |
| East Tawas | East Tawas, Au Gres, Hale, Oscoda, Sand Lake Heights, Twining, Whittmore |
| Eaton Rapids | Eaton Rapids, Charlotte, Dimondale, Holt, Lansing, Mason, Onondaga, Potterville, Springport |
| Eau Claire | Eau Claire, Benton Harbor, Berrien Springs, Dowagiac, Niles, Sister Lakes, St. Joseph |
| Elk Rapids | Elk Rapids, Alden, Central Lake, Clam River, Eastport, Torch River Bridge, Traverse City, Williamsburg |
| Engadine | Engadine, Brevort, Curtis, Gulliver, Newberry, Rexton, Scott Point |

SECTION 5 - SERVICE AREAS, Continued 5.2.

LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Escanaba | Escanaba, Bark River, Carney, Cornell, Gladstone, Rapid River, Wallace |
| Ewart | Ewart, Big Rapids, Chippewa Lake, Le Roy, Reed City, Marion |
| Fairgrove | Fairgrove, Akron, Bay City, Caro, Munger, Reese, Vassar |
| Farmington | Farmington, Detroit Area 5, Livonia, Mayfair, Northville, Southfield, Walled Lake, West Bloomfield |
| Farwell | Farwell, Barryton, Clare, Harrison, Rosebush, Weidman |
| Fenton | Fenton, Flint, Grand Blanc, Hartland, Holly, Linden, Milford-White Lake, Rankin |
| Fife Lake | Fife Lake, Kingsley, Lake City, Manton, South Boardman |
| Flat Rock | Flat Rock, Carleton, New Boston, Newport, Rockwood, Romulus, Trenton, Wyandotte |
| Flint | Flint, Clio-Mt. Morris, Davison, Fenton, Flushing, Goodrich, Grand Blanc, Lennon, Linden, Otisville, Rankin, Swartz Creek |
| Flushing | Flushing, Clio-Mt. Morris, Flint, Lennon, Montrose, New Lothrop, Swartz Creek |
| Fountain | Fountain, Carr, Freesoil, Irons, Scottville |
| Fowlerville | Fowlerville, Bell Oak, Howell, Perry, Stockbridge, Webberville |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Frankenmuth | Frankenmuth, Birch Run, Millington, Reese, Saginaw, Vassar |
| Frankfort | Frankfort, Bear Lake, Beulah, Onekama |
| Freeland | Freeland, Auburn, Bay City, Hemlock, Midland, Saginaw |
| Freeport | Freeport, Alto, Caledonia, Clarksville, Hastings, Lake Odessa, Middleville |
| Freesoil | Freesoil, Fountain, Irons, Ludington, Manistee, Scottville |
| Fremont | Fremont, Grant, Hesperia, Holton, Newaygo, White Cloud |
| Fulton | Fulton, Athens, Climax, Mendon, Scotts, Vicksburg |
| Gagetown | Gagetown, Caro, Cass City, Owendale, Sebewaing, Unionville |
| Galesburg | Galesburg, Augusta, Climax, Kalamazoo, Richland, Scotts |
| Galien | Galien, Baroda, Buchanan, Sawyer, Three Oaks |
| Gladstone | Gladstone, Cornell, Escanaba, Perkins, Rapid River, Rock |
| Gladwin | Gladwin, Beaverton, Clare, Harrison, Houghton Lake, Pinconning, St. Helen, Standish, West Branch |
| Grand Blanc | Grand Blanc, Davison, Fenton, Flint, Goodrich, Holly |
| Grand Haven | Grand Haven, Allendale, Burculo, Coopersville, Fruitport, Holland, Muskegon |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|------------------|--|
| Grand Rapids | Grand Rapids, Ada, Allendale, Alto, Byron Center, Caledonia, Conklin, Coopersville, Dorr, Dutton, Grattan, Hudsonville, Jamestown, Lowell, Marne, Moline, Rockford, Sparta |
| Grant | Grant, Casnovia, Fremont, Holton, Howard City, Kent City, Muskegon, Newaygo, Ravenna, Sand Lake |
| Grattan | Grattan, Ada, Belding, Grand Rapids, Greenville, Lowell, Rockford |
| Greenville | Greenville, Belding, Cedar Springs, Grattan, Rockford, Sidney, Trufant |
| Gvinn | Gvinn, Felch, Ishpeming, Marquette, Michigamme Forest, Negaunee, Skandia, Watson |
| Harbor Springs | Harbor Springs, Brutus, Levering, Pellston, Petoskey |
| Harrietta | Harrietta, Brethren, Cadillac, Hoxeyville, Kaleva, Mesick |
| Harrison | Harrison, Clare, Farwell, Gladwin, Houghton Lake Hartland, |
| Hartland | Brighton, Fenton, Howell, Milford-White Lake |
| Hastings | Hastings, Banfield, Delton, Freeport, Lacey, Lake Odessa, Middleville, Nashville, Woodland |
| Hermansville | Hermansville, Carney, Faithhorn, Felch, Norway, Powers |
| Hillsdale | Hillsdale, Allen, Cambria, Jonesville, North Adams, Osseo Pittsford, Reading |
| Holland | Holland, Borculo, Grand Haven, Hamilton, Saugatuck, Zeeland |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-------------------------|--|
| Holly | Holly, Clarkston, Fenton, Grand Blanc, Goodrich, Milford-White Lake, Ortonville |
| Holt Hopkins | Holt, Dimondale, Eaton Rapids, Lansing, Mason |
| Houghton | Hopkins, Allegan, Dorr, Hamilton, Jamestown, Martin, Wayland |
| Howell | Houghton, Baraga, Calumet, Donken, Lake Linden, Tapiola |
| Hudsonville | Howell, Brighton, Byron, Fenton, Fowlerville, Hartland, Linden, Pinckney |
| Indian River | Hudsonville, Allendale, Borculo, Byron Center, Grand Rapids, Jamestown, Marne, Zeeland |
| Interlochen | Indian River, Alanson, Brutus, Cheboygan, Pellston, Wolverine |
| Ionia | Interlochen, Copemish, Kingsley, Lake Ann, Traverse City Ionia, |
| Iron Mountain | Lake Odessa, Muir, Orleans, Palo, Saranac |
| Iron River | Iron Mountain, Aurora WI, Channing, Felch, Norway, Spread Eagle, WI |
| Irons | Iron River, Amasa, Crystal Falls, Golden Lake, Smokey Lake |
| Ironwood | Irons, Baldwin, Bessemer, Carr, Dublin, Fountain, Freesoil, Hoxeyville, Luther, Manistee |
| | Ironwood, Bessemer, Hurley WI, Marenisco, Wakefield |

**SECTION 5 -SECTION 5 - SERVICE
AREAS, Continued**

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Ishpeming Michigamme, | Ishpeming, Champion, Gwinn, Marquette, Michigamme Forest, Negaunee, Republic |
| Jackson | Jackson, Brooklyn, Bundy Hill, Clarklake, Concord, Fitchburg, Grass Lake, Hanover, Leslie, Munith, Napoleon, Parma, Rives Junction |
| Jamestown | Jamestown, Byron Center, Dorr, Drenth, Grand Rapids, Hamilton, Hopkins, Hudsonville, Zeeland |
| Jonesville Litchfield, | Jonesville, Allen, Bundy Hill, Hanover, Hillsdale, Moosherville, North Adams |
| Kalamazoo | Kalamazoo, Augusta, Climax, Delton, Galesburg, Gobies, Hickory Corners, Lawton, Mattawan, Otsego, Paw-Paw, Pine Lake, Plainwell, Richland, Schoolcraft, Scotts, Vicksburg |
| Kalkaska | Kalkaska, Alden, Mancelona, South Boardman, Torch River, Bridge, Williamsburg |
| Kent City | Kent City, Casnovia, Cedar Springs, Grant, Sparta |
| Keweenaw | Keweenaw, Calumet, Lake Linden |
| Lake Leelanau | Lake Leelanau, Glen Lake, Northport, Suttons Bay, Traverse City |
| Lake Linden | Lake Linden, Calumet, Houghton, Keweenaw |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Lake Odessa | Lake Odessa, Clarksville, Freeport, Hastings, Ionia, Saranac, Woodland |
| Lake Orion | Lake Orion, Clarkston, Drayton Plains, Oxford, Pontiac, Rochester, Romeo |
| Lansing | Lansing, Bath, DeWitt, Dimondale, Eaton Rapids, Grand Ledge, Holt, Laingsburg, Mason, Perry, Potterville, Shaftsbury, Williamston |
| Lapeer | Lapeer, Columbiaville, Davison, Dryden, Hadley, Imlay City, Metamora, North Branch |
| Le Roy | Le Roy, Ewart, Luther, Marion, Reed City, Tustin |
| Leslie | Leslie, Dansville, Fitchburg, Jackson, Mason, Onondaga, Rives Junction |
| Lexington | Lexington, Applegate, Croswell, Jeddo, Port Sanilac |
| Linwood | Linwood, Auburn, Bay City, Midland, Pinconning |
| Livonia | Livonia, Detroit Areas 5 and 6, Farmington, Northville, Plymouth, Wayne |
| Lowell | Lowell, Ada, Alto, Belding, Clarksville, Grand Rapids, Grattan, Saranac |
| Luther | Luther, Baldwin, Hoxeyville, Irons, Le Roy, Reed City, Tustin |
| Mackinaw Island | Mackinaw Island |
| Mackinaw City | Mackinaw City, Cheboygan, Levering |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

Exchangeor Zone Local Calling Area

| | |
|------------------------|--|
| Mancelona | Mancelona, Alba, Alden, Bellaire, Kalkaska, Lakes of the North |
| Manchester | Manchester, Ann Arbor, Chelsea, Clinton, Saline, Tipton |
| Manistee | Manistee, Brethren, Dublin, Freesoil, Irons, Ludington, Onekama, Wellston |
| Manton | Manton, Buckley, Cadillac, Fife Lake, Kingsley, Lake City, Mesick |
| Marine City | Marine City, Algonac, New Baltimore, Richmond, St. Clair |
| Marion | Marion, Ewart, Le Roy, McBain, Tustin |
| Marne | Marne, Allendale, Conklin, Coopersville, Grand Rapids, Hudsonville, Sparta |
| Marquette | Marquette, Big Bay, Gwinn, Ishpeming, Negaunee, Sand River, Skandia |
| Marshall | Marshall, Battle Creek, Bellevue, Burlington, Olivet, Tekonsha |
| Martin | Martin, Allegan, Hopkins, Middleville, Otsego, Pine Lake, Plainwell, Way land |
| Mason | Mason, Dansville, Eaton Rapids, Holt, Lansing, Leslie, Onondaga, Williamston |
| Mayville | Mayville, Caro, Clifford, Fostoria, Kingston, Millington, Vassar |
| McBain | McBain, Cadillac, Falmouth, Lake City, Marion, Tustin |
| Menominee | Menominee, Marinette WI, Wallace |
| Michigamme Republic | Michigamme, Champion, Fence River, Ishpeming, L'Anse, |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Middleville | Middleville, Caledonia, Delton, Freeport, Hastings, Martin, Pine Lake, Wayland |
| Midland | Midland, Auburn, Breckenridge, Coleman, Freeland, Hemlock, Hope, Linwood, Merrill, Mt. Pleasant, Pinconning, Sanford |
| Milan | Milan, Ann Arbor, Britton, Dundee, Maybee, Saline, Willis, Ypsilanti |
| Moline | Moline, Byron Center, Caledonia, Dorr, Dutton, Grand Rapids, Wayland |
| Monroe | Monroe, Carleton, Erie, Ida, Maybee, Newport |
| Morley | Morley, Amble, Howard City, Newaygo, Stanwood, Whitecloud |
| Mt. Clemens | Mt. Clemens, New Baltimore, New Haven, Roseville, Utica, Warren, Washington |
| Mulliken | Mulliken, Charlotte, Grand Ledge, Portland, Sunfield |
| Napoleon | Napoleon, Brooklyn, Clarklake, Grass Lake, Jackson |
| Nashville | Nashville, Hastings, Vermontville |
| Negaunee | Negaunee, Gwinn, Ishpeming, Marquette, Michigamme Forest |
| Newaygo | Newaygo, Fremont, Grant, Howard City, Morley, White Cloud |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| New Baltimore | New Baltimore, Algonac, Marine City, Mt. Clemens, New Haven, Richmond |
| Newberry | Newberry, Curtis, Deer Park, Engadine, Rexton |
| New Boston | New Boston, Belleville, Carleton, Flat Rock, Romulus, Willis, Wyandotte |
| New Buffalo | New Buffalo, Sawyer, Three Oaks |
| New Haven | New Haven, Armada, Mt. Clemens, New Baltimore, Richmond, Romeo, Washington |
| Niles | Niles, Berrien Springs, Buchanan, Cassopolis, Dowagiac, Eau Claire, Edwardsburg, South Bend, Indiana* |
| Northport | Northport, Lake Leelanau, Suttons Bay |
| Northville | Northville, Farmington, Livonia, Plymouth, South Lyon, Walled Lake |
| Norway | Norway, Faithorn, Felch, Hermansville, Iron Mountain |
| Olivet | Olivet, Bellevue, Charlotte, Marshall |
| Onkama | Onkama, Bear Lake, Brethren, Frankfort, Kaleva, Manistee |
| Oscoda | Oscoda, East Tawas, Glennie, Hale, Harrisville, Lincoln |
| Otsego | Otsego, Allegan, Gobies, Kalamazoo, Martin, Plainwell |
| Owendale | Owendale, Cass City, Elkton, Gagetown, Pigeon, Sebawaing |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Oxford | Oxford, Almont, Clarkston, Drayton Plains, Dryden, Hadley, Lake Orion, Metamora, Ortonville, Pontiac, Romeo |
| Peck | Peck, Applegate, Brown City, Croswell, Sandusky, Yale |
| Pellston | Pellston, Brutus, Cheboygan, Harbor Springs, Indian River, Levering, Petoskey |
| Perkins | Perkins, Cornell, Gladstone, Rapid River, Rock, Trenary |
| Petoskey | Petoskey, Alanson, Boyne City, Boyne Falls, Brutus, Charlevoix, Harbor Springs, Pellston, Walloon Lake |
| Pinckney | Pinckney, Brighton, Chelsea, Dexter, Gregory, Howell |
| Plainwell | Plainwell, Kalamazoo, Martin, Otsego, Pine Lake, Richland |
| Plymouth | Plymouth, Ann Arbor, Livonia, Northville, South Lyon, Wayne, Ypsilanti |
| Pontiac | Pontiac, Auburn Heights, Birmingham, Clarkston, Commerce, Drayton Plains, Lake Orion, Mayfair, Milford-White Lake, Ortonville, Oxford, Rochester, Walled Lake, West Bloomfield |
| Port Huron | Port Huron, Avoca, Goodells, Jeddo, St. Clair, Smiths-Creek |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Portland | Portland, Grand Ledge, Milliken, Sunfield |
| Port Sanilac | Port Sanilac, Applegate, Carsonville, Crosswell, Deckerville, Lexington, Sandusky |
| Potterville | Potterville, Charlotte, Dimondale, Eaton Rapids, Grand Ledge, Lansing |
| Powers | Powers, Bark River, Carney, Felch, Hermansville |
| Rapid River | Rapid River, Escanaba, Garden, Gladstone, Perkins, Trenary |
| Reed City | Reed City, Baldwin, Big Rapids, Ewart, Le Roy, Luther |
| Reese | Reese, Fairgrove, Frankenmuth, Munger, Saginaw, Vassar |
| Republic | Republic, Champion, Channing, Felch, Fence River, Ishpeming, Michigamme, Michigamme Forest |
| Richland | Richland, Augusta, Delton, Galesburg, Hickory Corners, Kalamazoo, Pine Lake, Plainville |
| Rochester | Rochester, Auburn Heights, Lake Orion, Pontiac, Romeo, Troy, Utica, Washington |
| Rock | Rock, Cornell, Gladstone, Perkins, Skandia, Trenary, Watson |
| Rockford | Rockford, Ada, Cedar Springs, Grand Rapids, Grattan, Greenville, Sparta |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Rockwood | Rockwood, Flat Rock, Newport, Trenton, Wyandotte |
| Romeo | Romeo, Almont, Armada, Capac, Lake Orion, New Haven, Oxford, Rochester, Washington |
| Romulus | Romulus, Belleville, Detroit Area 6, Flat Rock, New Boston, Wayne, Wyandotte |
| Rosebush | Rosebush, Clare, Coleman, Farwell, Mt. Pleasant, W\eidman, |
| Roseville | Roseville, Center Line, Detroit Areas 2 and 3, Mt. Clemens, Warren |
| Royal Oak | Royal Oak, Birmingham, Center Line, Detroit Areas 3 and 4, Southfield, Troy, Warren |
| Saginaw | Saginaw, Bay City, Birch Run, Frankenmuth, Freeland, Hemlock, Merrill, Reese, St. Charles |
| St. Charles | St. Charles, Brant, Chesaning, Hemlock, Saginaw |
| St. Clair | St. Clair, Marine City, Port Huron, Richmond, Smiths Creek |
| St. Helen | St. Helen, Gladwin, Houghton Lake, Roscommom, West Branch |
| St. Ignace | St. Ignace, Brevort, Cedarville, Rudyard |
| St. Joseph | St. Joseph, Baroda, Benton Harbor, Berrien Springs, Bridgeman, Coloma, Eau Claire, Watervliet |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Sand Lake | Sand Lake, Casnovia, Cedar Springs, Coral, Grant, Howard City, Trufant |
| Sandusky | Sandusky, Applegate, Brown City, Carsonville, Crosswell, Deckerville, Peck, Port Sanilac, Snover |
| Saranac | Saranac, Belding, Clarksville, Ionia, Lake Odessa, Lowell, Orleans |
| Sault Ste. Marie | Sault Ste. Marie, Brimley, Kinross, Pickford Scotts, Climax, |
| Scotts | Fulton, Galesburg, Kalamazoo, Vicksburg Scottville, Carr, |
| Scottville | Fountain, Freesoil, Hart, Ludington. Pentwater Sebewaing, Bay |
| Sebewaing | Port, Gagetown, Owendale, Pigeon, Unionville Snover, |
| Snover | Deckerville, Sandusky |
| Southfield | Southfield, Birmingham, Detroit Areas 4 and 5, Farmington, Royal Oak, West Bloomfield |
| South Lyon | South Lyon, Ann Arbor, Brighton, Milford-White Lake, Northville, Plymouth, Walled Lake, Whitmore Lake |
| Sparta | Sparta, Casnovia, Cedar Springs, Conklin, Grand Rapids, Kent City, Marne, Ravenna, Rockford |

SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange | Local Calling Area |
|-----------------|--|
| Standish | Standish, Gladwin, Omer, Pinconning, Sterling |
| Stephenson | Stephenson, Carney, Wallace |
| Three Oaks | Three Oaks, Galien, New Buffalo, Sawyer |
| Traverse City | Traverse City, Elk Rapids, Glen Lake, Interlochen, Kingsley, Lake Ann, Lake Leelanau, Old Mission, South Boardman, Suttons Bay, Williamsburg |
| Trenton | Trenton, Flat Rock, Rockwood, Wyandotte |
| Trout Lake | Trout Lake, Eckerman, Rexton |
| Troy | Troy, Auburn Heights, Birmingham, Rochester, Royal Oak, Utica, Warren |
| Trufant | Trufant, Cedar Springs, Coral, Greenville, Sand Lake |
| Tustin | Tustin, Cadillac, Hoxeyville, Le Roy, Luther, Marion, McBain |
| Ubyly | Ubyly, Bad Axe, Cass City, Harbor Beach, Minden City |
| Unionville | Unionville, Akron, Caro, Gagetown, Sebewaing |
| Utica | Utica, Auburn Heights, Mt. Clemens, Rochester, Troy, Warren, Washington |
| Vassar | Vassar, Caro, Fairgrove, Frankenmuth, Mayville, Millington, Reese |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES,

Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Vermontville | Vermontville, Charlotte, Nashville, Sunfield |
| Vicksburg | Vicksburg, Fulton, Kalamazoo, Mendon, Schoolcraft, Scotts, Three Rivers |
| Wakefield | Wakefield, Bergland, Bessemer, Ironvwood, Marenisco |
| Walled Lake | Walled Lake, Commerce, Farmington, Milford-White Lake, Northville, Pontiac, South Lyon, West Bloomfield |
| Walloon Lake | Walloon Lake, Boyne City, Boyne Falls, Petoskey |
| Warren | Warren, Center Line, Mt. Clemens, Roseville, Royal Oak, Troy, Utica |
| Washington Utica | Washington, Mt. Clemens, New Haven, Rochester, Romeo, |
| Watersmeet | Watersmeet, Bruce Crossing, Golden Lake, Marenisco, North LandO' Lakes, Trout Creek |
| Watervliet | Watervliet, Benton Harbor, Coloma, Covert, Hartford, Sister Lakes, St. Joseph |
| Wayland | Wayland, Caledonia, Dorr, Hopkins, Martin, Middleville, Moline |
| Wayne | Wayne, Belleville, Detroit Area 6, Livonia, Plymouth, Romulus, Ypsilanti |
| West Bloom field | West Bloomfield, Birmingham, Commerce, Farmington, Pontiac, Southfield, Walled Lake |

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SECTION 5 - SERVICE AREAS, Continued

5.2. LOCAL CALLING AREAS - SBC EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| West Branch | West Branch, Alger, Gladwin, Lupton, Prescott, Rose City, St. Helen |
| White Cloud | White Cloud, Baldwin, Big Rapids, Fremont, Hesperia, Morley, Newaygo, Stanwood |
| Whitmore Lake | Whitmore Lake, Ann Arbor, Brighton, Dexter, South Lyon |
| Williamsburg | Williamsburg, Elk Rapids, Kalkaska, South Boardman, Torch River Bridge, Traverse City |
| Willis | Willis, Belleville, Carleton, Maybee, Milan, New Boston, Ypsilanti |
| Wolverine | Wolverine, Alanson, Boyne Falls, Indian River |
| Wyandotte | Wyandotte, Detroit Area 6, Flat Rock, New Boston, Rockwood, Romulus, Trenton |
| Ypsilanti | Ypsilanti, Ann Arbor, Belleville, Milan, Plymouth, Saline, Wayne, Willis |
| Zeeland | Zeeland, Borculo, Drenthe, Hamilton, Holland, Hudsonville, Jamestown |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Adrian | Adrian, Blissfield, Clayton, Ogden Center, Onsted, Sand Creek, Tecumseh, Tipton |
| Alden | Alden, Bellaire, Central Lake, Clam River, Ellsworth, Eastport, Elk Rapids, Kalkaska, Mancelona, Torch River Bridge |
| Allegan | Allegan, Bloomingdale, Gobies, Hamilton, Hopkins, Martin, Otsego, Pullman |
| Alma | Alma, Ithaca, Riverdale, Shepherd, St. Louis |
| Almont | Almont, Capac, Dryden, Imlay City, Oxford, Romeo |
| Alpena | Alpena, Hillman, Hubbard Lake, Lachine, Long Lake, Ossineke, Posen |
| Ashley | Ashley, Elsie, Ithaca, Merrill, Pompeii |
| Atlanta | Atlanta, Fairview, Gaylord, Hillman, Lewiston, Onaway |
| Avoca | Avoca, Emmett, Goodells, Jeddo, Port Huron, Yale |
| Bancroft | Bancroft, Durand, Owosso |
| Bangor | Bangor, Bloomingdale, Covert, Grand Junction, Hartford, Lacota, Lawrence, Paw Paw, South Haven |
| Barryton | Barryton, Farwell, Remus, Weidman |
| Bath | Bath, Dewitt, Laingsburg, Lansing, Shaftsbury |
| Bellaire | Bellaire, Alba, Alden, Clam River, Central Lake, East Jordon, Eastport, Ellsworth, Mancelona, Torch River Bridge |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Blissfield Center, | Blissfield, Adrian, Deerfield, Lambertville, Ogden Petersburg, Tecumseh |
| Breckenridge | Breckenridge, Ithica, Merrill, Midland, Mt. Pleasant, St. Louis, Shepherd |
| Britton | Britton, Deerfield, Dundee, Milan, Saline, Tecumseh |
| Bronson | Bronson, Burr Oak, Coldwater, Coldwater Lake, Colon, Union City |
| Brown City | Brown City, Capac, Imlay City, North Branch, Peck, Sandusky, Yale |
| Burr Oak | Burr Oak, Bronson, Colon, Sturgis |
| Capac | Capac, Almont, Armada, Brown City, Emmett, Imlay City, Memphis, Romeo, Yale |
| Carson City | Carson City, Crystal, Hubbardston, Ithica, Middleton, Palo, Riverdale, Vickeryville |
| Caseville | Caseville, Bayport, Elkton, Kinde, Pigeon, Port Austin |
| Cass City | Cass City, Bad Axe, Caro, Elkton, Gagetown, Kingston, Marlette, Owendale, Ugly |
| Cassopolis | Cassopolis, Dowagiac, Edwardsburg, Marcellus, Niles, Vandalia |
| Central Lake | Central Lake, Alden, Bellaire, Central Lake, Clam River, East Jordan, Eastport, Elk Rapids, Ellsworth, Torch River Bridge |
| Centreville | Centreville, Colon, Constantine, Mendon, Sturgis, Three Rivers |
| Clam River | Clam River, Alden, Bellaire, Central Lake, Clam River, Eastport, Elk Rapids, Ellsworth, Torch River Bridge |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

Exchange or Zone Local Calling Area

| | |
|----------------|---|
| Clifford | Clifford, Kingston, Marlette, Mayville, North Branch |
| Clinton | Clinton, Manchester, Saline, Tecumseh, Tipton |
| Coldwater | Coldwater, Bronson, Coldwater Lake, Quincy, Tekonsha, Union City |
| Coldwater Lake | Coldwater Lake, Bronson, Coldwater, Quincy |
| Colon | Colon, Athens, Bronson, Burr Oak, Centreville, Mendon, Sturgis, Union City |
| Columbiaville | Columbiaville, Davidson, Fostoria, Lapeer, North Branch, |
| Otisville | |
| Conklin | Conklin, Coopersville, Grand Rapids, Marne, Ravenna, Sparta |
| Constantine | Constantine, Centreville, Sturgis, Three Rivers, Union, White Pigeon, Vandalia |
| Coopersville | Coopersville, Allendale, Conklin, Fruitport, Grand Haven, Grand Rapids, Marne, Ravenna, Sparta |
| Covert | Covert, Bangor, Benton Harbor, Coloma, Hartford, South Haven, Watervliet |
| Davison | Davison, Clio-Mt. Morris, Colombiaville, Flint, Goodrich, Grand Blanc, Hadley, Lapeer, Otisville |
| Decatur | Decatur, Dowagiac, Hartford, Lawrence, Lavvton, Marcellus, Paw Paw |
| Deckerville | Deckerville, Carsonville, Port Sanilac, Sandusky, Snover |
| Dewitt | Dewitt, Bath, Grand Ledge, Laingsburg, Lansing |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Dowagiac | Dowagiac, Cassopolis, Decatur, Eau Claire, Hartford, Lawrence, Marcellus, Niles, Sister Lakes |
| Dryden | Dryden, Almont, Imlay City, Lapeer, Metamora, Oxford |
| Dundee | Dundee, Britton, Deerfield, Ida, Maybee, Milan, Petersburg |
| Durand | Durand, Bancroft, Byron, Gaines, Owosso |
| Eastport | Eastport, Alden, Bellaire, Central Lake, Charlevoix, Clam River, Eastport, Elk Rapids, Ellsworth, Torch River Bridge |
| Edmore | Edmore, Blanchard, McBride, Six Lakes, Vestaburg, Winn |
| Edwardsburg | Edwardsburg, Cassopolis, Elkhart IN, Niles, Union, Vandalia |
| Elkton | Elkton, Bad Axe, Caseville, Cass City, Kinde, Owendale, Pigeon |
| Ellsworth | Ellsworth, Alden, Bellaire, Clam River, Central Lake, Charlevoix, East Jordan, Eastport, Torch River Bridge |
| Elsie | Elsie, Ashley, Chapin, Merrill, Ovid, Pompeii, St. Johns |
| Emmet | Emmet, Avoca, Capac, Goodells, Memphis, Yale |
| Erie | Erie, Ida, Lambertville, Lost Peninsula, Monroe, Temperance, Toledo OH |
| Fairview | Fairview, Atlanta, Glennie, Lewiston, Lincoln, Mio |
| Fennville | Fennville, Allegan, Ganges, Glenn, Hamilton, Pullman, Saugatuck |

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SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Fenwick | Fenwick, Palo, Sheridan, Vickeryville |
| Fowler-Pewamo | Fowler-Pewamo, Hubbardston, Maple Rapids, Muir, St. Johns, Westphalia |
| Fruitport | Fruitport, Coopersville, Grand Haven, Muskegon, Ravenna |
| Gaines | Gaines, Byron, Durand, Lennon, Linden, Rankin, Swartz Creek |
| Ganges | Ganges, Fennville, Glenn, Saugatuck, Pullman |
| Gaylord | Gaylord, Atlanta, Chester, Elmira, Grayling, Lewiston, Onaway, Vanderbilt |
| Gobies | Gobies, Allegan, Bloomingdale, Kalamazoo, Mattawan, Otsego, Paw Paw |
| Goodells | Goodells, Avoca, Emmett, Memphis, Port Huron, Smiths Creek |
| Grand Junction | Grand Junction, Bangor, Bloomingdale, Lacota, Pullman, South Haven |
| Grand Ledge | Grand Ledge, Charlotte, Dewitt, Dimondale, Lansing, Mulliken, Portland, Potterville |
| Grass Lake | Grass Lake, Jackson, Munith, Napoleon |
| Grayling | Grayling, Chester, Gaylord, Higgins Lake, Lewiston, Mio, Manistee River, Roscommon |
| Hamilton Hopkins, | Hamilton, Allegan, Drenthe, Fennville, Holland, Jamestown, Saugatuck, Zeeland |

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SECTION 5 - SERVICE AREAS, Continued LOCAL CALLING AREAS - VERIZON

5.3. NORTH EXCHANGES, Continued

| Exchange or | Local Calling Area |
|---------------|---|
| Harbor Beach | Harbor Beach, Bad Axe, Harbor Beach, Minden City, Port Hope, Ubyly |
| Harrisville | Harrisville, Lincoln, Oscoda, Ossineke |
| Hart | Hart, Baldwin, Carr, Hesperia, Pentwater, Scottville, Shelby |
| Hartford | Hartford, Bangor, Covert, Decatur, Dowagiac, Lawrence, Sister Lakes, Watervliet |
| Hemlock | Hemlock, Brant, Freeland, Merrill, Midland, Saginaw, St. Charles |
| Hesperia | Hesperia, Baldwin, Fremont, Hart, Holton, Shelby, White Cloud |
| Higgins Lake | Higgins Lake, Grayling, Houghton Lake, Roscommon |
| Hillman | Hillman, Alpena, Atlanta, Lachine, Posen |
| Holton | Holton, Fremont, Grant, Hesperia, Muskegon, Shelby, Twin Lake, Whitehall |
| Houghton Lake | Houghton Lake, Gladwin, Harrison, Higgins Lake, Roscommon, St. Helen |
| Howard City | Howard City, Amble, Coral, Grant, Morley, Newaygo, Sand Lake, Trufant |
| Hubbard Lake | Hubbard Lake, Alpena, Lachine, Lincoln, Ossineke |
| Hubbardston | Hubbardston, Carson City, Fowler-Pewamo, Maple Rapids, Middleton, Muir, Palo |
| Hudson | Hudson, Clayton, Morenci |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

Exchange or Zone Local Calling Area

| | |
|------------|---|
| Ida | Ida, Dundee, Erie, Ida, Lambertville, Maybee, Monroe, Petersburg |
| Imlay City | Imlay City, Almont, Brown City, Capac, Dryden, Lapeer, North Branch |
| Ithaca | Ithaca, Alma, Ashley, Breckenridge, Carson City, Merrill, Pompeii, Riverdale, St. Louis |
| Jeddo | Jeddo, Avoca, Croswell, Lexington, Port Huron, Yale |
| Kingston | Kingston, Caro, Cass City, Clifford, Marlette, Mayville |
| Lachine | Lachine, Alpena, Hillman, Hubbard Lake, Posen |
| Laingsburg | Laingsburg, Bath, Dewitt, Lansing, Perry, Shaftsburg |
| Lakeview | Lakeview, Blanchard, Six Lakes, Stanton |
| Lawton | Lawton, Decatur, Kalamazoo, Marcellus, Mattawan, Paw Paw, Schoolcraft |
| Lewiston | Lewiston, Atlanta, Chester, Fairview, Gaylord, Grayling, Mio |
| Lincoln | Lincoln, Fairview, Glennie, Harrisville, Hubbard Lake, Oscoda, Ossineke |
| Linden | Linden, Byron, Fenton, Flint, Gaines, Howell, Rankin |
| Long Lake | Long Lake, Alpena, Posen, Rogers City |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Lost Peninsula | Lost Peninsula, Curtis OH, Erie MI, Genoa OH, Holland OH, Lambertville MI, Maumee OH, Moline OH, North Sylvania MI, Oregon OH, Perrysburg OH, Richfield Center OH, Stony Ridge OH, Swanton OH, Sylvania OH, Temperance MI, Toledo OH, Waterville OH, Whitehouse OH |
| Ludington | Ludington, Freesoil, Manistee, Pentwater, Scottville |
| Maple Rapids | Maple Rapids, Fowler-Pewamo, Hubbardson, Middleton, Pompeii, St. Johns |
| Marcellus | Marcellus, Cassopolis, Decatur, Dowagiac, Lawton, Schoolcraft, Three Rivers, Vandalia |
| Mattawan | Mattawan, Gobies, Kalamazoo, Lawton, Paw Paw, Schoolcraft |
| Maybee | Maybee, Carleton, Dundee, Ida, Maybee, Milan, Monroe, Willis |
| McBride | McBride, Crystal, Edmore, McBride, Six Lakes, Stanton, Vestaburg |
| Memphis | Memphis, Amada, Capac, Emmett, Goodells, Richmond, Smiths Creek |
| Mendon | Mendon, Athens, Centreville, Colon, Fulton, Three Rivers, Vicksburg |
| Merrill | Merrill, Ashley, Brant, Breckenridge, Chapin, Elsie, Hemlock, Ithica, Midland, Saginaw |
| Metamora | Metamora, Dryden, Hadley, Lapeer, Oxford |
| Middleton | Middleton, Carson City, Hubbardston, Ithica, Maple Rapids, Pompeii |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Milford-White Lake | Milford-White Lake, Brighton, Clarkston, Commerce, Drayton Plains, Fenton, Hartland, Holly, Pontiac, South Lyon, Walled Lake |
| Minden City | Minden City, Harbor Beach, Ubyly |
| Mio | Mio, Fairview, Glennie, Grayling, Lewiston, Roscommon, Rose City |
| Mt. Pleasant | Mt. Pleasant, Blanchard, Breckenridge, Coleman, Midland, Rosebush, Shepherd, Weidman, Winn |
| Muir | Muir, Ionia, Fowler-Pewamo, Hubbardston, Palo |
| Muskegon | Muskegon, Fruitport, Grand Haven, Grant, Holton, Ravenna, Twin Lake, Whitehall |
| North Branch | North Branch, Clifford, Lapeer |
| North Sylvania | North Sylvania MI, Lost Peninsula MI, Holland OH, Maumee OH, Perrysburg OH, Sylvania OH, Toledo OH, Whitehouse OH |
| Onaway | Onaway, Atlanta, Gaylord, Grace Harbor, Rogers City, Vanderbilt |
| Ortonville | Ortonville, Clarkston, Goodrich, Hadley, Holly, Oxford, Pontiac |
| Ossineke | Ossineke, Alpena, Harrisville, Hubbard Lake, Lincoln |
| Otisville | Otisville, Columbiaville, Clio-Mt. Morris, Davison, Flint |
| Ovid | Ovid, Chapin, Chesaning, Durand, Owosso |
| Owosso | Owosso, Bancroft, Chapin, Chesaning, Durand, Ovid |

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SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

Exchange or Zone Local Calling Area

| | |
|-------------|---|
| Palo | Palo, Carson City, Fenwick, Hubbardston, Ionia, Muir, Vickeryville |
| Paw Paw | Paw Paw, Bangor, Bloomingdale, Decatur, Gobies, Kalamazoo, Lawrence, Lawton, Mattawan |
| Pentwater | Pentwater, Hart, Ludington, Scottville |
| Pompeii | Pompeii, Ashley, Elsie, Maple Rapids, Middleton, Ithaca, St. Johns |
| Posen | Posen, Alpena, Hillman, Lachine, Long Lake, Rogers City |
| Quincy | Quincy, Coldwater, Coldwater Lake |
| Rankin | Rankin, Fenton, Flint, Gaines, Grand Blanc, Linden, Swartz Creek |
| Ravenna | Ravenna, Casnovia, Conklin, Copersville, Fruitport, Grant, Muskegon, Ravenna, Sparta |
| Reading | Reading, Allen, Cambria, Camden, Hillsdale, Montgomery |
| Remus | Remus, Barryton, Blanchard, Mecosta, Weidman |
| Richmond | Richmond, Amada, Marine City, Memphis, New Baltimore, New Haven, Smiths Creek, St. Clair |
| Riverdale | Riverdale, Alma, Carson City, Crystal, Ithica, Shepherd, Vestaburg, Winn |
| Rogers City | Rogers City, Grace Harbor, Long Lake, Onaway, Posen |
| Roscommon | Roscommon, Grayling, Higgins Lake, Houghton Lake, Mio, Roscommon, St. Helen |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

Exchange or Zone Local Calling Area

| | |
|------------------------|---|
| St. Johns | St. Johns, Elsie, Fowler-Pewamo, Maple Rapids, Ovid, Pompeii, St. Johns, Westphalia |
| St. Louis | St. Louis, Alma, Breckenridge, Ithica, Shepherd |
| Saline | Saline, Ann Arbor, Britton, Clinton, Manchester, Milan, Tecumseh, Ypsilanti |
| Saugatuck | Saugatuck, Fennville, Ganges, Hamilton, Holland |
| Schoolcraft | Schoolcraft, Kalamazoo, Lawton, Marcellus, Mattawan, Three Rivers, Vicksburg |
| Shelby | Shelby, Hart, Hesperia, Holton, Shelby, Whitehall |
| Shepherd | Shepherd, Alma, Breckenridge, Mt. Pleasant, Riverdale, St. Louis, Winn |
| Sheridan | Sheridan, Fenwick, Sidney, Stanton, Vickeryville |
| Sidney | Sidney, Greenville, Sheridan, Sidney, Stanton |
| Sister Lakes | Sister Lakes, Benton Harbor, Dowagiac, Eau Claire, Hartford, Watervliet |
| Six Lakes | Six Lakes, Blanchard, Edmore, Lakeview, McBride, Stanton |
| Smiths Creek | Smiths Creek, Goodells, Memphis, Port Huron, Richmond, St. Clair |
| South Haven Pullman | South Haven, Bangor, Covert, Glenn, Grand Junction, Lacota, Pullman |
| Stanton | Stanton, Crystal, Lakeview, McBride, Sidney, Sheridan, Six Lakes, Vickeryville |

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SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

Exchange

or Zone

Local Calling Area

| | |
|---------------------------------|--|
| Stanwood | Stanwood, Big Rapids, Mecosta, Morley, White Cloud |
| Sturgis | Sturgis, Burr Oak, Centreville, Colon, Constantine, White Pigeon |
| Swartz Creek | Swartz Creek, Flint, Flushing, Gaines, Lennon, Rankin |
| Tecumseh | Tecumseh, Adrian, Blissfield, Britton, Clinton, Deerfield, Saline, Tecumseh, Tipton |
| Temperance | Temperance, Erie, Lambertville, Lost Peninsula, Toledo OH |
| Three Rivers | Three Rivers, Centreville, Constantine, Marcellus, Mendon, Schoolcraft, Vandalia, Vicksburg |
| Tipton | Tipton, Adrian, Clinton, Manchester, Onstead, Tecumseh |
| Torch River River, Bridge | Torch River Bridge, Alden, Bellaire, Central Lake, Clam Eastport, Elk Rapids, Ellsworth, Kalkaska, Williamsburg |
| Twin Lake | Twin Lake, Holton, Muskegon, Whitehall |
| Union | Union, Constantine, Edwardsburg, Elkhart IN, Union, Vandalia, White Pigeon |
| Union City | Union City, Athens, Battle Creek, Bronson, Burlington, Coldwater, Colon, Tekonsha |
| Vandalia | Vandalia, Cassopolis, Constantine, Edwardsburg, Marcellus, Three Rivers, Union |
| Vanderbilt | Vanderbilt, Gay lord, Onaway |
| Vestaburg | Vestaburg, Crystal, Edmore, McBride, Riverdale, Winn |

SECTION 5 - SERVICE AREAS, Continued

5.3. LOCAL CALLING AREAS - VERIZON NORTH EXCHANGES, Continued

| Exchange or Zone | Local Calling Area |
|-----------------------------|--|
| Weidman | Weidman, Barryton, Blanchard, Farwell, Mt. Pleasant, Remus, Rosebush, Weidman |
| Whitehall White Pigeon | Whitehall, Holton, Muskegon, Shelby, Twin Lake, Whitehall White Pigeon, Constantine, Sturgis, Union |
| Williamston | Williamston, Bell Oak, Dansville, Lansing, Mason, Perry, Shaftsbury, Webberville |
| Woodland | Woodland, Hastings, Lake Odessa |
| Yale | Yale, Avoca, Brown City, Capac, Croswell, Emmett, Jeddo, Peck |

SECTION 5 - SERVICE AREAS, Continued

5.4. LOCAL CALLING AREAS - VERIZON NORTH SYSTEMS EXCHANGES

Exchange

or Zone

Local Calling Area

| | |
|--------------|--|
| Addison | Addison, Brooklyn, Bundy Hill, North Adams, Osseo |
| Alger | Alger, Prescott, Sterling, West Branch |
| Baroda | Baroda, Berrien Springs, Bridgman, Buchanan, Galien, Sawyer, St. Joseph |
| Bridgman | Bridgman, Baroda, Sawyer, St. Joseph |
| Burlington | Burlington, Battle Creek, Marshall, Tekonsha, Union City |
| Fitchburg | Fitchburg, Dansville, Gregory, Jackson, Leslie, Munith, Stockbridge |
| Glenn | Glenn, Fennville, Ganges, Pullman, South Haven |
| Gregory | Gregory, Chelsea, Fitchburg, Pinckney, Stockbridge |
| Homer | Homer, Albion, Concord, Litchfield |
| Lacota | Lacota, Bangor, Grand Junction, Pullman, South Haven |
| Lambertville | Lambertville, Blissfield, Erie, Ida, Lost Peninsula, Petersburg, Temperance, Toledo OH |
| Lawrence | Lawrence, Bangor, Decatur, Dowagiac, Hartford, Paw Paw |
| Lupton | Lupton, Hale, Prescott, Rose City, Sixty Lakes, West Branch |
| Morenci | Morenci, Clayton, Hudson, Sand Creek |
| Munith | Munith, Fitchburg, Grass Lake, Jackson, Stockbridge |

SECTION 5 - SERVICE AREAS, Continued

**5.4. LOCAL CALLING AREAS - VERIZON NORTH SYSTEMS EXCHANGES,
Continued**

| Exchange or Zone | Local Calling Area |
|-----------------------------|---|
| Onondaga | Onondaga, Eaton Rapids, Leslie, Mason, Rives Junction, Springport |
| Parma | Parma, Albion, Concord, Jackson, Rives Junction, Springport |
| Prescott | Prescott, Alger, Hale, Lupton, Omer, Sterling, Twining, West Branch, Whittemore |
| Pullman | Pullman, Allegan, Bloomingdale, Fennville, Ganges, Glenn, Grand Junction, Lacota, South Haven |
| Rives Junction | Rives Junction, Jackson, Leslie, Onondaga, Parma, Springport Rose |
| Rose City | City, Lupton, Mio, Sixty Lakes, West Branch Sawyer, Baroda, |
| Sawyer | Bridgman, Galien, New Buffalo, Three Oaks Sterling, Alger, Omer, |
| Sterling | Prescott, Standish |
| Stockbridge | Stockbridge, Dansville, Fitchburg, Fowlerville, Gregory, Munith, Webberville |
| Tekonsha | Tekonsha, Burlington, Coldwater, Marshall, Union City |
| Webberville | Webberville, Bell Oak, Dansville, Fowlerville, Stockbridge, Williamston |

SECTION 6 - GRANDFATHERED SERVICES

Services in this section are no longer offered to new customers. Current customers with the services may continue to utilize them.

6.1 SERVICE OFFERINGS

6.1.1 Types of Network Exchange Services Offered

- A. Residential Network Switched Services
 - 1. Network Exchange Dial Tone Service
 - 2. Network Exchange Bundled Services
 - (a) PowerNet Global Unlimited Bundled Service
 - (b) PowerNet Global Basic Plus Bundled Service
 - (c) PowerNet Global Basic Bundled Service

6.2 NETWORK EXCHANGE RESIDENTIAL BUNDLED SERVICES

Network Exchange Bundled Service is a bundle or package of telecommunications services including local service, intrastate and interstate long distance service and custom calling features.

6.2.1. Residential Bundled Services

- A. All residential packages include basic local service, IntraLATA toll service, InterLATA toll service. Wireless service, voice mail and/or **Internet** access may be available with some packages at an additional charge.²
- B. Service rates - are differentiated by service zone, as set forth in section 6.4.

¹ These services are not regulated by the Commission presently.

SECTION 6 - GRANDFATHERED SERVICES, continued

6.2 NETWORK EXCHANGE RESIDENTIAL BUNDLED SERVICES, continued

6.2.1. Residential Bundled Services, continued

C. Bundled Service Packages - are as follows:

1. **PowerNet Global Unlimited Bundled Service** -includes the following usage and features:
 - (a) Unlimited calling within the Customer's Local Calling Area.
 - (b) Unlimited long distance calling within the United States and Canada.
 - (c) Custom Calling Features Package - includes Caller ID, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8.
2. **PowerNet Global Basic Plus Bundled Service** - includes the following usage and features:
 - (a) Toll calls billed in one-minute increments.
 - (b) Unlimited calling within the Customer's Local Calling Area.
 - (c) intraLATA and interLATA toll usage at the rates set forth in section 6.5.1. (B)
 - (d) Custom Calling Features Package - includes Caller ID, Call Waiting, Call Forwarding, Three-Way Calling and Speed Dial 8.
3. **PowerNet Global Basic Bundled Service** - includes the following usage and features:
 - (a) Toll calls billed in one-minute increments.
 - (b) Unlimited calling within the Customer's Local Calling Area.
 - (c) intraLATA and interLATA toll usage at the rates set for in section 6.5.1 (B)

SECTION 6 - GRANDFATHERED SERVICES, continued

6.3. CUSTOM CALLING FEATURES

6.3.1. Generally

Certain Custom Calling Features in this section are included in Network Exchange Bundled Service packages offered by PNG. Other Custom Calling Services described below also may be purchased in addition to the services included in a particular package but these features are available only when purchased in combination with a PNG provided Network Exchange Bundled Service.

6.3.2. Feature Descriptions

- A. Call Blocking** - allows Customers to block calls from different telephone numbers. A screening list is created by the Customer either by adding the last number with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such number hear an announcement that the calling party is not accepting calls.
- B. Call Forwarding - Fixed, Busy Line No Answer** - This feature, when activated, redirects attempted terminating calls to another PNG-specified line. Call originating ability is not affected by Call Forwarding-Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call.
- C. Call Forwarding - Remote Activation** -allows Customers who subscribe to Call Forwarding to access, activate or deactivate Call Forwarding from a remote location using a touch-tone telephone. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Remote Activation is billed for the forwarded leg of the call.
- D. Call Forwarding -Variable** - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Variable is billed for the forwarded leg of the call.

SECTION 6 - GRANDFATHERED SERVICES, continued

6.3. CUSTOM CALLING FEATURES, continued

6.3.2. Feature Descriptions, Continued

- E. **Call Waiting with Caller ID with Name** - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and/or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Call Waiting with Caller ID with Name service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.
- F. **Caller ID Per Line Blocking** - allows a customer to prevent the transmission and display of their directory number and/or directory name information on outgoing calls. Line Blocking is in operation on a continuous basis and is applicable on all outgoing calls from Customer's blocked line. Line Blocking does not prevent transmission of the calling party information to emergency services that utilize automatic number identification for delivery of the calling information.
- G. **Caller ID with Name** - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Caller ID records that name, number, date and time of each incoming call - including calls that are not answered by the Customer. Caller ID service requires the use of specialized Customer provided equipment not provided by PNG. It is the Customer's responsibility to obtain such Customer provided equipment.
- H. **Speed Calling** - allows a Customer to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

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SECTION 6 - GRANDFATHERED SERVICES, continued

6.3. CUSTOM CALLING FEATURES, continued

6.3.2. Feature Descriptions, Continued

I. Three-Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used with both outgoing and incoming calls.

J. Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID - Number Only subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID -Number Only and Caller ID features and is available to non-Caller ID - Number Only/Caller ID customers.

SECTION 6 - GRANDFATHERED SERVICES, continued

6.4. NETWORK EXCHANGE SERVICE ZONES

Service rates are differentiated by service zone, as set forth below. Zones are comprised of NPA-NXX's. All customers with a particular NPA-NXX will obtain service at the rates for that particular zone.

6.4.1. Zone A

| NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX |
|----------------|-----------------|----------------|----------------|----------------|----------------|----------------|
| 248 - 208 | 248 - 447 | 248 - 588 | 313-235 | 313 -337 | 313 -442 | 313-564 |
| 248-213 | 248 -448 | 248 - 589 | 313-237 | 313 -340 | 313 -446 | 313-565 |
| 248 - 223 | 248 -455 | 248-591 | 313-240 | 313 -341 | 313 -456 | 313-566 |
| 248 - 262 | 248 -457 | 248 - 597 | 313-245 | 313 -342 | 313 -471 | 313-567 |
| 248 - 263 | 248 -472 | 248 - 603 | 313-248 | 313 •343 | 313 -472 | 313-568 |
| 248 - 280 | 248 -483 | 248-616 | 313-249 | 313 -345 | 313 -491 | 313-571 |
| 248 - 288 | 248 -501 | 248-619 | 313-252 | 313 •359 | 313 -493 | 313-576 |
| 248 - 304 | 248 -503 | 248-691 | 313-253 | 313 -361 | 313 -494 | 313-577 |
| 248 - 307 | 248 -524 | 248 - 733 | 313-255 | 313 -365 | 313 -496 | 313-578 |
| 248 - 336 | 248 -526 | 248 - 746 | 313-256 | 313 -366 | 313 -499 | 313-579 |
| 248 - 350 | 248 -528 | 248 - 777 | 313-259 | 313 -368 | 313 -507 | 313-581 |
| 248-351 | 248 -541 | 248 - 799 | 313-267 | 313 -369 | 313 -508 | 313-582 |
| 248 - 352 | 248 -542 | 248 - 827 | 313-270 | 313 -371 | 313 -521 | 313-583 |
| 248 - 353 | 248 -543 | 248 - 849 | 313-271 | 313 -372 | 313 -526 | 313-584 |
| 248 - 354 | 248 -544 | 248 - 898 | 313-272 | 313 -375 | 313 -527 | 313-592 |
| 248 - 355 | 248 -545 | 248 - 902 | 313-273 | 313 -381 | 313 -531 | 313-593 |
| 248 - 356 | 248 -546 | 248 - 903 | 313-274 | 313 -382 | 313 -532 | 313-594 |
| 248 - 357 | 248 -547 | 248 - 905 | 313-275 | 313 -383 | 313 -533 | 313-596 |
| 248 - 358 | 248 -548 | 248 - 945 | 313-277 | 313 -386 | 313 -534 | 313-599 |
| 248 - 359 | 248 -549 | 248 - 948 | 313-278 | 313 -387 | 313 -535 | 313-602 |
| 248 - 368 | 248 -551 | 248 - 967 | 313-291 | 313 -388 | 313 -537 | 313-619 |
| 248 - 372 | 248 -552 | 248 - 968 | 313-292 | 313 -389 | 313 -538 | 313-621 |
| 248 - 386 | 248 -554 | 313-206 | 313-294 | 313 -390 | 313 -541 | 313-624 |
| 248 - 395 | 248 -557 | 313-221 | 313-295 | 313 -392 | 313 -543 | 313-628 |
| 248 - 398 | 248 -559 | 313-222 | 313-297 | 313 -393 | 313 -551 | 313-640 |
| 248 - 399 | 248 -569 | 313-223 | 313-299 | 313 -394 | 313 -553 | 313-642 |
| 248-414 | 248 -577 | 313-224 | 313-302 | 313 -396 | 313 -554 | 313-647 |
| 248 - 423 | 248 -582 | 313-225 | 313-317 | 313 -417 | 313 -556 | 313-653 |
| 248 - 424 | 248 -583 | 313-226 | 313-322 | 313 -425 | 313 •560 | 313-656 |
| 248 - 435 | 248 -584 | 313-232 | 313-323 | 313 -436 | 313 -561 | 313-659 |
| 248 - 443 | 248 -585 | 313-233 | 313-331 | 313 -438 | 313 -562 | 313-664 |
| 248 - 445 | 248 -586 | 313-234 | 313-336 | 313 -441 | 313 -563 | 313-665 |

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Fairfield, OH 45014

SECTION 6 - GRANDFATHERED SERVICES, continued

6.4. NETWORK EXCHANGE SERVICE ZONES, continued

6.4.1. Zone A, Continued

| NPA-NXX NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX |
|--------------------|---------|--------------------|---------|---------|---------|
| 313-667 | 313-822 | 313-843 313-966 | 313-871 | 313-893 | 313-928 |
| 313-722 | 313-823 | 313-845 313-967 | 313-872 | 313-894 | 313-931 |
| 313-724 | 313-824 | 313-846 313-972 | 313-873 | 313-895 | 313-933 |
| 313-730 | 313-829 | 313-849 313-974 | 313-874 | 313-896 | 313-934 |
| 313-745 | 313-831 | 313-852 313-976 | 313-875 | 313-897 | 313-935 |
| 313-755 | 313-832 | 313-861 313-982 | 313-876 | 313-898 | 313-937 |
| 313-758 | 313-833 | 313-862 313-983 | 313-877 | 313-899 | 313-943 |
| 313-760 | 313-834 | 313-863 313-993 | 313-881 | 313-916 | 313-945 |
| 313-772 | 313-835 | 313-864 313-996 | 313-882 | 313-921 | 313-956 |
| 313-780 | 313-836 | 313-865 734-472 | 313-883 | 313-922 | 313-957 |
| 313-786 | 313-837 | 313-866 734-937 | 313-884 | 313-923 | 313-961 |
| 313-791 | 313-838 | 313-867 810-472 | 313-885 | 313-924 | 313-962 |
| 313-792 | 313-839 | 313-868 | 313-886 | 313-925 | 313-963 |
| 313-794 | 313-841 | 313-869 | 313-891 | 313-926 | 313-964 |
| 313-821 | 313-842 | 313-870 | 313-892 | 313-927 | 313-965 |

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SECTION 6 - GRANDFATHERED SERVICES, continued

6.4. NETWORK EXCHANGE SERVICE ZONES, continued

6.4.2. Zone B

| NPA-NXX |
|---------|---------|---------|---------|---------|---------|---------|
| 248-203 | 248-377 | 248-615 | 248-743 | 517-316 | 517-485 | 586-445 |
| 248-221 | 248-380 | 248-618 | 248-745 | 517-321 | 517-487 | 586-446 |
| 248-244 | 248-391 | 248-623 | 248-753 | 517-322 | 517-575 | 586-447 |
| 248-247 | 248-393 | 248-624 | 248-754 | 517-323 | 517-636 | 586-463 |
| 248-253 | 248-394 | 248-626 | 248-758 | 517-324 | 517-664 | 586-465 |
| 248-258 | 248-404 | 248-637 | 248-813 | 517-325 | 517-702 | 586-466 |
| 248-265 | 248-426 | 248-641 | 248-816 | 517-327 | 517-703 | 586-468 |
| 248-267 | 248-427 | 248-642 | 248-822 | 517-332 | 517-706 | 586-469 |
| 248-269 | 248-433 | 248-643 | 248-828 | 517-333 | 517-721 | 586-492 |
| 248-273 | 248-442 | 248-644 | 248-838 | 517-334 | 517-882 | 586-493 |
| 248-276 | 248-449 | 248-645 | 248-844 | 517-335 | 517-884 | 586-497 |
| 248-293 | 248-451 | 248-646 | 248-851 | 517-336 | 517-885 | 586-498 |
| 248-299 | 248-452 | 248-647 | 248-852 | 517-337 | 517-886 | 586-532 |
| 248-305 | 248-454 | 248-649 | 248-853 | 517-339 | 517-887 | 586-552 |
| 248-312 | 248-456 | 248-650 | 248-855 | 517-342 | 586-226 | 586-558 |
| 248-322 | 248-458 | 248-651 | 248-857 | 517-346 | 586-228 | 586-563 |
| 248-332 | 248-463 | 248-652 | 248-858 | 517-347 | 586-247 | 586-566 |
| 248-333 | 248-465 | 248-655 | 248-865 | 517-349 | 586-254 | 586-573 |
| 248-334 | 248-471 | 248-656 | 248-874 | 517-351 | 586-263 | 586-574 |
| 248-335 | 248-473 | 248-666 | 248-879 | 517-353 | 586-264 | 586-575 |
| 248-338 | 248-474 | 248-668 | 248-886 | 517-355 | 586-268 | 586-576 |
| 248-339 | 248-475 | 248-669 | 248-888 | 517-363 | 586-274 | 586-578 |
| 248-340 | 248-476 | 248-673 | 248-901 | 517-364 | 586-276 | 586-582 |
| 248-344 | 248-477 | 248-674 | 248-926 | 517-367 | 586-285 | 586-598 |
| 248-347 | 248-478 | 248-680 | 248-932 | 517-371 | 586-286 | 586-726 |
| 248-348 | 248-512 | 248-681 | 248-944 | 517-372 | 586-293 | 586-731 |
| 248-349 | 248-538 | 248-682 | 248-952 | 517-373 | 586-294 | 586-739 |
| 248-360 | 248-539 | 248-683 | 248-960 | 517-374 | 586-296 | 586-741 |
| 248-362 | 248-540 | 248-689 | 248-964 | 517-377 | 586-307 | 586-746 |
| 248-363 | 248-576 | 248-696 | 248-972 | 517-381 | 586-323 | 586-751 |
| 248-364 | 248-593 | 248-698 | 248-975 | 517-393 | 586-393 | 586-753 |
| 248-366 | 248-594 | 248-706 | 248-988 | 517-394 | 586-412 | 586-754 |
| 248-370 | 248-596 | 248-723 | 517-203 | 517-432 | 586-415 | 586-755 |
| 248-371 | 248-601 | 248-735 | 517-221 | 517-481 | 586-416 | 586-756 |
| 248-373 | 248-606 | 248-737 | 517-241 | 517-482 | 586-421 | 586-757 |
| 248-374 | 248-608 | 248-738 | 517-267 | 517-483 | 586-427 | 586-758 |
| 248-375 | 248-614 | 248-740 | 517-272 | 517-484 | 586-443 | 586-759 |

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SECTION 6 - GRANDFATHERED SERVICES, continued

6.4. NETWORK EXCHANGE SERVICE ZONES, continued

6.4.2. Zone B, Continued

| NPA-NXX |
|---------|---------|---------|---------|---------|---------|---------|
| 586-771 | 616-252 | 616-717 | 734-283 | 734-481 | 734-692 | 810-232 |
| 586-772 | 616-257 | 616-724 | 734-284 | 734-482 | 734-712 | 810-233 |
| 586-773 | 616-261 | 616-732 | 734-285 | 734-483 | 734-721 | 810-234 |
| 586-774 | 616-281 | 616-735 | 734-287 | 734-484 | 734-722 | 810-235 |
| 586-775 | 616-285 | 616-742 | 734-302 | 734-485 | 734-727 | 810-236 |
| 586-776 | 616-336 | 616-752 | 734-324 | 734-486 | 734-728 | 810-237 |
| 586-777 | 616-356 | 616-770 | 734-326 | 734-487 | 734-729 | 810-238 |
| 586-778 | 616-361 | 616-771 | 734-327 | 734-495 | 734-737 | 810-239 |
| 586-779 | 616-363 | 616-774 | 734-332 | 734-513 | 734-741 | 810-250 |
| 586-783 | 616-364 | 616-776 | 734-334 | 734-522 | 734-747 | 810-251 |
| 586-790 | 616-365 | 616-784 | 734-354 | 734-523 | 734-761 | 810-257 |
| 586-791 | 616-391 | 616-785 | 734-362 | 734-524 | 734-762 | 810-282 |
| 586-792 | 616-406 | 616-791 | 734-367 | 734-525 | 734-763 | 810-301 |
| 586-795 | 616-447 | 616-827 | 734-374 | 734-528 | 734-764 | 810-341 |
| 586-825 | 616-451 | 616-840 | 734-394 | 734-542 | 734-769 | 810-342 |
| 586-826 | 616-452 | 616-913 | 734-397 | 734-544 | 734-779 | 810-422 |
| 586-939 | 616-453 | 616-940 | 734-398 | 734-547 | 734-805 | 810-424 |
| 586-947 | 616-454 | 616-942 | 734-414 | 734-565 | 734-827 | 810-715 |
| 586-948 | 616-455 | 616-949 | 734-416 | 734-572 | 734-844 | 810-720 |
| 586-949 | 616-456 | 616-954 | 734-420 | 734-582 | 734-913 | 810-732 |
| 586-954 | 616-457 | 616-955 | 734-421 | 734-591 | 734-930 | 810-733 |
| 586-977 | 616-458 | 616-956 | 734-422 | 734-595 | 734-936 | 810-736 |
| 586-978 | 616-459 | 616-957 | 734-425 | 734-615 | 734-941 | 810-742 |
| 586-979 | 616-464 | 616-974 | 734-427 | 734-622 | 734-942 | 810-743 |
| 586-983 | 616-475 | 616-975 | 734-432 | 734-623 | 734-946 | 810-744 |
| 586-986 | 616-486 | 616-977 | 734-434 | 734-632 | 734-947 | 810-760 |
| 586-991 | 616-514 | 734-207 | 734-451 | 734-641 | 734-953 | 810-762 |
| 586-997 | 616-526 | 734-213 | 734-453 | 734-647 | 734-955 | 810-766 |
| 616-233 | 616-530 | 734-214 | 734-454 | 734-655 | 734-971 | 810-767 |
| 616-234 | 616-531 | 734-221 | 734-455 | 734-662 | 734-973 | 810-768 |
| 616-235 | 616-532 | 734-222 | 734-458 | 734-663 | 734-975 | 810-780 |
| 616-241 | 616-534 | 734-229 | 734-459 | 734-665 | 734-981 | 810-785 |
| 616-242 | 616-538 | 734-246 | 734-462 | 734-666 | 734-983 | 810-787 |
| 616-243 | 616-575 | 734-247 | 734-464 | 734-668 | 734-994 | 810-789 |
| 616-245 | 616-632 | 734-254 | 734-466 | 734-669 | 734-995 | 810-803 |
| 616-246 | 616-643 | 734-261 | 734-467 | 734-671 | 734-996 | 810-835 |
| 616-247 | 616-647 | 734-266 | 734-477 | 734-675 | 734-997 | |
| 616-248 | 616-653 | 734-281 | 734-479 | 734-676 | 734-998 | |
| 616-249 | 616-667 | 734-282 | 734-480 | 73-677 | 810-230 | |

SECTION 6 - GRANDFATHERED SERVICES, continued

6.4. NETWORK EXCHANGE SERVICE ZONES, continued

6.4.3. Zone C

| NPA-NXX |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 231-221 | 231-652 | 248-236 | 269-345 | 269-660 | 269-964 | 517-748 |
| 231-237 | 231-689 | 248-324 | 269-346 | 269-665 | 269-965 | 517-750 |
| 231 - 238 | 231 - 723 | 248 - 328 | 269 - 349 | 269 - 672 | 269 - 966 | 517 - 764 |
| 231-242 | 231-734 | 248-437 | 269-353 | 269-683 | 269-968 | 517-768 |
| 231-256 | 231-743 | 248-446 | 269-368 | 269-684 | 269-969 | 517-769 |
| 231-258 | 231-745 | 248-486 | 269-372 | 269-685 | 269-973 | 517-780 |
| 231-264 | 231-757 | 248-488 | 269-373 | 269-687 | 269-979 | 517-782 |
| 231-266 | 231-768 | 248-489 | 269-375 | 269-692 | 269-982 | 517-783 |
| 231-267 | 231-775 | 248-553 | 269-376 | 269-694 | 269-983 | 517-784 |
| 231-276 | 231-779 | 248-592 | 269-381 | 269-695 | 269-985 | 517-787 |
| 231-347 | 231 - 796 | 248 - 620 | 269 - 382 | 269 - 697 | 517 - 244 | 517 - 788 |
| 231-348 | 231-797 | 248-625 | 269-383 | 269-729 | 517-437 | 517-789 |
| 231-352 | 231-824 | 248-628 | 269-384 | 269-749 | 517-439 | 517-796 |
| 231-354 | 231-825 | 248-634 | 269-385 | 269-753 | 517-529 | 517-817 |
| 231-386 | 231-829 | 248-653 | 269-387 | 269-756 | 517-536 | 517-840 |
| 231-389 | 231-832 | 248-661 | 269-388 | 269-763 | 517-540 | 517-841 |
| 231-398 | 231-834 | 248-693 | 269-408 | 269-778 | 517-541 | 517-849 |
| 231-436 | 231-856 | 248-788 | 269-428 | 269-781 | 517-543 | 517-852 |
| 231-439 | 231-876 | 248-814 | 269-429 | 269-789 | 517-545 | 586-336 |
| 231-462 | 231-879 | 248-848 | 269-461 | 269-792 | 517-546 | 586-677 |
| 231-464 | 231-882 | 248-922 | 269-463 | 269-793 | 517-548 | 586-716 |
| 231-487 | 231 - 889 | 248 - 969 | 269 - 468 | 269 - 795 | 517 - 552 | 586 - 725 |
| 231 - 525 | 231 - 890 | 248 - 994 | 269 - 469 | 269-833 | 517 - 589 | 586 - 749 |
| 231-526 | 231-922 | 269-226 | 269-471 | 269-849 | 517-607 | 586-752 |
| 231-527 | 231-924 | 269-276 | 269-473 | 269-870 | 517-623 | 586-781 |
| 231-535 | 231-928 | 269-321 | 269-544 | 269-923 | 517-629 | 586-784 |
| 231-536 | 231-929 | 269-323 | 269-545 | 269-925 | 517-630 | 586-786 |
| 231 • 539 | 231 - 932 | 269 - 324 | 269 - 552 | 269 - 926 | 517 - 645 | 586 - 992 |
| 231-547 | 231-933 | 269-327 | 269-553 | 269-927 | 517-646 | 616-221 |
| 231-582 | 231-935 | 269-329 | 269-556 | 269-934 | 517-647 | 616-225 |
| 231-587 | 231-938 | 269-333 | 269-565 | 269-944 | 517-649 | 616-296 |
| 231-591 | 231-941 | 269-337 | 269-567 | 269-945 | 517-663 | 616-335 |
| 231-592 | 231-943 | 269-341 | 269-586 | 269-948 | 517-676 | 616-355 |
| 231-597 | 231-946 | 269-342 | 269-626 | 269-961 | 517-694 | 616-360 |
| 231-625 | 231-947 | 269-343 | 269-629 | 269-962 | 517-699 | 616-374 |
| 231-627 | 231-995 | 269-344 | 269-649 | 269-963 | 517-726 | 616-392 |

SECTION 6 - GRANDFATHERED SERVICES, continued NETWORK

6.4. EXCHANGE SERVICE ZONES, continued

6.4.3. Zone C, Continued

| NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | NPA-NXX | |
|---------|-----------|-----------|-----------|-----------|-----------|-----------|
| NPA-NXX | | | | | | |
| 616-393 | 616-847 | 734 - 954 | 810-750 | 906 - 474 | 989 - 362 | 989 - 752 |
| 616-394 | 616-850 | 734 - 957 | 810-765 | 906 - 475 | 989 - 386 | 989 - 753 |
| 616-395 | 616-860 | 810-220 | 810-794 | 906 - 477 | 989 - 389 | 989 - 754 |
| 616-396 | 616-863 | 810-221 | 810-844 | 906 - 482 | 989 - 426 | 989 - 755 |
| 616-399 | 616-866 | 810-225 | 810-878 | 906 • 483 | 989 - 433 | 989 - 757 |
| 616-494 | 616 - 868 | 810-227 | 810-953 | 906 - 485 | 989 - 435 | 989 - 758 |
| 616-522 | 616-874 | 810-229 | 810-966 | 906 - 486 | 989 - 465 | 989 - 759 |
| 616-523 | 616-877 | 810-231 | 810-982 | 906 - 487 | 989 - 495 | 989 - 770 |
| 616-527 | 616-878 | 810-245 | 810-984 | 906 - 497 | 989 - 496 | 989-771 |
| 616-546 | 616-887 | 810-266 | 810-985 | 906 - 498 | 989 - 497 | 989 - 776 |
| 616-554 | 616-891 | 810-326 | 810-987 | 906 - 523 | 989 - 498 | 989 - 777 |
| 616-583 | 616-896 | 810-329 | 810-989 | 906 • 542 | 989 - 539 | 989-781 |
| 616-594 | 616-897 | 810-359 | 906-221 | 906 - 563 | 989 - 544 | 989 - 790 |
| 616-636 | 616-984 | 810-364 | 906 - 224 | 906 - 569 | 989 - 555 | 989-791 |
| 616-642 | 616-987 | 810-378 | 906 - 225 | 906 - 575 | 989 - 583 | 989 - 792 |
| 616-654 | 616-994 | 810-385 | 906 - 226 | 906 - 586 | 989 • 588 | 989 - 793 |
| 616-656 | 734 - 240 | 810-388 | 906 - 227 | 906 - 632 | 989 - 624 | 989 - 797 |
| 616-662 | 734-241 | 810-487 | 906 - 228 | 906 - 635 | 989-631 | 989 - 799 |
| 616-669 | 734 - 242 | 810-494 | 906 - 229 | 906 - 643 | 989 - 633 | 989 - 802 |
| 616-675 | 734 - 243 | 810-564 | 906 - 233 | 906 - 663 | 989 - 636 | 989 - 823 |
| 616-676 | 734 - 289 | 810-603 | 906 - 249 | 906 - 667 | 989 - 638 | 989 - 830 |
| 616-677 | 734 - 379 | 810-606 | 906 - 253 | 906 - 753 | 989 - 652 | 989 - 832 |
| 616-678 | 734 - 384 | 810-622 | 906 - 265 | 906 - 774 | 989 - 656 | 989 - 835 |
| 616-681 | 734 - 424 | 810-629 | 906 - 289 | 906 - 776 | 989 - 658 | 989 - 837 |
| 616-682 | 734 - 426 | 810-632 | 906 - 292 | 906 - 779 | 989 - 662 | 989 - 839 |
| 616-691 | 734 - 428 | 810-633 | 906 - 293 | 906 - 786 | 989 - 665 | 989 - 843 |
| 616-693 | 734 - 433 | 810-640 | 906 - 296 | 906 - 789 | 989 - 667 | 989 - 846 |
| 616-696 | 734 - 439 | 810-648 | 906 - 323 | 906 - 822 | 989-671 | 989 - 865 |
| 616-698 | 734 - 449 | 810-657 | 906 - 337 | 906 - 847 | 989 - 674 | 989 - 868 |
| 616-738 | 734 - 457 | 810-659 | 906 - 339 | 906 - 850 | 989 - 678 | 989 - 870 |
| 616-748 | 734-461 | 810-664 | 906 - 345 | 906 • 863 | 989 - 684 | 989 - 883 |
| 616-754 | 734 - 475 | 810-667 | 906 - 346 | 906 - 864 | 989 - 686 | 989 - 890 |
| 616-765 | 734 - 654 | 810-672 | 906 - 356 | 906 - 875 | 989-691 | 989-891 |
| 616-772 | 734 - 697 | 810-679 | 906 - 358 | 906 - 932 | 989 - 692 | 989 - 892 |
| 616-786 | 734 - 699 | 810-686 | 906 - 359 | 989 - 246 | 989 - 693 | 989 - 893 |
| 616-787 | 734 - 753 | 810-687 | 906 - 372 | 989 - 249 | 989 - 695 | 989 - 894 |
| 616-794 | 734 - 782 | 810-694 | 906 - 376 | 989 • 269 | 989 - 697 | 989 - 895 |
| 616-842 | 734 - 783 | 810-695 | 906 - 384 | 989 • 298 | 989 - 739 | 989 - 907 |
| 616-844 | 734 - 789 | 810-714 | 906 • 428 | 989 - 343 | 989 • 746 | 989 - 964 |
| 616-846 | 734 - 878 | 810-748 | 906 - 466 | 989 - 345 | 989 - 747 | 989 - 984 |

SECTION 6 - GRANDFATHERED SERVICES, continued

6.5. RATES AND CHARGES

6.5.1. Network Switched Services

A. Residential Network Exchange Dial Tone Service

| | Rate Per |
|--|----------|
| line, per month | |
| Zone A | \$15.99 |
| ZoneB | \$15.99 |
| ZoneC | \$19.99 |
| Custom Calling Features, per month, per line | \$7.99 |
| Direct Dialed local exchange calls, per minute | \$0,050 |
| Direct Dialed InterLATA Toll, per minute | \$0,059 |
| Direct Dialed IntraLATA Toll, per minute | \$0,059 |

B. Residential Network Exchange Bundled Services

1. PowerNet Global Unlimited Bundled Service

| | Monthly Rate |
|---------------------|--------------|
| Per Line, Per Month | |
| Zone A | \$49.99 |
| Zone B | \$49.99 |
| Zone C | \$49.99 |

2. PowerNet Global Basic Plus Bundled Service

| | |
|--|---------|
| Per Line, Per Month | |
| Zone A | \$29.99 |
| Zone B | \$29.99 |
| Zone C | \$29.99 |
| Direct Dialed InterLATA Toll, per minute | \$0,059 |
| Direct Dialed IntraLATA Toll, per minute | \$0,059 |

3. PowerNet Global Basic Bundled Service

| | |
|--|---------|
| Per Line, Per Month | |
| Zone A _____ | \$22.99 |
| Zone B _____ | \$22.99 |
| Zone C _____ | \$22.99 |
| Direct Dialed InterLATA Toll, per minute | \$0,059 |
| _____ Direct Dialed IntraLATA Toll, per minute | \$0,059 |

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SECTION 6- GRANDFATHERED SERVICES, continued

6.5. RATES AND CHARGES, continued

6.5.2. Additional/Miscellaneous Charges

A. Per Use Custom Calling Features, UNE-P Customers

| | Charge Per Use |
|--|-----------------------|
| Repeat Dialing (*66) Per Call | \$0.75 |
| Blocking (*67) Reveal Last incoming call (*69) | \$0.75 |

B. Individual Calling Features, UNE-P Customers

| | |
|---------------------------------------|--------|
| Caller ID | \$3.50 |
| Call Forwarding | \$3.50 |
| Call Forwarding - No Answer/Busy Line | \$3.50 |
| 3-way Calling | \$3.50 |
| Call Waiting | \$3.50 |
| Speed Dial 8 | \$3.50 |
| Speed Dial 30 | \$3.50 |
| All Call Blocking | \$3.50 |
| Automatic Call Rejection | \$3.50 |

C. **Directory Listing, UNE-P Customers**

Per Month

| | |
|---------------------------------------|--------|
| | \$2.40 |
| Non-Published Listing, UNE-P customer | \$2.40 |
| Additional Listing, UNE-P customer | |

D. **Directory Listings,**

Per Month

| | |
|--|--------|
| | \$4.95 |
| Non-Published Listing, Resale customer | \$2.49 |
| Additional Listing, Resale customer | \$2.25 |
| Non-Directory Listing, Resale customer | |

E. **Directory Assistance**

Per Usage

| | |
|--------------------------------------|--------|
| | \$0.75 |
| Directory Assistance | \$0.50 |
| Directory Assistance Call Completion | |