

3. EXCHANGE SERVICES

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3. EXCHANGE SERVICES

3.1 GENERAL

A. Terms and Conditions

1. Exchange services are offered subject to the availability of Company facilities. Where facilities are not available, service may be offered subject to the rates, terms and conditions applicable to Special Construction as specified in Section 2.
2. The provisions of exchange service at the rates and charges and terms and conditions shown is subject to the provisions of other sections of this Tariff.
3. The rates and charges as quoted herein for exchange services entitle the customer to local calls, without toll.
4. Wire center serving areas may be revised and portions of an area transferred to other wire centers as facility requirements change.

B. Installment Billing for Residential Nonrecurring Charges

Upon approval of the Company, a residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

C. End User Points of Connection

Services terminate at a Point of Connection (POC) established by the Company. The POC will ordinarily be located in the same building as the customer's or user's premises; however, a customer may elect to be served by a POC in a different building, in which case the customer is responsible for providing or obtaining, at its own expense, the necessary wire or cable to connect its premises to the POC. In a multi-tenant building, the POC will ordinarily be established in a common area of the building such as an equipment room or wire closet. Customers may connect their transmission facilities, cabling, wiring or terminal equipment to the Company's network at the POC.

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES

A. Terms and Conditions

1. A Nonrecurring Charge applies to the following:
 - The installation of new service
 - The transfer of an existing service to a different location
 - A change from one class of service to another at the same or a different location
 - Restoral of service after suspension or termination for nonpayment.
2. No Nonrecurring Charge applies for the complete termination of service.
3. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.
4. Nonrecurring charges are listed with each service in this Tariff, to which they apply.

3.2.1 CHANGE OF RESPONSIBILITY

A. Terms and Conditions

When acceptable to the Company, an applicant may supersede exchange service of a customer where an arrangement is made by the customer and the applicant to pay all outstanding charges against the service.

B. Charge

	NONRECURRING CHARGE
• Change of Responsibility	
- Residence	\$7.50

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.2.2 MOVES, ADDS AND CHANGES

A. Terms and Conditions

1. 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 nonrecurring charge for the underlying service will apply as if the work had been done by the Company.
2. 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 service(s) to existing equipment and/or service(s) at one location.

Change

The rearrangement or reclassification of existing service at the same location.

B. Charge

	NONRECURRING CHARGE
• Move	
- Residence	\$7.50
• Add	
- Residence	7.50
• Change	
- Residence	7.50

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.2.3 CHANGE OF TELEPHONE NUMBER

A. Terms and Conditions

1. When a customer changes telephone numbers, the referral period for the disconnected number will be 180 days for business numbers and 90 days for residential numbers.
2. The following nonrecurring charge applies to change a telephone number at the customers request. No charge applies to change the number due to annoyance calls or Company initiated number changes.

B. Charge

**NONRECURRING
CHARGE**

• Per Telephone Number Changed

- Residence

\$7.50

3. EXCHANGE SERVICES

3.2 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.2.4 RESTORAL OF SERVICE

A. Terms and Conditions

1. A nonrecurring charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service, or other charges, but an order providing for complete disconnection has not been completed.
2. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application of service in addition to any charges for services due up to the date of suspension.
3. The following charge will be applied unless a charge for restoral of service is included in a specific service's section of this Tariff. Additionally, all charges up to the date of the suspension are due prior to restoral of service.

B. Charge

	NONRECURRING CHARGE
• Restoral of Service, each line	
- Residence	\$42.00

3.2.5 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company 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.

3. EXCHANGE SERVICES

3.2. MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.2.6 RESERVED

3.2.7 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

A. Description

Presubscription is an arrangement whereby an end user may select and designate to the Company Inter/IntraLATA Interexchange Carriers (ICs) to access, without an access code, for long distance calls. These ICs are referred to as the end user's Primary Interexchange Carriers (PICs).

B. Regulations

Subsequent to the installation of Local Exchange Service, and after the end user's initial PIC selection, the following nonrecurring charge applies for any additional change in selection. This charge is billed to the end user which is the subscriber to the Local Exchange Service and applies only for changing to another IC which provides long distance service.

C. Charge

The following charge will apply each time the customer requests a change in their long distance carrier(s) after the initial installation of service.

**NONRECURRING
CHARGE**

• Change in IC, Per Customer Request

- Residence

\$5.00

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.1 GENERAL

A. Description

1. Basic Exchange Service provides a connection to the Company's switching network which enables the customer to:
 - Place and receive calls from other access lines on the public switched telephone network;
 - Access the Company's local calling service;
 - Access the operator service and business office for service related assistance; access toll-free telecommunications services such as 800/888 NPA; and access 911 service for emergency calling; and
 - Access the service of providers of Interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800/888 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (e.g. 10XXX).
 - Originate calls to the Telecommunications Relay Service (TRS) which enables hearing or speech-impaired persons using Telephone Devices for the Deaf (TDDs) or similar devices to communicate with the hearing population not using TDDs and vice versa. A customer will be able to access the state provider to complete such calls.

2. Exchange Access Line Characteristics

Each exchange access line corresponds to a single, flat rated analog, voice-grade channel that can be used to place or receive one call at a time. Characteristics of each line include:

- Terminal Interface..... 2-wire
- Signaling Type..... Loop Start
- Pulse Type..... Dual Tone Multi-Frequency (DTMF)
- Touch-Tone

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (Cont'd)

3.3.1 GENERAL (Cont'd)

B. Terms and Conditions

1. One nonrecurring charge applies to install one or more residence exchange access lines on the same order, at the same time.
2. Miscellaneous exchange services are available at additional rates and charges as specified in 3.4, following.
3. Calls to points within the local calling area are included in the monthly flat rate for service (subject to applicable usage allowances).
4. Business service is offered to customers at business locations and residence service is offered to customers at residence locations.

C. Custom Calling Features

- Call Forwarding

Enables the customer to forward incoming calls to another number by dialing a code, plus the number to receive the call.

- Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered. The customer can alternate between calls by flashing the switchhook.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.1 GENERAL

C. Custom Calling Features (Cont'd)

- Call Waiting Caller ID

Allows the customer to control the disposition of incoming calls while in an off-hook condition, via a visual display unit. A customer provided visual display unit is required to interact with this feature. The customer must subscribe to Caller Identification-Name and Number.

- Custom Code Restriction

Allows a customer to block any of the following types of calls:

- Operator assisted calls,
- International and direct-dialed long distance calls,
- N11 calls (e.g. 411 and 511), and
- 900/976 calls.

- Distinctive Ring

Distinctive Ring provides a second telephone number for each residential access line. Each number has a distinctive ring.

- Last Call Return *69

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked, by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.1 GENERAL

C. Custom Calling Features (Cont'd)

- Speed Calling

Offers the customer storage of frequently called numbers, with the ability to dial the stored numbers by depressing one or two digits, rather than entire telephone numbers. Speed Calling is customer programmable, for either 8 or 30 telephone numbers, offering the customer access to change the stored list whenever it is convenient for the customer, and without service order activity.

- Three-Way Calling

Offers the capability to add a third party to an existing call, by depressing the switchhook.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.1 GENERAL (Cont'd)

D. CLASS Features

- Anonymous Call Rejection

Enables a customer to reject call attempts from callers who have a privacy feature or calling number delivery blocking activated. The caller will receive a message stating that the customer does not accept calls from callers who block delivery of their name and telephone number. The caller is asked to call again without blocking the delivery of their name and number.

- Caller ID "Per Call" Blocking

Enables a customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the name and/or telephone number. "Private status" prevents delivery of the name and/or telephone number.

- Caller ID with Name/Number Delivery

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

- Continuous Redial *66

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.1 GENERAL

D. CLASS Features (Cont'd)

- Customer Originated Trace

Allows a called party to initiate an automatic trace of the last call received. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The company is not liable for damages if, for any reason, the Call Trace attempt is not successful.

- Preferred Call Forwarding

Allows a customer to specify a special list of telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

- Priority Ring

Allows the customer to recognize a specific calling telephone number by a special ring generated from a customer list of telephone numbers.

- Selective Call Blocking

Enables a customer to reject call attempts from up to 12 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE (Cont'd)

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE

(C)

A. General

The Company offers three categories of Residential Basic Exchange Service.

- The Lifeline category provides discounted basic service for qualifying customers.
- The Basic category is a reflection of the rate plans set forth in the Michigan Telecommunications Act.
- The Enhanced category builds upon the basic offerings and includes regulated and unregulated services and/or features.

B. Lifeline

1. Lifeline offers a discounted basic service option for qualifying residential customers. Service availability is limited to one line per household. Qualifying residential customers must provide documentation demonstrating that they have an annual household income at or below 150% of the poverty level, as determined by the U.S. Office of Management and Budget and as approved by the state treasurer.
2. Customers who qualify for Lifeline service are also eligible for discounted nonrecurring charges associated with the installation or transfer of service (Link-Up). This eligibility is limited to one line and may be renewed for one subsequent address only.
3. Nonrecurring charges set forth in 2., preceding, may be satisfied through the payment of monthly, interest-free installments for a period not to exceed one year.
4. The Lifeline service offering consists of: one exchange access line; one telephone number; one directory listing; and local call allowance of 100 or 400 calls.[1]

[1] Local usage in excess of the selected allowance is measured and billed on a per-call basis. Upon submission of appropriate documentation, a person who is handicapped or is voluntarily providing a service for an organization classified by the internal revenue service as a section 501(c)(3) organization, or a congressionally chartered veterans organization or their duly authorized foundations, shall receive an exemption from the 400 calls per month limitation.

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd) (C)

C. Basic

1. The following basic service options are available:

a. Primary Basic Local Exchange Service (100 Call Plan) (T)

- One exchange access line
- One telephone number
- One directory listing
- 100 local calls
- 12,000 outgoing minutes
- Unlimited incoming calls
- Local usage in excess of 100 calls is measured on a per-call basis

b. 400 Call Plan

- One exchange access line
- One telephone number
- One directory listing
- 400 local calls [1]
- Local usage in excess of 400 calls is measured on a per-call basis

c. Unlimited Basic Plan [2] (T)

- One exchange access line
- One telephone number
- One directory listing
- Unlimited Local usage

d. Additional Line

- One exchange access line
- One telephone number
- One directory listing
- Unlimited Local usage
- Intrastate usage applicable to Customer's account

[1] Upon submission of appropriate documentation, a person who is handicapped or is voluntarily providing a service for an organization classified by the internal revenue service as a section 501(c)(3) organization, or a congressionally chartered veterans organization or their duly authorized foundations, shall receive an exemption from the 400 calls per month limitation.

[2] Customers subscribing to plans requiring Company subscription for Intrastate and Interstate long distance who subsequently select an alternate Intrastate or Interstate Carrier become Unlimited Basic Local customers and are subject to applicable monthly charges for custom calling features and toll usage rates as set forth in this tariff.

(D)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd)

(C)

D. Enhanced Packages

1. Comcast Connectionstm Plus
 - one access line
 - unlimited local calling
 - Value Pack optional feature package [1]
 - By The Minute Plan, specified in Section 4.2.10
2. Comcast Connectionstm 180
 - one access line
 - unlimited local calling
 - Value Pack optional feature package [1]
 - 180 Minute Block of Time Plan, specified in Section 4.2.10
 - Additional Usage rates for IntraLATA (including Local Toll) and InterLATA usage rates specified in rate schedules
3. Comcast Connectionstm 300
 - one access line
 - unlimited local calling
 - Value Pack optional feature package [1]
 - 300 Minute Block of Time Plan, specified in Section 4.2.10
 - Additional Usage rates for IntraLATA (including Local Toll) and InterLATA usage rates specified in rate schedules

[1] Value Pack includes the following unregulated features: Call Waiting, Caller ID, Call Waiting/Caller ID, Call Return

tm Trademark of Comcast

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd)

(C)

D. Enhanced Packages

4. Comcast Complete™ Plus

- one access line
- unlimited local calling
- Premium Pack optional feature package [1]
- By The Minute Plan, specified in Section 4.2.10

5. Comcast Complete™ 180

- one access line
- unlimited local calling
- Premium Pack optional feature package [1]
- 180 Minute Block of Time Plan, specified in Section 4.2.10
- Additional Usage rates for IntraLATA (including Local Toll) and InterLATA usage rates specified in rate schedules

6. Comcast Complete™ 300

- one access line
- unlimited local calling
- Premium Pack optional feature package [1]
- 300 Minute Block of Time Plan, specified in Section 4.2.10
- Additional Usage rates for IntraLATA (including Local Toll) and InterLATA usage rates specified in rate schedules

[1] Premium Pack includes the following unregulated features: Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Call Waiting/Caller ID, Caller ID, Distinctive Ring, Repeat Dial, Speed Dial 30, Three Way Calling

™ Trademark of Comcast

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd)

(C)

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (CONT'D)

(C)

D. Enhanced Packages (Cont'd)

8. Comcast Connections Any Distancetm

- a. Includes: one access line; unlimited local calling; Call Waiting, Call Waiting Caller ID, Last Call Return; unlimited dial station usage that may be used for local toll, intrastate or interstate calling.
- b. Monthly Recurring Charge applies per account.
- c. Additional lines may be ordered at rates specified in Section 3.3.2.F.
- d. Use of service is limited to the customer, members of the customer's household and occasional guests. Participation may be terminated for customers who utilize service in a manner or for a purpose other than those described herein.

The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this calling plan. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not residential in nature, the customer will be contacted and invited to amend their use of the service or select a service more appropriate to their needs. Subsequent to that notification, if a customer continues to use the service in an inappropriate manner, the Company will temporarily restrict the customer's ability to place offending calls until a mutually agreeable resolution can be reached.

- e. Call detail is not included in this plan.
- f. Usage credits are applied per account, are not transferable and may not be accumulated from one month to another. Unused minutes in any month revert to the Company.

Grandfathered regulation: for Customers who are subscribed to Comcast Connections Any Distance on or before March 31, 2004, and do not initiate any change to their account, the offer will be applied at line level and all usage will be aggregated at line level. Monthly rate applies for each line on which the discount is ordered.

(T)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd)

Reserved

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd) (C)

E. RightPak and DTS Services (C)

1. One-Line Value Package (RightPak Value) includes:
 - One exchange access line
 - One telephone number
 - One directory listing
 - The following Custom Calling features:
 - Call Waiting, Call Waiting Caller ID, Caller ID Per Call Blocking
 - Caller ID with Name/Number Delivery
 - 200 local calls
 - 60 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

2. One-Line Basic Package (RightPak Basic) includes:
 - One exchange access line
 - One telephone number
 - One directory listing
 - The following Custom Calling features:
 - Call Forwarding, Call Waiting, Last Call Return *69,
 - Three-Way Calling, and
 - The following CLASS feature: Continuous Redial *66
 - 200 local calls
 - 60 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (CONT'D) (C)

E. RightPak and DTS Services (cont.) (C)

3. One-Line Basic Package (Unlimited Call Plan1) includes:

- One exchange access line
- One telephone number
- One directory listing
- The following Custom Calling features:
 - Call Forwarding, Call Waiting, Last Call Return *69,
 - Three-Way Calling, and Caller ID with Name/Number Delivery
- Unlimited local calls
- 120 minutes of IntraLATA toll
- For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
- LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

4. One-Line Basic Package (Unlimited Call Plan2) includes:

- One exchange access line
- One telephone number
- One directory listing
- The following Custom Calling features:
 - Call Forwarding
 - Call Waiting
 - Last Call Return *69
 - Three-Way Calling, and
 - Caller ID with Name/Number Delivery
- Unlimited local calls
- 360 minutes of IntraLATA toll
- For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
- LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd) (C)

E. RightPak and DTS Services (cont.) (C)

5. One-Line Value Package (DTS Bronze) includes:
 - One exchange access line
 - One telephone number
 - One directory listing
 - The following Custom Calling features:
 - Call Waiting
 - Last Call Return *69, and
 - The following CLASS feature:
 - Continuous Redial *66
 - 200 local calls
 - 60 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

6. One-Line Basic Package (DTS Silver) includes:
 - One exchange access line
 - One telephone number
 - One directory listing
 - The following Custom Calling features:
 - Call Waiting
 - Last Call Return *69, and
 - The following CLASS feature:
 - Continuous Redial *66
 - Caller ID with Name/Number Delivery
 - 400 local calls
 - 60 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd) (C)

E. RightPak and DTS Services (cont.) (C)

7. One-Line, Fully Featured Package (DTS Gold) includes:
 - One exchange access line
 - One telephone number
 - One directory listing
 - The following Custom Calling features:
 - Call Forwarding, Call Waiting, Call Waiting Caller ID,
 - Custom Code Restriction, Distinctive Ring
 - Last Call Return *69, Speed Calling, Three-Way Calling, and
 - The following CLASS features:
 - Anonymous Call Rejection, Caller ID "Per Call" Blocking,
 - Caller ID with Name/Number Delivery, Continuous Redial *66,
 - Preferred Call Forwarding, Priority Ring, Selective Call Blocking
 - 400 local calls
 - 120 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

8. One-Line Package (PowerPak) includes:
 - One exchange access line
 - One telephone number
 - One directory listing
 - The following Custom Calling features:
 - Call Forwarding
 - Call Waiting, and
 - The following CLASS feature:
 - Caller ID with Name/Number Delivery
 - Unlimited local calling
 - 5,000 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd) (C)

E. RightPak and DTS Services (cont.) (C)

9. Two Line Package (DTS Gold Plus) includes:
 - One exchange access line with Custom Calling and CLASS features as specified in 3., preceding
 - One exchange access line without features
 - Two telephone numbers
 - One directory listing per line
 - 450 local calls
 - 60 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan
10. Two-Line, Fully-Featured Package (DTS Platinum) includes:
 - Two exchange access lines with Custom Calling and CLASS features as specified in 3., preceding
 - Two telephone numbers
 - One directory listing per line
 - 800 local calls
 - 120 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan
11. Additional Fully-Featured Line includes:
 - One exchange access line with Custom Calling and CLASS features as specified in 3., preceding
 - One telephone number and One directory listing
 - 400 local calls
 - 60 minutes of IntraLATA toll
 - For usage over allocation, a Local toll usage charge of \$.10 per minute for all usage not included in any optional Toll Plan
 - LD usage charge of \$.07 per minute for all usage not included in any optional LD Plan
 - Additional Fully-Featured Lines are available in conjunction with Packages only

3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.3 GRANDFATHERED RESIDENTIAL BASIC EXCHANGE SERVICE (Cont'd)

F. Rates and Charges (Cont'd)

4. Message Unit Charge [1] **MESSAGE UNIT
CHARGE**

- Per Message \$0.05

5. Features

Individual Custom Calling and CLASS features are available on an unregulated basis.

	NONRECURRING CHARGE	MONTHLY RATE	
6. RightPak and DTS Services [1]			
(a.) One-Line Packages			
• RightPak Value, each	\$42.00	\$22.95	(T)
• RightPak Basic, each	42.00	25.95	(T)
• Unlimited Call Plan 1, each	42.00	28.00	(T)
• Unlimited Call Plan 2, each	42.00	38.00	(T)
• DTS Bronze, each	42.00	22.95	(T)
• DTS Silver, each	42.00	29.95	(T)
• DTS Gold, each	42.00	31.99	(T)
• PowerPak, each	42.00	46.95	(T)
(b.) Two-Line Packages			
• DTS Gold Plus, each	42.00	45.95	(T)
• DTS Platinum, each	42.00	56.95	(T)
(c.) Additional Lines			
• Additional Fully-Featured Line, each	35.00	20.00	(T)

[1] Service is discontinued effective September 17, 2007, in all locations except for those remaining customers residing in The Vistas of Central Park and The Traditions at Cambridge residential subdivisions in Canton, Michigan. (C)

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3. EXCHANGE SERVICES

3.3 BASIC EXCHANGE SERVICE

3.3.4 GRANDFATHERED BUSINESS BASIC EXCHANGE SERVICE (CONT'D)

C. Rates and Charges (cont'd)

3. Message Unit Charge [1]

**MESSAGE UNIT
CHARGE**

- Per Message

\$0.05

[1] Service is discontinued effective September 17, 2007.

(C)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.1 GENERAL

A. Terms and Conditions

1. The features in this section are made available on an individual basis or as part of multiple feature packages.
2. All features are provided subject to availability: Features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

3.4.2 RESERVED

3.4.3 BLOCKING SERVICE

A. Description

Blocking Service is a feature that permits customers to restrict access from their telephone line to various discretionary services. Blocking Service for 900 prefix services is provided to requesting customers at no charge.

The activation of Blocking Service does not prevent placing long distance calls from the access line utilizing an Operator Services Provider or Directory Assistance Call Completion provider that can be reached through the use of a local call. In addition this feature does not prevent placing operator-assisted calls to a long distance number from a line that is not blocked.

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)

3.4.4 OPERATOR SERVICES

A. Directory Assistance Service

1. Description

- a. Directory Assistance Service provides the calling party with telephone numbers within the State, available from the Company's contractor's Directory Assistance records, and with notification that a customer has requested that the customer's number not be provided, or that the requested party has no telephone listing. Directory Assistance Service will be provided by a third party under contract with the Company. Directory Assistance Service may be provided by an operator or a mechanized response system. (C)

b. Availability

All customers dialing 555-1212 or IntraLATA NPA-555-1212 will access Directory Assistance Service provided in this section.

Customers subscribed to the company as their Primary Interexchange Carrier dialing interLATA NPA-555-1212 will also access Directory Assistance Service provided in this section.

Customers not subscribed to the company as their Primary Interexchange Carrier, dialing interLATA NPA-555-1212 or another Carrier's Directory Assistance access number, will not access Directory Assistance Service provided in this section.

- c. The Directory Assistance operator and/or mechanized response system will provide telephone numbers or other information as described in a., preceding, for a maximum of three number requests per call. (C)
- d. Charges specified in 3, following, apply to Directory Assistance Service furnished by the Company when the customer's calls exceed the allowance specified in 2, following.
- e. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges. The exemption procedure is specified in 3.b, following.

2. Call Allowances

An allowance of 1 free call per month for each line (not transferable) is provided for each end user Local Exchange access line.

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.4 OPERATOR SERVICES

A. Directory Assistance Service (Cont'd)

3. Charges

- a. Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for directory assistance information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

CHARGE

- Calls in excess of 1 per month, each \$1.25 (I)

- b. Charges do not apply for calls for Directory Assistance from users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. Information contained on the exemption records shall be treated as confidential by the Company. The customer shall notify the Company when the need for an exemption no longer exists.

4. Directory Assistance Credit

- a. A credit applies when the customer experiences poor transmission, is cut-off during the call, given an incorrect telephone number, or inadvertently dials an incorrect telephone number.
- b. To receive a credit, the customer must notify the Company Customer Care Center or Directory Assistance Provider of the problem.

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.4 OPERATOR SERVICES

B. Directory Assistance Call Completion

1. Description

Directory Assistance Call Completion Service provides a customer calling Directory Assistance with the option of having the call completed to the requested number. A service message will inform the customer that he may be connected to the requested number automatically for an additional charge.

2. Regulations

Directory Assistance Call Completion Service is furnished only where facilities are available. Directory Assistance charges apply in addition to a Directory Assistance Call Completion Service Charge and Usage Charges.

When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.

The Directory Assistance Call Completion Service Charge applies only to calls actually completed. The Directory Assistance Call Completion Service Charge will be credited for completion of calls to the wrong number (if an incorrect number was provided by the company), incomplete connections or calls with unsatisfactory transmission.

The Directory Assistance Call Completion Service Charge does not apply for calls from users who have requested exemption for the Directory Assistance Charge as specified in 3.4.4.A.3.b, preceding. This exemption does not apply to usage charges.

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(N)

Usage charges, specified below, apply to IntraLATA and InterLATA calls completed through Directory Assistance Call Completion. The usage charge applies per minute of use, or fraction thereof.

3. Charges

	CHARGE
Service Charge (applies per each call completed)	\$0.30
Usage Rate (per minute or fraction thereof)	0.12

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES

3.4.4 OPERATOR SERVICES (CONT')

C. Local Operator Service

1. Local calls may be completed or billed with live or mechanical assistance by the Company's operator center. Operator services are provided by a third-party under contract with the Company. Rates and regulations governing operator services are subject to change if changes are instituted by the service provider and accepted by the Commission.
2. Calls may be billed collect to the called party, to an authorized third party number, or to the originating line. Local calls may be placed on a station to station basis or to a specified party (Person-to-Person), or designated alternate.
3. Operator Station service charges apply to any call involving an operator unless specifically excluded in the tariff. The following operator assisted calls are exempt from operator surcharges:
 - Calls to designated Company numbers for official Company business.
 - Emergency calls to authorized civil agencies.
 - Operator dialed calls to:
 - re-establish a call which has been interrupted due to a service failure;
 - establish a call where Company service problems prevent completion;
 - complete a call for a calling party who identifies that they are unable to call due to a handicap.

(C)
(C)

3. EXCHANGE SERVICES

3.4 MISCELLANEOUS EXCHANGE SERVICES (Cont'd)

3.4.5 LISTING SERVICES

A. General

The Company will arrange for a single directory listing in the alphabetical section of the telephone directory published by the dominant exchange service provider in the customer's exchange area of the station number which is designated as the customer's main billing number. This listing is termed the primary listing and is provided at no charge to the customer.

3.4.6 RESERVED