KENTUCKY LOCAL TELECOMMUNICATIONS TARIFF

OF

ERNEST COMMUNICATIONS, INC.

This tariff, filed with the
Kentucky Public Service Commission,
contains the rates, terms, and conditions applicable to
Local Exchange Services within the State of Kentucky
offered by Ernest Communications, Inc.
This tariff may be viewed at the Company's principal address.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

AUG 21 2000

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephanie Bell
SECRETARY OF THE COMMISSION

Issued: July 21, 2000

Effective: August 21, 2000

Joseph J. Ernest, Chief Executive Officer
6475 Jimmy Carter Boulevard, Suite 300
Norcross, Georgia 30071

LOCAL EXCHANGE SERVICE

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By _____
Executive Director

LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

APPLICATION OF TARIFF

This tariff contains the regulations, services and rates applicable to the provision of local exchange telecommunications service by Ernest Communications within the State of Kentucky. This tariff is on file with the Kentucky Public Service Commission and may be viewed during normal business hours at the Company's principal address.

SYMBOLS

When changes are made in any tariff page, a revised page will be listed canceling the tariff page affected. Changes will be identified on the revised page (s) through the use of the following symbols:

(C)	To signify changed regulation
(D)	To signify discontinued rate or regulation
(I)	To signify increased rate
(M)	To signify material moved from one page to another without change
(N)	To signify new rate, text or regulation
(R)	To signify reduced rate
(T)	To signify a change in text, but no change in rate or regulation

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LOCAL EXCHANGE SERVICE

1. DEFINITIONS

Access Line
An arrangement which connects the customer's location to a Company switching center or point of presence.

Authorized User
A person, firm, corporation, or any other entity authorized by the customer to communicate utilizing the Company's service.

Carrier or Company
Whenever used in this tariff, "Carrier", or "Company", refers to Ernest Communications, Inc. unless otherwise specified or clearly indicated by the contract.

Customer
The person, firm, corporation, or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Exchange Access Line
The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. 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.

ILEC
The Incumbent Local Exchange Company

LEC
Local Exchange Company

Local Exchange Services
Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

Operator Station Call
A call in which the originating end user requests the assistance of a Company operator to place or bill the call. Calls billed as Collect, Billed to Third Number, or Operator Assisted Calling Card Calls are classified as Operator Station calls unless the call is placed on a Person-to-Person basis. Calls may be dialed with or without the assistance of a Company operator.

Person-to-Person Call
An operator-assisted call in which the originating end user specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, or to a calling card.

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LOCAL EXCHANGE SERVICE

1. DEFINITIONS

Public Service Commission or Commission
The Kentucky Public Service Commission

Resold Local Exchange Service
A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or Interstate/international services.

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2. RULES AND REGULATIONS

2.1 Undertaking of the Company

The services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. The Company may offer these services over its own or resold facilities. The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

The Company installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this tariff. The Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Public Service Commission's rules and orders, when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangement as listed in Section 4 as well as any pass through charges billed by other carriers or entities.

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the customer is using service in violation of provisions of this tariff, or in violation of the law.

2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.2.4 All facilities provided under this tariff are directly controlled by The Company, and the customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.3 Use of Service

Services provided under this tariff may be used for any lawful purposes for which the service is technically suited.

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2. RULES AND REGULATIONS

2.4 Liability of the Company

2.4.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the faults in transmission occur.

2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a customer resulting from the furnishing of service which is not the direct result of the Company's gross negligence.

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2. RULES AND REGULATIONS

2.5 Deposits

2.5.1 A deposit may be required from a customer whose credit history is unacceptable or unavailable. Deposits will be collected in accordance with the rules of the Commission.

2.5.2 The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills upon presentation by the Company, and providing for the discontinuance of service for nonpayment of any sum due the Company for telephone service.

2.6 Advance Payments

2.6.1 Recurring Charges

For customers from whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month.

2.6.1 Nonrecurring Charges

The Company reserves the right to require pre-payment of nonrecurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

2.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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2. RULES AND REGULATIONS

2.8 Equipment

2.8.1 The Company's facilities and service may be used with or terminated in customer-provided terminal equipment or customer-provided communications systems. Such terminal equipment shall be furnished and maintained at the expense of the customer, except as otherwise provided. The customer is responsible for all costs at his or her premises, including, wiring, electrical power, and the like, incurred in the use of the Company's service. The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.

2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the customer. The customer may not, nor may the customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.8.3 Equipment the Company provides or installs at the customer's premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.

2.8.4 The customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company'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 the Company, including but not limited to the customer.

2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company 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, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by customer-provided equipment.

2.8.6 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.

2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.9 Payment for Service

The customer is responsible for payment of all charges for services and equipment furnished to the customer or to an authorized user of the customer by the Company. All charges due by the customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Kentucky Public Service Commission.

The Company's billing invoices will be considered correct and binding upon the customer if no written notice is received from the customer within thirty (30) days of the date of the invoice. Adjustments to customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element (s) of the invoice will be temporarily suspended pending resolution of the dispute. The customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If the customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Kentucky Public Service Commission for final resolution.

When service is established, the initial charge for local service for the fractional part of the current billing month will be a pro rata share of the monthly charge.

The Company- Ernest Communications, Inc. will send each customer a bill for each phone number with a total amount due broken down and itemized by service on each phone line. The toll free number for contacting the company is 1-800-456-8353 for any billing inquiries.

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2. RULES AND REGULATIONS

2.10 Cancellation by Customer

Pending proper identification, the customer may cancel service by providing notice to the Company.

2.11 Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers or enhanced service providers. The customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

2.12 Refusal or Discontinuance by the Company

The Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the customer shall be given five (5) days written notice to comply with any rule or remedy any deficiency:

2.12.1 For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.

2.12.2 For use of telephone service for any property or purpose than that described in the application.

2.12.3 For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

2.12.4 For noncompliance with or violation of Public Service Commission regulation or the Company's rules and regulations on file with the Public Service Commission, provided ten (10)days written notice is given before termination.

2.12.5 For nonpayment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without five days written notice to the customer, except in extreme cases. However, residential basic local service shall not be disconnected for nonpayment for at least 30 days from the date of the bill, and the Company has given the customer a written notice of the proposed disconnection at least five days before the date of disconnection.

2.12.6 Without notice in the event of customer or authorized user use of equipment in such a manner as to adversely affect the Company's equipment or service to others.

2.12.7 Without notice in the event of tampering with the equipment or services owned by the Company or its agents.

2.12.8 For violation of tariff, customer will be given 10 days notice before disconnetion of service.

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2. RULES AND REGULATIONS

2.12 Refusal or Discontinuance by the Company (Cont'd)

2.12.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2.12.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

2.13 Inspection, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.14 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion of all processing fees or installation fees by winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a customer. The Company will notify the Public Service Commission regarding specific promotions and contests.

2.15 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the customer, or to the failure of channels, equipment or communications systems provided by the customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired by the customer. Before giving such notice, the customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the customer and connected to Company's terminal. Interruptions caused by customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the customer has the option of using the long distance network via local exchange Company access.

2.16 Cost of Collection and Repair

The customer is responsible for any and all costs incurred in the collection of moneys due the Carrier including legal and accounting expenses. The customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

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LOCAL EXCHANGE SERVICE

2. RULES AND REGULATIONS

2.17 Returned Check Charges

A fee of $20.00 may be charged for each check returned for insufficient funds.

2.18 Service Implementation

Absent a promotional offering, service implementation charges will apply per service order to a new service order or to orders to change existing service for the business services listed in Section 3.

2.19 Reconnection Charge

A reconnection fee per occurrence, may be charged when service is re-established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged. If a customer premises visit is required, an additional fee may be charged.

2.20 Late Payment Charges

A late payment charge of 1.5% of unpaid balance (not including late fees assessed) may be charged per month.

2.21 Operator Service Rules

The Company will enforce the operator service rules specified by the Public Service Commission and the FCC.

2.22 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IXC) of their choice. The IXC should request confirmations or verifications of choice from its customers no later than the date of submission of its first bill to the customer. IXCs should maintain signed letters of agency or confirmations of choices on file for use in dispute resolution.

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2. RULES AND REGULATIONS

2.23 Special Construction

Subject to the agreement of the Company 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 construction undertaken:

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would "normally" utilize in the furnishing of its services;
3. over a route other than that which the Company would normally utilize in the furnishing of its services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. involving abnormal costs; or
8. in advance of its normal construction.

The customer will be charged for the special construction based upon engineering, labor and cost of materials. An estimate will be provided to the customer before any construction is undertaken.

2.24 Special Promotions

The Company may from time to time engage in special promotional trial service offerings of limited duration designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.1 Local Service Areas

The Company will provide Local Exchange Service within the State of Kentucky. The Company concurs in the local calling areas defined in the local exchange tariff of the incumbent local exchange company for the geographic area being served.

3.2 Local Exchange Service

3.2.1 Business Local Exchange Line Service

Business Local Exchange Line Service provides a facility from a customer's business location to the Company's central office. Any and all appropriate Service Charges as prescribed in Section 4.5 will apply.

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3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.3 Optional Features

Optional Features are available with Local Exchange Line Service. These options are telephone service arrangements that may be provided only from central offices equipped to provide one or more of the following custom calling features:

A. Anonymous Call Rejection – An arrangement that allows a called party to block calls from parties that have marked their calls "private". Customers may activate or deactivate this arrangement by dialing a preassigned activation code.

B. Automatic Busy Redial – An arrangement which permits the customer to redial automatically the last number dialed. If the called line is busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle.

C. Automatic Call Return - Enables a customer to automatically return the last incoming call. To return the call, the customer dials "1" and the number is dialed automatically. If the called line is busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle.

D. Call Forwarding - Permits a customer to transfer all incoming calls to another telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred.

Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between his access line and the distant access line to which the call was transferred.

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3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.3 Optional Features (Cont'd)

E. Call Waiting - By means of a tone signal, a customer who is using his telephone is alerted when another caller is trying to reach that telephone number. This service permits putting the first call on hold so that a second call can be answered.

F. Cancel Call Waiting - This feature allows a customer with the Call Waiting feature to cancel the operation of Call Waiting for one call. The customer dials the Cancel Call Waiting code and dial tone is heard. Without hanging up, the customer then places the call. During this call only, the Call Waiting feature is inactive. Call Waiting tones will not interrupt this call.

G. Calling Number Delivery - This feature delivers calling party information to parties being called. Caller ID will indicate the directory number of the calling party or may indicate that the number of the calling party is private or unavailable.

H. Calling Name and Number Delivery - This feature delivers calling party information to parties being called. Calling name delivery will indicate the name and number of the calling party or may indicate that the name of the calling party is private or unavailable.

I. Calling Number Delivery Block – Allows a customer to make all calls with the delivery of the calling number identification marked as "private" to all outgoing calls placed over the specified line. This feature will be offered at no charge.

J. Speed Calling - Enables a customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. A customer may subscribe to either the 8-code capacity or 30-code capacity on their line.

K Three Way Calling - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three way conversation. The transmission quality may vary depending on the distance and routing necessary and may not necessarily meet normal standards.

L. Toll Restriction - Restricts associated line from reaching dialing codes required to access long distance carrier networks to place long distance calls.

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3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.4 Directory Listings

The Company will arrange for the listing of the Customer's main billing number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At the Customer's option the Company will arrange for additional listings at an additional charge. Any and all appropriate Service Charges as prescribed in Section 4.5 will apply.

3.2.5 Operator Assisted Service

Operator Assisted Service is provided to customers on a presubscribed basis. Operator Assisted Service is also provided to customers and users of exchange access lines that are presubscribed to the Company's interexchange outbound calling services. Various billing arrangements are available with the Company's Operator Assisted Service including Calling Card, Operator Station (Collect, Billed to Third Party, other Operator Assisted) and Person-to-Person. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted. A service charge applies to calls placed with the assistance of an Operator.

A. Operator Dialed Surcharge

A surcharge applies to Operator Station and Person-to-Person rated calls when the customer has the capability of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the called station. The Operator Dialed Surcharge applies in addition to any other applicable operator charges. The surcharge does not apply to the following calls:

1. Calls where a customer cannot otherwise dial the call due to trouble on the Company network, or

2. Calls in which a Company operator places a call for a calling party who is identified as being disabled and unable to dial the call because of his/her disability.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.6 Directory Assistance Service

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The customer may request a maximum of two listings per call. A charge applies to each call to Directory Assistance, except that calls made to Directory Assistance by customers who have received Company certification as being unable to use a telephone directory will be exempt from the Directory Assistance charge.

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LOCAL EXCHANGE SERVICE

3. DESCRIPTION OF SERVICE

3.2 Local Exchange Service (Cont'd)

3.2.7 Busy Line Verification and Interrupt Service

Upon request of a calling party, the Company will verify a busy condition on a called line. The Operator will determine whether the line is clear or in use and report its status to the calling party. The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption. A charge applies to each Busy Line Verification and each Busy Line Interruption.

Busy Line Verification and Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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3. DESCRIPTION OF SERVICE

3.3 Private Branch Exchange (PBX) Service

A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the Company-provided local and long distance message telephone network to other customers.

3.4 Direct Inward Dial (DID) Service

3.4.1 DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service transmits the dialed digits for all incoming calls allowing the customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipment PBX Trunk or channel. The customer is required to purchase at least one DID number block for each DID-equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers. Any and all appropriate Service Charges as prescribed in Section 4.5 will apply.

3.4.2 The customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

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3. DESCRIPTION OF SERVICE

3.5 Universal Emergency Telephone Number Service (911, E911)

3.5.1 General

Wherever feasible, the Company will provide a universal central office number 911 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 911 number will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

3.5.2 Terms and Conditions

A. In providing this service, the Company will arrange to route 911 telephone calls from telephones with specified Area Code and central office designations to a Public Safety Answering Point specified by an appropriate Public Agency.

B. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service nor does the Company undertake such responsibility.

C. 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.

D. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

E. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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3. DESCRIPTION OF SERVICE

3.5 Universal Emergency Telephone Number Service (911, E911) (Cont'd)

3.5.2 Terms and Conditions (Cont'd)

F. The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others.

G. Under the terms of this tariff; the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

3.5.3 Rates

No charge applies to the calling party for calls to the 911 emergency number.

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3. DESCRIPTION OF SERVICE

3.6 Public Telephone Access Service

Public Telephone Access Service provides a facility from a customer's location to the Company's central office. Any and all appropriate Service Charges as prescribed in Section 4.5 will apply.

3.6.1 Public Telephone Access Service Volume Discount

The Company will offer volume discounts. The discount is applied to the rate for Public Telephone Access Service as specified in Section 4.4, following.

	Discount
1 - 100 Lines	15%
101+ Lines	20%

3.6.2 Central Office Blocking with Operator Screening

Central Office Blocking with Operator Screening provides a choice of restrictions at the customer's option. No additional charge will be assessed to the customer for selection of these options.

A. Coin Telephones

Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access Service are not allowed. Provides central office blocking of 011+ and 101XXXX-011+ calls.

B. Coinless Telephones

Provides central office blocking of 7-digit local, 976, 1+DDD, 1+900, 011+, and 101XXXX-011+ calls. Provides screening information to the operator to prevent operator assisted sent-paid calls from being billed to the line. Further, third number and collect calls to Public Telephone Access Service are not allowed.

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3. DESCRIPTION OF SERVICE

3.7 Service Charges

3.7.1 General

Service Charges are nonrecurring charges applying to the ordering, installing, moving, changing, rearranging or furnishing of telecommunications services or facilities.

A. Premises Work Charge is a nonrecurring charge based on the labor time and miscellaneous material required to perform customer requested work such as rearranging the drop wire, protector and/or network interface.

B. Secondary Service Charge is a charge per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

C. Access Line Connection Charge is a charge that applies to establishing an access line. The charge includes service ordering, central office work, and exchange access line work.

D. Line Change Charge is a charge that applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number changes and suspend/restore.

3.8. Telecommunications Relay Service (TRS)

TRS refers to the provision of a specialized telecommunications service that allows hearing and speech impaired customers to communicate over the telecommunications network. The Company will pass through to the customer all charges associated with this service, including associated taxes and franchise fees, at the same level of charge as assessed by the ILEC to the Company. The customer is responsible for the provision of all hardware and installation thereof at the customer's premises in order to utilize this service; the Company maintains no inventory of hardware for this purpose.

3.8.1 Kentucky TRS/TAP Surcharge **(C)**

In order to support funding of the Telecommunications Relay Services (TRS) and the Telecommunications Access Program (TAP), the Company will collect a monthly TRS/TAP surcharge from its Customers for each local line provided by the Company. The current charge is $0.09 per access line.

3.9 Kentucky Universal Service Fund (KUSF)

In order to support funding of LifeLine service to low-income consumers, the Company will collect a monthly Kentucky LifeLine Support charge from its Customers for each local line provided by the Company. Beginning July 1, 2004, the charge per line will be applied at the rate of $0.08 per month. **(C)**

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By _____
Executive Director

KYl0601

4. RATES AND CHARGES

4.1 Local Exchange Service

	Monthly Rate
4.1.1 Business Exchange Access Line	
A. Each Line	$31.00
4.1.3 Optional Features	
A. Monthly Rate Per Access Line	
1. Anonymous Call Rejection	$3.75
2. Automatic Busy Redial	$4.20
3. Automatic Call Return	$4.50
4. Call Forwarding	$3.25
5. Call Waiting	$3.75
6. Calling Number Delivery	$7.95
7. Calling Name & Number Delivery	$8.95
8. Calling Number Delivery Block	N/C
9. Speed Calling (8-Code)	$3.75
10. Speed Calling (30-Code)	$4.75
11. Three-Way Calling	$3.75
12. Toll Restriction	$3.50
B. Per Call Features – Charge per Use	
1. Automatic Busy Redial	$0.75
2. Automatic Call Return	$0.75

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4. RATES AND CHARGES

4.1 Local Exchange Service (Cont'd)

4.1.4 Directory Listings

	Monthly Rate
A. First Listing	No Charge
B. Each Additional Listing	$1.75

4.1.5 Operator Assisted Service

A. Operator Service Charges per Call	Rate Per Call
1. Calling Card	$0.90
2. Operator Station	$2.25
3. Person-to-Person	$4.90
4. Operator Dialed Surcharge	$1.00

4.1.6 Directory Assistance

Each Call	$0.45

4.1.7 Busy Line Verification and Interruption Service

A. Busy Line Verification, each request	$5.00
B. Busy Line Interruption, each request	$5.00

Note: A Busy Line Verification charge also applies for each Busy Line Interruption

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4. RATES AND CHARGES

		Nonrecurring Charge	Monthly Rate
4.2	Private Branch Exchange (PBX) Service		
4.2.1	PBX Access Line		
	A. Each Access Line	N/C	$31.00
4.2.2.	Optional Features		
	Per Line Hunting	N/C	$10.50
4.3	Direct Inward Dial (DID) Service		
4.3.1	DID Trunk Termination	$ 50.00	$22.00
4.3.2	Per Block of 20 DID Numbers, each	$480.00	$ 3.00

Note: The Nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion.

4.4 Public Telephone Access Service

	Per Line	
Zone 1	$23.50 **(R)**	**(C)**
Zone 2	$27.50 **(R)**	|
Zone 3	$42.50 **(I)**	**(C)**

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LOCAL EXCHANGE SERVICE

4. RATES AND CHARGES

4.5 Service Charges

	Rate Per Order
4.5.1. Service Charges	
A. Premises Work Charge	
1. Initial 15 Minutes	$30.00
2. Each Additional 15 Minute Increment	$14.00
B. Secondary Service Charge	$20.00
C. Access Line Connection Charge	
1. Initial Line	$73.00
2. Each Additional Line	$22.00
D. Line Change Charge	
1. Initial Line	$48.00
2. Each Additional Line	$14.00

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5. SPECIAL SERVICE ARRANGEMENTS

5.1 Individual Case Basis Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a customer or prospective customer to develop a competitive bid for a service not generally available under this tariff. The Company's rates will be offered to the customer in writing and on a non-discriminatory basis.

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