



March 21, 2014  
Via Overnight Delivery

Mr. Brent Kirtley, Tariff Branch Manager  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40602-0615

RECEIVED

MAR 24 2014

PUBLIC SERVICE  
COMMISSION

**RE: Insight Phone of Kentucky, LLC d/b/a Insight Phone  
Utility ID: 5053040 and 22205304  
Cancellation of Certificate of Public Convenience and Necessity and Tariffs**

Dear Mr. Kirtley:

The original and three (3) copies of this letter is submitted on behalf of Insight Phone of Kentucky, LLC. d/b/a Insight Phone ("Company") to request cancellation of the Company's Certificate of Public Convenience and Necessity to provide local and interexchange services within the state of Kentucky and cancellation of Kentucky P.S.C. Tariff No. 1 (Local Exchange) and Kentucky P.S.C. Tariff No. 2 (Access). The Company does not have any customers and, therefore, no customer notice is required and respectfully requests the earliest possible effective date for this filing.

The Company understands that it still retains responsibility for any Kentucky reporting obligations that remain outstanding.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

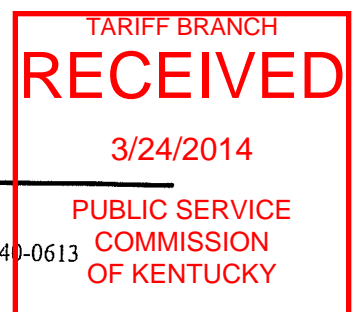
Any questions you may have regarding this filing should be directed to my attention at 407-740-3006 or via email to croesel@tminc.com. Thank you for your assistance in this matter.

Sincerely,

Carey Roesel  
Consultant to Insight Phone of Kentucky, LLC d/b/a Insight Phone

cc: Vincent Paladini - Insight - Kentucky  
file: Insight - Kentucky - Local  
Insight - Kentucky - Access  
tms: KYa1401

Enclosures  
CR/sp



CONTAINING

REGULATIONS AND RATES APPLICABLE TO THE FURNISHING OF

INSIGHT LOCAL SERVICE

PROVIDED BY

INSIGHT PHONE OF KENTUCKY, LLC  
D/B/A INSIGHT PHONE

WITHIN THE COMMONWEALTH OF KENTUCKY

Issued: December 10, 2004

Gregory Cameron, Director of Telecommunications Legal Affairs

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
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1/10/2005  
PURSUANT TO 807 KAR 5:011  
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By   
Executive Director

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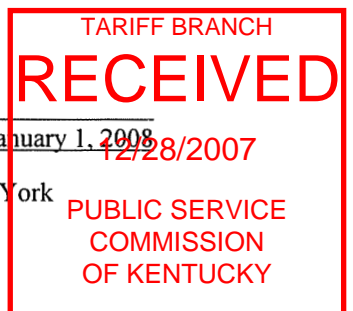
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Gregory Cameron, Director of Telecommunications Legal Affairs, New York, New York



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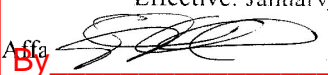
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**1. APPLICATION OF TARIFF**

**1.1. GENERAL**

This Tariff applies to the furnishing of Insight Local Service, defined herein, by Insight Phone of Kentucky, LLC, d/b/a Insight Phone (hereinafter referred to as the "Company"). Insight Local Service is furnished for the use of end users in placing and/or receiving local telephone calls within a Local Calling Area. Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

The provision of Insight Local Service is subject to existing regulations and terms and conditions specified in this Tariff as well as in the Company's other current Tariffs, and may be revised, added to, or supplemented by superseding issues

In addition to the regulations and charges herein, this Tariff is subject to specific regulations as may be prescribed by the Public Service Commission of Kentucky.

**1.2. TARIFF REVISION SYMBOLS**

Revisions to this Tariff are coded through the use of symbols. These symbols appear in the right hand margin of the page. The symbols and their meanings are as follows:

- (C) – Change in regulation
- (D) – Discontinued rate, regulation or text
- (I) – Increase in rate
- (M) – Text relocated from one page to another
- (N) – New rate, regulation or text
- (R) – Reduction in rate
- (T) – Change in text

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By \_\_\_\_\_  
**Executive Director**

1. APPLICATION OF TARIFF

1.3. DEFINITIONS

Broadband Local Service

Broadband Local Service provides the customer with an access line and usage within a Local Calling Area for the transmission of two-way interactive switched voice or data communications.

Company

Whenever used in this Tariff, "Company" or "Insight Phone" refers to Insight Phone of Kentucky, LLC, unless otherwise specified or clearly indicated by the context.

Customer

The person or legal entity that subscribes to service under this Tariff and is responsible for payment of tariffed charges for services furnished to the customer.

Customer Premises

The customer premises is all space in the same building occupied by a customer and all space occupied by the same customer in different buildings on contiguous property.

Local Access and Transport Area (LATA)

A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Calling Area

The area in which a customer of Insight Local Service may complete calls without incurring long distance charges.

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1. APPLICATION OF TARIFF

1.3. DEFINITIONS

Local Serving Area

The area in which the Company has the capability to provide Insight Local Service

“Public Service Commission” or “Commission”

The Public Service Commission of Kentucky.

Residential Service

Service is classified and charged for as Residential Service where the primary use of the service is of a domestic nature and where the business use, if any, is merely incidental.

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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY**

**2.1.1. GENERAL**

The Company undertakes to provide the services offered in this Tariff on the terms and conditions and at the rates and charges specified herein.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available 24 hours per day, seven days per week. For the purpose of computing charges in this Tariff, a month is considered to have 30 days.

Services, features and functions will be provided where facilities, including but not limited to billing and technical capability, are available without unreasonable expense to the Company, as determined in the Company's sole discretion.

**2.1.2. TERMS AND CONDITIONS**

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, and the terms and conditions in this Tariff. The customer may also be required to execute any other documents as may reasonably be requested by the Company in connection with the provisioning of Insight Local Service.

Service will be provided on a month-to-month basis at the then current rates unless terminated by either party. Any termination shall not relieve the customer of the obligation to pay any charges incurred under the service orders, if any, and this Tariff prior to termination. The customer's rights and obligations incurred under this Tariff, which by their nature extend beyond termination of service, shall survive such termination.

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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY (CONT'D)**

**2.1.3. PROVISION OF EQUIPMENT AND FACILITIES**

- A. The Company shall use reasonable efforts to make services available 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. The Company does not guarantee availability, except as stated or expressly provided for in this Tariff.
- B. The Company shall use reasonable efforts to maintain facilities and equipment used to provide services that it furnishes to the customer. The customer may not, nor may the customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby materially alter the parameters of the service provided to the customer.
- D. Equipment the Company provides or installs at the customer premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provides, installs, or has installed on its behalf.
- E. The customer shall be responsible for the 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.
- F. The Company 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 the Company shall be limited to the furnishing of facilities offered under this Tariff and to the maintenance and operation of such facilities. The customer is responsible for ensuring that customer-provided equipment and wiring connected to Company equipment and facilities is compatible with Company-provided equipment and facilities.

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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY (CONT'D)**

**2.1.3. PROVISION OF EQUIPMENT AND FACILITIES (CONT'D)**

- G. Equipment that the Company provides or installs at a customer premises for use in connection with the telephone services shall remain the property of the Company. If the customer cancels service or the Company lawfully terminates, discontinues, suspends or refuses to continue providing service to the customer, the Company has the right to recover this equipment. The Company shall contact the customer for permission to enter the customer's premises to remove this equipment and the customer shall not unreasonably refuse such entry. If the customer refuses to allow removal of this equipment, the customer shall be liable to the Company for the actual cost of the equipment plus administrative costs and attorney's fees. These fees may be added to the customer's telephone bill and the customer agrees to pay these fees. The customer shall assume responsibility for any and all such unrecovered equipment.
- H. The Company 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.

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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY (CONT'D)**

**2.1.4. RELEASE OF INFORMATION TO CARRIERS**

The Company will provide information to a Carrier who needs the information for allocation, billing or service purposes in compliance with all State and Federal requirements applicable to Customer Proprietary Network Information (CPNI).

**2.1.5. CUSTOMER EQUIPMENT**

A customer may transmit or receive information or signals via the facilities of the Company by use of customer-provided equipment.

**A. Station Equipment**

Customer-provided terminal equipment on the customer premises, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the customer. Additionally, the Company-provided equipment shall be maintained by the customer, and the electric power consumed by such equipment, shall be at the expense of the customer.

The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with Company 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 must be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. If the Company, in its sole discretion, reasonably determines that additional protective equipment is required to prevent such damage or injury, it shall be provided at the customer's expense.

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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY (CONT'D)**

**2.1.5. CUSTOMER EQUIPMENT (CONT'D)**

**B. Inspections**

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 specified in this Tariff.

If the customer fails to comply with the protective requirements described in A., above, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company may immediately, and without notice, deny service when the customer (a) subjects Company or non-Company personnel to hazardous conditions, (b) circumvents the Company's ability to charge for its services, prevent and protect against fraud, or (c) acts in a way that may cause immediate harm to the local network or other Company services.

**2.1.6. ABUSE AND FRAUDULENT USE**

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may, immediately and upon written notice to the customer, discontinue or suspend, or refuse to furnish any and/or all service(s) without incurring any liability if the Company deems that such action is necessary to prevent or to protect against abuse or fraud or to otherwise protect its personnel, agents, facilities, assets or services

Except for willful misconduct, the discontinuance or suspension of service by the Company does not relieve the customer of any obligation to pay the Company for charges due and owed for service furnished up to the time of discontinuance or suspension.

**A. Abuse**

The abuse of service is prohibited. The following activities constitute abuse:

1. Using the service to make calls which might reasonably be expected to frighten, abuse, torment, or harass another.
2. Using the service in such a way that it interferes unreasonably with the use of the service by others.

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**2. GENERAL REGULATIONS**

**2.1. UNDERTAKING OF THE COMPANY (CONT'D)**

**2.1.6. ABUSE AND FRAUDULENT USE (CONT'D)**

A. Abuse (Cont'd)

3. The Company may, at its discretion, terminate service to any customer who establishes a pattern of behavior with respect to the Company that is intended to vex, harass, threaten or annoy the Company, its employees or agents. A pattern of behavior is intended to vex, harass, threaten or annoy if its purpose is to disturb, irritate or interrupt the Company's operations through continued and repeated acts.

B. Fraudulent Use

The fraudulent use of, or the intended or attempted fraudulent use of, the service is prohibited. The following activities constitute fraudulent use:

1. Rearranging, tampering with, or making connections not authorized by this Tariff to any service components used to furnish local service.
2. Using the service with the intent of gaining access to another customer's outbound calling capabilities on an unauthorized basis.
3. Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false representation, false credit devices or electronic devices to defraud or mislead callers.
4. Refusing to provide, or providing false information to the Company regarding the customer's identity, address, credit worthiness, current or past use of telecommunications services or its planned use of the Company's service.
5. Refusing to provide payment, or security for the payment for service(s), advance payments or deposits as specified in this Tariff.

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**2. GENERAL REGULATIONS**

**2.2. LIABILITY OF THE COMPANY**

**2.2.1. SERVICE LIABILITY**

- A. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any other claim or suit by a customer or by any others, for direct or consequential damages associated with the installation, provision, billing and collection, termination, maintenance, repair or restoration of a service, and subject to the provisions following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. The liability for damages shall be in addition to any amounts that may otherwise be due the customer under this Tariff as a Credit Allowance for Interruptions.
- B. The Company is not liable for any act or omission of any other communications carrier, other service provider, or other entity or person that furnishes a portion of a service or facility required to provide the service or portion thereof.
- C. The Company is not liable for damages to a premises resulting from the furnishing of service including the installation and removal of equipment or facilities and associated wiring, unless the damage is caused by the Company's negligence.
- D. The Company shall be indemnified, defended, and held harmless against any claim, loss or damage arising from the use of service offered under this Tariff, involving:
  - 1. Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communication;
  - 2. Claims for patent infringement arising from the customer or authorized user combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
  - 3. All other claims arising out of any act or omission of others in the course of using services provided pursuant to this Tariff.
- E. The Company does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The customer shall indemnify, defend and hold harmless the Company from any and all claims by any person relating to the services so provided.

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Effective: January 10, 2005

**2. GENERAL REGULATIONS**

**2.2. LIABILITY OF THE COMPANY (CONT'D)**

**2.2.1. SERVICE LIABILITY (CONT'D)**

- F. No license under patents or copyright (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this Tariff. The Company will defend the customer and authorized user against claims of patent infringement arising solely from the use by the customer or authorized user of services offered under this Tariff and will indemnify such customer or authorized user for any damages awarded based solely on such claims.
- G. The Company's failure to provide or maintain services under this Tariff shall be excused by labor difficulties, facility availability, governmental orders, civil commotion, preemption of existing services to restore services in compliance with Part 64, Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's reasonable control.
- H. The Company's facilities are not suitable for use in the provision of dedicated alarm or emergency services, and the Company does not in any way guarantee the reliability of its services if used for the provision of dedicated alarm or emergency services.

**2.2.2. TEMPORARY SUSPENSION FOR REPAIRS**

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will provide the affected customers with reasonable notice thereof, as circumstances permit. If practicable, the Company will perform the work at times that will cause the customer the least inconvenience. When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of communications or customer's service.

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Gregory Cameron, Director of Telecommunications Legal Affairs

By



Executive Director

**PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
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PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)**

Effective: January 10, 2005

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2. GENERAL REGULATIONS

2.2. LIABILITY OF THE COMPANY (CONT'D)

2.2.3. CREDIT ALLOWANCE FOR INTERRUPTIONS

Except as may otherwise be specified in this Tariff, interruptions of 24 hours or more, which are reported to or detected by the Company, and that are not due to the negligence or willful act of the Customer, are credited to the Customer at the proportionate monthly charge (1/30th of the service monthly recurring charge) involved for each 24 hours or fraction thereof of interruption. This credit is subject to the Customer notifying the Company of the service interruption.

No interruption allowance shall be made for failures in facilities provided by any other person or entity except as may otherwise be provided in other sections of this Tariff.

No interruption allowance shall apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of this Tariff, suspends or terminates service because of nonpayment of bills due to the Company, unlawful or improper use of the facilities or service, or any other reason covered by this Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power.

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Effective: January 10, 2005

By   
Executive Director

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**2. GENERAL REGULATIONS**

**2.2. LIABILITY OF THE COMPANY (CONT'D)**

**2.2.4. LIMITATION OF LIABILITY**

**A. Unauthorized Computer Intrusion**

With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

Each subscriber of the Company shall be responsible for providing appropriate security measures to protect the subscriber's computer, data, or telecommunications network.

**B. Transmission of Data**

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

**C. Unauthorized Devices**

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.

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By 

Executive Director

**2. GENERAL REGULATIONS**

**2.3. OBLIGATIONS OF THE CUSTOMER**

**2.3.1. RESPONSIBILITY OF THE CUSTOMER**

The Customer shall be responsible for:

- A. The payment of all applicable charges pursuant to this Tariff;
- B. Damage to or loss of the Company'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 the Company;
- C. Obtaining, maintaining, and otherwise having full responsibility for all easements necessary for installation of any associated equipment or facilities used to provide Insight Local Services to the Customer from the property line to the location of the equipment installed on the Customer's premises. Any costs associated with obtaining and maintaining the easements described herein including the costs of altering the structure to permit installation of the Company-provided equipment or facilities shall be borne entirely by, or may be charged by the Company to the Customer;
- D. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees, agents and/or suppliers shall be installing or maintaining the Company's facilities and equipment. The Company reserves the right to refuse to install its equipment in a hazardous area. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work;
- E. 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 easements for which the Customer is responsible under this section; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; and
- F. Not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities

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Gregory Cameron, Director of Telecommunications Legal Affairs

By



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**2. GENERAL REGULATIONS**

**2.3. OBLIGATIONS OF THE CUSTOMER (CONT'D)**

**2.3.2. CLAIMS**

With respect to any service or facility provided by the Company, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses for:

- A. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, 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 the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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By 

Executive Director

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**2. GENERAL REGULATIONS**

**2.4. PAYMENTS AND CHARGES**

**2.4.1. ESTABLISHMENT AND REESTABLISHMENT OF CREDIT**

The Company will conduct a credit investigation of each customer or applicant prior to accepting the customer deposit or advance payment. A customer whose service has been discontinued for non-payment of bills for any telecommunications service provided by the Company will be required to pay all bills due the Company for telecommunications services or make other arrangements satisfactory to the Company and to re-establish credit before service is restored or any service started.

If service is established and it is subsequently determined that the customer or applicant is indebted to the Company for service previously furnished, the Company may suspend or terminate the current service until satisfactory arrangements have been made for the payment of the prior indebtedness.

**2.4.2. BILLING AND COLLECTION**

The customer is responsible for payment of all charges for equipment or facilities and services furnished by the Company to the customer.

The Company will establish a monthly billing date for each customer account and shall bill all charges incurred by and credits due to the customer under this Tariff. Recurring charges are billed monthly, in advance of the month(s) in which service is provided, except for usage sensitive charges, which will be billed monthly for the preceding billing period. Bills are due upon receipt, and payment must be received no later than the payment due date shown on the bill.

When the customer's service does not begin on the first day of the billing cycle or end on the last day of the billing cycle, the charge for the fraction of the billing cycle in which service was furnished will be calculated on a pro rata basis, or a bill credit may be applied for the fraction of the billing cycle in which service was not furnished.

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Executive Director

LOCAL EXCHANGE SERVICES

2 - GENERAL REGULATIONS

2.4. Payments And Charges (Cont'd.)

2.4.3. Billing Disputes

The customer is responsible for notifying the Company of any charges in dispute and the specific basis of such dispute. All charges not in dispute shall be paid by the customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing.

2.4.4. Advance Payments

The Company may require a customer to make an advance payment as a condition of continued or new service. The Company reserves the right to require from an applicant for service advance payments of recurring and nonrecurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by the Company for safeguarding its interests.

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In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction.

2.4.5. Deposits

The Company may require a deposit of a customer who cannot establish a credit standing satisfactory to the Company.

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Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.

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The fact that a deposit may have been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to the prompt payment of bills or constitutes a waiver or modification of the regular practices providing for discontinuance of service for non-payment of any sums due the Company for service rendered.



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**2. GENERAL REGULATIONS**

**2.4. PAYMENTS AND CHARGES (CONT'D)**

**2.4.6. RETURNED CHECK CHARGE**

The customer will be assessed a charge of twenty-five dollars (\$25.00) for each check, draft, or electronic funds transfer, in addition to any late payment charges, submitted by the customer to the Company which a financial institution refuses to honor. (R)

**2.4.7. LATE PAYMENT CHARGE**

The Company will assess a late payment charge equal to 1.5% for any past due balance that exceeds thirty days.

Late payment charges do not apply to the disputed amounts portion of unpaid balances, if resolved in favor of the customer. The disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the customer's bill. Undisputed amounts of the same bill may be subject to a late payment charge if they remain unpaid by the due date on the customer's bill.

Additional penalty charges shall not be assessed on unpaid penalty charges.

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Gregory Cameron, Director of Telecommunications Legal Affairs, New York, New York



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2. GENERAL REGULATIONS

2.4. PAYMENTS AND CHARGES (CONT'D)

2.4.8. CUSTOMER BILL INFORMATION

A customer's bill will contain the following information:

- Bill date, customer's name, address, and account number.
- Summary of charges including previous balance, payment received, current charges, total charges due, and payment due date.
- Company address where payment should be sent.
- Customer Service toll free number and Text Phone toll free number.
- Local Service account summary including charges for basic service and calls, custom calling features, installation and repairs, taxes and surcharges.
- Account detail including FCC line charges, inside wire maintenance, optional calling plans, and any directory services charges.
- Itemization of calls indicating type of calls, date calls were made, time of day calls were made, called location, called number, length of call, and total charge for each call.
- Date and amount of recent payments received.
- List of the customer's selected service providers for Local, Local Toll, and Long Distance.
- Details of any Company-provided discounts or promotions.

In addition, the Company may, from time to time, include informational messages on customer bills containing a description of a new product, a new service, or a new charge to be added to a customer's bill.

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By   
Executive Director

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**2. GENERAL REGULATIONS**

**2.5. CANCELLATION, DISCONTINUATION AND CHANGES**

**2.5.1. CANCELLATION OF SERVICE**

**A. Cancellation of Application for Service**

When the customer cancels an application for service prior to the start of service, no charges will be imposed except for those specified below.

Where, prior to cancellation by the customer, the Company 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 the Company incurred 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 the Company that would have been chargeable to the customer had service begun.

The special charges described above will be calculated and applied on a case-by-case basis.

**B. Cancellation of Service**

If a Customer cancels a service order or terminates service before the completion of the term for any reason whatsoever, the Customer agrees to pay to the Company the following:

1. All nonrecurring charges reasonably expended by the Company to establish service to the Customer;
2. Any disconnection, early cancellation, or termination charges reasonably incurred and paid to third parties by the Company;
3. All recurring charges specified in the applicable Tariff for the balance of the then current month; and
4. Any other charges specified in this Tariff or in the service order for such early cancellation or termination.

The above sums shall become due and owing as of the effective date of the cancellation or termination and be payable as specified in this Tariff.

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Gregory Cameron, Director of Telecommunications Legal Affairs

By

  
Executive Director

**2. GENERAL REGULATIONS**

**2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)**


**2.5.2. DISCONTINUATION OF SERVICE**

- A. The Company may, without incurring any liability, suspend or discontinue service without notice, or refuse service under the following conditions:
1. The Company deems that such action is necessary to prevent abuse or to protect against fraudulent use, or to otherwise protect its personnel, agents, facilities, equipment, assets, or services; or
  2. The customer provides false information to the Company regarding the customer's identity, address, credit-worthiness, its past or current use of communications services, or its planned use of the Company's service(s); or
  3. The customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
    - a. Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this Tariff; or
    - b. Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false representation, false credit devices, or electronic devices; or
    - c. Any other fraudulent means or devices; or
  4. Any material portion of the facilities used by the Company to provide service to the customer is condemned or a casualty renders all or any material portion of such equipment or facilities inoperable beyond feasible repair; or
  5. Any governmental order or directive calls for the discontinuation of service, the customer alters the services to be provided, or the customer violates an applicable law or regulation.

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Gregory Cameron, Director of Telecommunications Legal Affairs

By



Executive Director

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Effective: January 10, 2005

LOCAL EXCHANGE SERVICES

2 - GENERAL REGULATIONS

2.5. Cancellation, Discontinuation and Changes (Cont'd.)

2.5.2. Discontinuation of Service (Cont'd.)

- B. The Company may, without incurring any liability, suspend or discontinue service under the following conditions:
  - 1. The customer refuses to furnish information to the Company regarding the customer's credit-worthiness, past or current use of communications service; or
  - 2. The customer states that it will not comply or fails to comply with a request of the Company for deposits or advance payments, as specified in this Tariff; or
  - 3. The customer uses service to transmit a message, locate a person or otherwise give or obtain information without payment for the service.
- C. The discontinuance of service(s) by the Company pursuant to this section does not relieve the customer of any obligation to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. In addition, the Company may declare all future-billed monthly and other charges which would have been payable by the customer during the month for which such services would have otherwise been provided to the customer, to be immediately due and payable.
- D. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

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**2. GENERAL REGULATIONS**

**2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)**

**2.5.3. CHANGES IN SERVICE**

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

**2.5.4. RESTORATION OF SERVICE**

When a customer's service has been disconnected in accordance with the Tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.

If any customer's service is restored after having been suspended in accordance with the Tariff but a Company service order to terminate such service has not been completed when such service is restored, the customer may be required to pay a restoral of service charge.

If a service has been suspended or discontinued for nonpayment, service will be re-established upon receipt of all charges due, which includes charges for services and facilities during the period of suspension and which may include a service restoral fee. If the customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order or certified check. If such payment is made by personal check, restoral of service will be effected upon bank clearance of the check.

**2.5.5. ASSIGNMENT OR TRANSFER OF SERVICE**

The customer may not assign or transfer its rights or duties in connection with the services and equipment or facilities provided by the Company without the written consent of the Company. The Company may assign its rights and duties (a) to any subsidiary, parent company, or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company, or (c) pursuant to any financing, merger or reorganization of the Company.

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Gregory Cameron, Director of Telecommunications Legal Affairs

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Effective: January 10, 2005

  
By \_\_\_\_\_

**Executive Director**

LOCAL EXCHANGE SERVICES

2 - GENERAL REGULATIONS

2.6. Provision For Certain Local Taxes And Fees

Any assessments, franchise fees, privilege, license, occupation, excise, or other similar fees or taxes, whether in a lump sum or at a flat rate, or based on receipts, or based on poles, wire or other utility property units, imposed upon the Company by any governmental authority shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's standard schedules, in amounts which in the aggregate for the Company's customers of any political entity shall be equal to the amount of any such fee or tax upon the Company. The Company shall, so long as any such tax or fee is in effect, add to the bills of the Customers in such political entity pro rata on the basis of the revenue derived by the Company from each such Customer, an amount sufficient to recover any such tax or fee, and may list this amount separately on the bill.

2.7. Notices And Communications

All notices or other communications required to be given pursuant to this Tariff will be in writing or electronically if customer is registered for online bill payment, except where notice is provided in this Tariff. Notices and other communications of either party, and all bills mailed by the Company, 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, postage prepaid and properly addressed, when available online, or when actually received or refused by the addressee, whichever occurs first.

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The Company or the customer shall advise the other party of any changes to the addresses designated for notices, other communications, or billing.



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**2. GENERAL REGULATIONS**

**2.8. 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 effort basis at the request of the customer. Special construction includes, but is not limited to, construction undertaken:

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

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Gregory Cameron, Director of Telecommunications Legal Affairs

By



Executive Director

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SECTION 9 (1)**

Effective: January 10, 2005

**3. SERVICE AREAS**

**3.1. LOCAL SERVING AREA**

The Company offers Insight Local Service within the Commonwealth of Kentucky and concurs in the local calling areas and maps filed by the Incumbent Local Exchange Carriers, with the following exception. The Local Calling Area for customers in the Shepherdsville area includes calling to the Louisville area; and the Local Calling Area for customers in the Louisville area includes calling to the Shepherdsville area.

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The Company reserves the right to offer services under a phased-in schedule such that the local serving area will expand as technical capability expands.

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Issued: March 2, 2006

Gregory Cameron, Director of Telecommunications Legal Affairs

By 

Executive Director

**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.1. GENERAL**

Insight Local Service is subject to nonrecurring service charges that apply to customer requests for connecting, moving or changing service. These charges are in addition to any other scheduled rates and charges that would normally apply under this Tariff.

Charges for the connection, move or change of service will apply for work being performed during the Company's normal business hours. If the customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once has it begun, an additional charge may apply based upon the additional cost involved. All changes in location of the customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying.

**4.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES**

**4.2.1. DESCRIPTION OF CHARGES**

A Service Connection Charge and/or Line Activation Charge applies when a customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

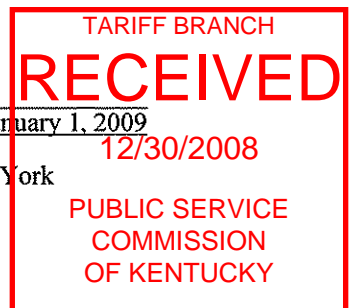
- A. The Service Connection Charge will apply to the installation of certain facilities and equipment, and if any change of location is required for such facilities and equipment.
- B. A Line Activation Charge will apply per line if certain facilities and equipment are suitably installed and located to facilitate the establishment of the customer's service. This charge applies to the primary line as well as to any additional lines on the customer's premises. Where existing facilities are not available, the Service Connection Charge will apply in lieu of the Line Activation Charge.
- C. A Line Restoration Charge will apply on each line to be restored after suspension for non-payment of charges.
- D. A Service Dispatch Charge will apply for any subsequent request to add or modify facilities after initial installation.
- E. A Porting Charge will apply to port a phone number from another company to Insight.

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(N)

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Effective: January 1, 2009

Gregory Cameron, Director of Telecommunications Legal Affairs, New York, New York



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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.3. SERVICE CHANGE CHARGES**

**4.3.1. DESCRIPTION OF CHARGES**

Service Change Charges apply per line when a customer requests a change in existing service.

- A. Telephone Number Change - A charge applies to each customer-requested change in telephone number.
- B. Feature Change Charge - Applies to an existing Insight Local Service line when the customer requests to add or change a standard feature. This charge is assessed per access line for each occurrence.
- C. Primary Interexchange Carrier (PIC) Change Charge - A PIC Change Charge will apply to existing Insight Local Service customers who request a change in their PIC designation for pre-subscription of interLATA or intraLATA services. If the Customer simultaneously changes both the intraLATA PIC and the interLATA PIC on the same line or trunk to the same Carrier, only the interLATA PIC Change Charge will apply. If the Customer simultaneously changes both the intraLATA PIC and the interLATA PIC on the same line or trunk to separate Carriers, both the IntraLATA and InterLATA PIC Change Charges will apply.
- D. Change of Billing Responsibility - This charge applies when a customer requests that the billing responsibility for an existing Business Local Service account be changed to reflect a new name.
- E. Directory Listing Change Charge - A charge will apply to each customer-requested change in directory listing.
- F. Move Change Charge - The customer will be assessed a Move Change Charge for the disconnection of existing equipment at one location and reconnection of the same equipment at a new location within the same local exchange area. Service Dispatch charges may also apply.

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By   
Executive Director

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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.4. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES**

**4.4.1. DESCRIPTION OF CHARGES**

Repair and Maintenance Premises Visit Charges apply per customer order for all work or services ordered to be provided at one time on the same premises, for the same customer. An initial visit charge applies for the first hour of work or fraction thereof, and an additional charge will apply per each additional half hour increment or fraction thereof.

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By 

Executive Director

LOCAL EXCHANGE SERVICES

4 - SERVICE CONNECTION AND MAINTENANCE CHARGES

4.5. Rates And Charges

4.5.1. Service Connection and Line Activation Charges

	<u>Nonrecurring Charge</u>
A.	
B.	
C.	
D.	\$45.00
Line Restoration Charge after disconnection for non-payment, per line	
E.	\$45.00
Service Dispatch Charge (subsequent to initial installation)	
E.	\$10.00
Porting Charge	

4.5.2. Service Change Charges

A.	20.00
Telephone Number Change	
B.	5.00
Feature Change Charge	
C.	5.00
PIC Change Charge (OutPICs only)	
D.	0.00
Customer Change to Lifeline Service	
E.	5.00
Directory Listing Change Charge	
F.	
Move Change Charge	
a.	25.00
Henderson, Lexington, & Louisville Exchanges	
b.	15.00
Shepherdsville Exchange	

4.5.3. Repair and Maintenance Charges

A.	45.00	
Initial Hour, or fraction thereof		
B.	20.00	(I)
Each Additional ½ Hour, or fraction thereof		





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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.1. INSIGHT LOCAL SERVICE**

Insight Local Service provides the customer with an access line and usage within a local calling area for the transmission of two-way interactive switched voice or data communications. Local Calling Areas are described in Section 3.1.

The Company's services are furnished subject to the availability of facilities and equipment, and are subject to the terms and conditions of this Tariff.

Insight Local Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company.

Insight Local Services are subject to monthly recurring charges and for certain call types, per minute usage rates and/or service charges on a per access line basis, as specified following.

Customers subscribing to plans requiring Company subscription for Intrastate and Interstate long distance who subsequently select an alternate Intrastate or Interstate Carrier become Local Only customers and are subject to applicable monthly charges for custom calling features as set forth in Section 5.2.3, following, and toll usage rates as set forth in Section 8.2.3.C, following.

**5.1.1. INTEGRATED OFFERING**

The Integrated Offering is provided in conjunction with an associated long distance service provided by the Company. Customers who order the Integrated Offering associated with long distance service must be presubscribed to the Company for both Intrastate and Interstate long distance.

The Integrated Offering is subject to monthly recurring charges and/or per minute usage, on a per access line basis. The monthly charges for Integrated Offerings consist of a Line Component and a Usage Component. Each of the following offers provides customers with the option of one to four access lines. The customer may add one additional line per offer, up to a total of four lines per single-family residence.

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5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.1. INSIGHT LOCAL SERVICE (CONT'D)

5.1.1. INTEGRATED OFFERING (CONT'D)

A. Block-of-Time Offers – GRANDFATHERED (C)

**The following offers are Grandfathered and are only available to customers who subscribed to the offers prior to July 14, 2007 and who have not initiated any change to their account.** (N)  
(N)

The following Block-of-Time plans provide the customer with unlimited calls within their Local Calling Area and a specified amount of calling for a flat monthly fee. The following types of calls do not apply towards minutes included in any of the Block-of-Time plans listed below: Operator Assisted calls, Calling Card calls, Information Service Provider calls (i.e., 976, 900), international calls, or calls to toll free dialing numbers. Block-of-Time usage is measured per month, based on all applicable usage on all lines associated with the account. Unused portions of the monthly allowance will not be credited to a subscriber's account, carried over to another month, or transferred to another account.

1. 180 Minute Block-of-Time Offer– GRANDFATHERED (C)

The 180 Minute Block-of-Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 180 minutes of domestic direct dialed long distance and/or direct-dialed 1+ calling to Canada per monthly billing period. Additional usage will be rated on a per minute basis as specified in the appropriate Company Tariff or Service Guide.

2. 300 Minute Block-of-Time Offer– GRANDFATHERED (C)

The 300 Minute Block-of-Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 300 minutes of domestic direct dialed long distance and/or direct-dialed 1+ calling to Canada per monthly billing period. Additional usage will be rated on a per minute basis as specified in the appropriate Company Tariff or Service Guide.

B. "By the Minute" Offer (M)

The "By the Minute" offer provides the customer with a local access line, touch-tone service, unlimited calls within the customers local calling area, and long distance calling rated on a per minute basis as specified in the appropriate Company Tariff or Service Guide. (M)

Material previously on this page now appears on page 2.1 of this section  
Material on this page previously appeared on page 2.1 of this section.



5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.1.1. INTEGRATED OFFERING

C. Unlimited Usage Offer \* (C)

The Unlimited Usage Offer provides the customer with unlimited domestic direct-dialed 1+ interstate and intrastate long distance usage, and unlimited direct-dialed 1+ calling to Canada. (M) (C)  
(M) (C)

Due to the bulk nature of the usage, call detail may not be provided on the monthly billing. Unused minutes in any month revert to the Company.

Service is limited to residential voice applications and the use of this service is limited to the customer, members of the customer's household and occasional guests. The use of the service for commercial applications, resale, internet access, telemarketing or other non-residential usage is prohibited. In addition, the use of auto dialers, polling devices, call forwarding, three-way calling (other than incidental usage) and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited. Participation may be terminated for customers who utilize the service in a manner or for a purpose other than those described herein.

This offer does not include calls to 900 numbers, directory assistance calls, calling card calls, operator services, international calling, taxes, fees, subscriber line and installation charges. Customers checking email, limited surfing the Internet or sending faxes should not incur an additional monthly fee for such limited usage due to the brevity of these applications.

The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this offer. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, call usage in excess of 5,000 minutes per month, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not consistent with typical residential customer usage, the customer will be contacted and offered a service plan more appropriate to their needs at the Company's sole discretion. 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.

\* Note: The Unlimited Usage Offer, previously offered as an add on to the 180 Minute Block of Time, is available to Grandfathered customers subscribing to the 180 Minute Block of Time for a monthly charge, which is in addition to the Monthly Recurring Charge for the 180 Minute Block of Time. (N)  
|  
(N)

Certain material on this page previously appeared on page 2 of this section.



LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.1. Insight Local Service (Cont'd.)

5.1.1. Integrated Offering (Cont'd)

C. Rates and Charges

		<u>Monthly</u> <u>Charge</u>	
1.	Primary Access Line		
a.	Lexington Exchanges	\$29.00	
b.	Louisville Exchanges	\$25.00	
c.	Shepherdsville Exchanges (Note 1)	\$25.00	
d.	Henderson Exchanges	\$23.00	
e.			(D)
2.	Usage Component		
a.	300 Minute Block of Time Offer (Grandfathered)	17.00	
b.	180 Minute Block of Time Offer (Grandfathered)	12.00	
c.	Unlimited Usage Offer (Note 2)	22.00	
d.	"By the Minute" Offer	3.00	(T)

5.1.2. Local Only Offer

The Local Only Offer is provided as a stand-alone local offer not associated with a long distance service. The Local Only Offer is subject to monthly recurring charges on a per access line basis.

The Local Only Offer provides customers with a local access line, touch-tone service, and unlimited calling within the customer's local calling area.

		<u>Monthly</u> <u>Charge</u>	
1.	Access Line		
a.	Lexington Exchanges	\$29.00	
b.	Louisville Exchanges	\$25.00	
c.	Shepherdsville Exchanges (Note 1)	\$25.00	
d.	Henderson Exchanges	\$23.00	
e.			(D)

Note 1: Rate applies to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

(D)  
(D)  
(T)

Note 2: The following rate applies to Grandfathered 180 Minute Block of Time Customers who continue to subscribe to the Unlimited Usage Offer as an add on to their service. This rate is in addition to the Block of Time Monthly Recurring Charge:

Unlimited Usage Add-On Offer	\$10.00
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LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.1. Insight Local Service (Cont'd.)

5.1.3. Additional Lines

The customer may add additional access lines, up to a total of four lines per account. A monthly charge for each additional line will be assessed as specified below.

A. Rates and Charges

	<u>Monthly Charge</u>
1. Each Additional Line	
2. Lexington Exchanges	\$12.00
b. Louisville Exchanges	\$12.00
c. Shepherdsville Exchanges (Note 1)	\$12.00
d. Henderson Exchanges	\$10.00
e.	

(D)

Note 1: Rate applies to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

(D)

(D)



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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES**

Optional Custom Calling features are available with Insight Local Service. Customers may order features individually or as part of a feature package, as shown below. Monthly recurring charges associated with features are applied per access line, and are in addition to any other applicable charges.

**5.2.1. OPTIONAL FEATURES**

Customers may order any one or more of the following optional features for an additional monthly charge as specified in Section 5.2.3, following.

**A. Anonymous Call Rejection**

This feature allows the customer to reject calls from callers who have blocked identification of their telephone number to Caller ID display devices. Anonymous Call Rejection may be activated and deactivated by dialing a specified code.

**B. Call Forwarding Remote Access**

Allows a customer to activate or deactivate Call Forwarding Variable from a line other than their base station line. The customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

**C. Call Forwarding Selective**

This feature enables a customer to program their telephone to forward calls from a selected list of telephone numbers to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

**D. Call Forwarding Variable**

This feature enables a customer to program their telephone to forward all incoming calls to another telephone number. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.1. OPTIONAL FEATURES (CONT'D)**

E. Call Return

This feature allows a customer to recall the last incoming call by dialing a preset code. If the called number is busy, automatic processing of the call continues for up to 30 minutes until both lines are idle unless the customer dials the deactivation code. Calls returned outside the local calling area are subject to toll charges. This feature is available on a monthly subscription or a pay-per-use basis. Customers who choose the pay-per-use option are billed per activation, regardless of whether or not the attempted call is completed.

F. Call Return Blocking

This feature blocks the customer's capability to use the Call Return pay-per-use feature.

G. Call Screening

This feature permits customers to designate up to 12 telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at that time.

H. Call Trace

Call Trace allows the customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the customer dials a code and the traced number is automatically sent to the Company. The customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel.

I. Call Waiting

The Call Waiting feature enables a customer already on a call to be notified of another call by the sound of a Call Waiting tone. The customer may place the existing call on hold and answer the new call. The Call Waiting feature may be canceled by dialing a preset code.

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.1. OPTIONAL FEATURES (CONT'D)**

J. Caller ID with Name and Number

Caller ID allows the customer to identify the telephone number from which a call is being made and the main listed name associated with the calling telephone number. The calling telephone name and number is displayed on a customer-provided display device.

K. Caller ID Blocking Per Line

This feature blocks the display of the customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

L. Caller ID Blocking Per Call

This feature allows customers to block the display of their name and telephone number to the station they are calling on a per-call basis. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. This feature is provided at no monthly charge to the customer. Per Call Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.

M. Custom Ring Service

This service enables the customer to have two telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the customer to determine which number is being called.

N. Distinctive Ring Service

Provides the customer with the ability to build and maintain a list of up to 12 telephone numbers from which incoming calls will have a distinctive ringing pattern.

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LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.2. Custom Calling Features (Cont'd.)

5.2.1. Optional Features (Cont'd)

O. Reserved for Future Use

(T)

(D)

|

(D)

P. Prohibit Billed to Third Number Calls

Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

Q. Prohibit Collect Calls

Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

R. Prohibit Billed to Third Number and Collect Calls

This feature combines the Prohibit Billed to Third Number and the Prohibit Collect Calls features.

S. Repeat Dialing

Allows the customer to have local calls automatically redialed when the first attempt reaches a busy number. The busy line will be monitored for 30 minutes. When the line is free a distinctive ringing will notify the customer that the call is being connected. This feature is available on a monthly subscription or pay-per-use basis.

T. Reserved for Future Use

(T)

(D)

|

|

(D)



5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.2. CUSTOM CALLING FEATURES (CONT'D)

5.2.1. OPTIONAL FEATURES (CONT'D)

U. Speed Dialing 30

This feature allows the customer to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

V. Three-Way Calling

This feature allows the customer to connect a third party call to an existing call, thereby establishing a three-way conference call. The customer assumes financial responsibility for all calling charges generated by the use of this feature.

(C)

W. Repeat Dialing Restrict

Allows the customer to deactivate the Repeat Dialing feature to avoid misuse of the feature and unwanted charges.

X. Call Forward Busy

This feature will forward incoming calls to a customer-designated telephone number when the customer is on the line.


Y. Call Forward No Answer

This feature will forward incoming calls to a customer-designated telephone number when the customer does not answer the call.

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.2. FEATURE PACKAGES**

The customer may choose to subscribe to one of the following feature packages

A. Two Feature Pack

Includes Call Waiting and Caller ID.

B. Multi Feature Pack

Includes Anonymous Call Rejection, Call Forwarding Variable, Call Forwarding Remote Access, Call Forwarding Selective, Call Return, Call Screening, Call Waiting, Caller ID, Distinctive Ring Service, Repeat Dialing, Speed Dialing 30, and Three-Way Calling.

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LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.2. Custom Calling Features (Cont'd.)

5.2.3. Rates and Charges

In addition to the following rates, a nonrecurring Feature Change Charge, as set forth in Section 4, will apply when a customer requests a change in their selection of features.

Louisville, Lexington, and Henderson Exchanges

	Charge Per Call	Per Use Charges		Monthly Charge	
		Monthly Cap	Monthly Charge		
A. Optional Features					
1. Anonymous Call Rejection	-	-	-	\$0.00	
2. Call Forwarding Remote Access	-	-	-	\$4.00	
3. Call Forwarding Selective	-	-	-	\$4.00	
4. Call Forwarding Variable	-	-	-	\$4.00	
5. Call Return	\$0.50	\$4.00	-	\$3.50	
6. Call Return Blocking	-	-	-	\$0.00	
7. Call Screening	-	-	-	\$2.00	
8. Call Trace	\$3.00	-	-	-	
9. Call Waiting	-	-	-	\$3.00	
10. Caller ID with Name and Number	-	-	-	\$7.00	
11. Caller ID Blocking Per Line	-	-	-	\$0.00	
12. Caller ID Blocking Per Call	\$0.00	-	-	-	
13. Custom Ring Service	-	-	-	\$4.00	
14. Distinctive Ring Service	-	-	-	\$4.00	
15.					(D)
16. Prohibit Billed to Third Number Calls	-	-	-	\$0.00	
17. Prohibit Collect Calls	-	-	-	\$0.00	
18. Prohibit Billed to Third Number & Collect	-	-	-	\$0.00	
19. Repeat Dialing	\$0.50	\$4.00	-	\$3.50	
20. Repeat Dialing Restrict	-	-	-	\$0.00	
21.					(D)
22. Speed Dialing 30	-	-	-	\$3.00	
23. Three-Way Calling	-	-	-	\$2.50	
24. Call Forward Busy	-	-	-	\$1.00	
25. Call Forward No Answer	-	-	-	\$1.00	
B. Feature Packages					
1. Two Feature Pack	\$9.00				
2. Multi Feature Pack	\$14.00				

[1] Monthly charge does not apply if Call Waiting is provisioned on the same line.



LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.2. Custom Calling Features (Cont'd.)

5.2.3. Rates and Charges (Cont'd.)

Shepherdsville Exchanges

The following rates apply to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

		<u>Per Use Charges</u>		
		<u>Charge</u>	<u>Monthly</u>	<u>Monthly</u>
		<u>Per Call</u>	<u>Cap</u>	<u>Charge</u>
A.	Optional Features			
	1. Anonymous Call Rejection	-	-	\$0.00
	2. Call Forwarding Remote Access	-	-	\$4.00
	3. Call Forwarding Selective	-	-	\$4.00
	4. Call Forwarding Variable	-	-	\$4.00
	5. Call Return	\$0.50	\$4.00	\$3.50
	6. Call Return Blocking	-	-	\$0.00
	7. Call Screening	-	-	\$2.00
	8. Call Trace	\$3.00	-	-
	9. Call Waiting	-	-	\$3.00
	10. Caller ID with Name and Number	-	-	\$7.00
	11. Caller ID Blocking Per Line	-	-	\$0.00
	12. Caller ID Blocking Per Call	\$0.00	-	-
	13. Custom Ring Service	-	-	\$4.00
	14. Distinctive Ring Service	-	-	\$4.00
	15.			(D)
	16. Prohibit Billed to Third Number Calls	-	-	\$0.00
	17. Prohibit Collect Calls	-	-	\$0.00
	18. Prohibit Billed to Third Number & Collect	-	-	\$0.00
	19. Repeat Dialing	\$0.50	\$4.00	\$3.50
	20. Repeat Dialing Restrict	-	-	\$0.00
	21.			(D)
	22. Speed Dialing 30	-	-	\$3.00
	23. Three-Way Calling	-	-	\$2.50
	24. Call Forward Busy	-	-	\$1.00
	25. Call Forward No Answer	-	-	\$1.00
B.	Feature Packages			
	1. Two Feature Pack			\$9.00
	2. Multi Feature Pack			\$14.00

[1] Monthly charge does not apply if Call Waiting is provisioned on the same line.



LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.2. Custom Calling Features (Cont'd.)

5.2.3. Rates and Charges (Cont'd.)

Shepherdsville Exchanges (Grandfathered)

The following rates apply to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

		<u>Per Use Charges</u>		
		Charge Per Call	Monthly Cap	Monthly Charge
A.	Optional Features			
1.	Anonymous Call Rejection	-	-	\$0.00
2.	Call Forwarding Remote Access	-	-	\$4.00
3.	Call Forwarding Selective	-	-	\$2.40
4.	Call Forwarding Variable	-	-	\$1.40
5.	Call Return	\$0.50	\$4.00	\$2.40
6.	Call Return Blocking	-	-	\$0.00
7.	Call Screening	-	-	\$2.00
8.	Call Trace	\$2.40	-	-
9.	Call Waiting	-	-	\$3.00
10.	Caller ID with Name and Number	-	-	\$7.00
11.	Caller ID Blocking Per Line	-	-	\$0.00
12.	Caller ID Blocking Per Call	\$0.00	-	-
13.	Custom Ring Service	-	-	\$3.20
14.	Distinctive Ring Service	-	-	\$1.60
15.				(D)
16.	Prohibit Billed to Third Number Calls	-	-	\$0.00
17.	Prohibit Collect Calls	-	-	\$0.00
18.	Prohibit Billed to Third Number & Collect	-	-	\$0.00
19.	Repeat Dialing	\$0.60	\$4.80	\$2.40
20.	Repeat Dialing Restrict	-	-	\$0.00
21.				(D)
22.	Speed Dialing 30	-	-	\$2.40
23.	Three-Way Calling	-	-	\$2.00
24.	Call Forward Busy	-	-	\$1.00
25.	Call Forward No Answer	-	-	\$1.00
B.	Feature Packages			
1.	Two Feature Pack	\$7.00		
2.	Multi Feature Pack	\$11.95		

[1] Monthly charge does not apply if Call Waiting is provisioned on the same line.



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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.3. 900/976 INFORMATION SERVICE BLOCKING**

**5.3.1. GENERAL**

Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's exchange access line to all 900 and/or 976 service access codes.

**5.3.2. REGULATIONS**

- A. When the blocking is activated, direct dialed calls to all 900 and/or 976 service numbers from the customer's exchange access line will be blocked. These blocked calls will be directed to an announcement.
- B. This option does not prevent customers from placing 900 and/or 976 calls from their exchange access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator assisted or credit card calls to 900 and/or 976 services from a line that is not blocked.

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.4. TOLL RESTRICTION**

**5.4.1. GENERAL**

This service provides customers with the ability to block outbound long distance calling from their local access line.

**5.4.2. REGULATIONS**

- A. When the Toll Restriction option is activated, direct dialed long distance calls from the customer's access line will be blocked. These blocked calls will be directed to a network message.
- B. The activation of the Toll Restriction option does not prevent customers from placing long distance calls from the access line utilizing an Operator Service Provider that can be reached through the use of a local call. In addition, this option does not prevent customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked.
- C. Toll Restriction will block the following types of calls:

- 1+ 7 Digit Long Distance
- 1+ 10 Digit Long Distance
- 00+
- 00-
- 01+
- 011+
- 1010XXX
- 0+ 7 Digit Long Distance
- 0+ 10 Digit Long Distance
- 7 Digit Long Distance

**5.4.3. RATES AND CHARGES**

A nonrecurring charge will apply for each line restricted, except that Toll Restriction will be provided at no charge to Lifeline service subscribers.

**NONRECURRING  
CHARGE**

- A. Toll Restriction, Per Line

\$0.00  
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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.5. OPERATOR ASSISTED SERVICES**

**5.5.1. GENERAL**

A service charge will apply to local calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, Other Operator Assisted) and Person-to-Person.

Rates and charges for the services described in this section will be credited to the Customer for calls completed to a wrong number, for incomplete connections, or for calls with unsatisfactory transmission.

**5.5.2. OPERATOR SERVICES**

An Operator Station service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person calls.

Customers who cannot physically dial a call can qualify for an Operator Assisted exemption which provides the customer with operator assistance at a direct dialed rate without a service charge. No application or certification is required for this program; however, the customer must request this exemption. This exemption will apply where billing capability for application of the exemption exists.

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1/10/2005  
PURSUANT TO 807 KAR 5:011  
SECTION 9 (1)**

Effective: January 10, 2005

By 

Executive Director

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.5. OPERATOR ASSISTED SERVICES (CONT'D)**

**5.5.3. PERSON-TO-PERSON**

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

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Gregory Cameron, Director of Telecommunications Legal Affairs

  
By \_\_\_\_\_  
Executive Director

5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.5. OPERATOR ASSISTED SERVICES (CONT'D)

5.5.4. RATES AND CHARGES

	<u>RATE PER MINUTE</u>	<u>SERVICE CHARGE PER CALL</u>
A. Operator Station		
1. Automated Calls	\$0.00	\$2.00
2. Operator Assisted Calls	\$0.00	\$2.00
B. Person-to-Person	\$0.00	\$4.00

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.6. DIRECTORY ASSISTANCE SERVICE**

**5.6.1. GENERAL**

Directory Assistance Service (411) is furnished upon customer request for assistance in determining telephone numbers. Customers will be charged for all requests including requests for listings that are not found.

**5.6.2. REGULATIONS**

Directory Assistance charges apply on a per call basis, with a maximum of two requested telephone numbers allowed per call. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance as specified below.

A. Exemptions

1. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory, and who has registered as such with the Company.

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**5.6.3. RATES AND CHARGES**

**CHARGE  
PER CALL**

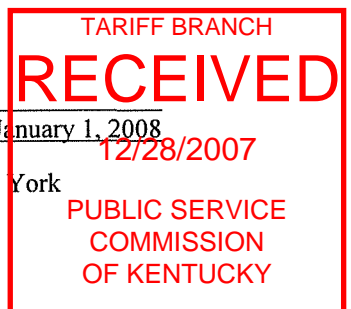
A. Directory Assistance Service

\$1/25 (I)

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Gregory Cameron, Director of Telecommunications Legal Affairs, New York, New York



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5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.7. RESERVED FOR FUTURE USE

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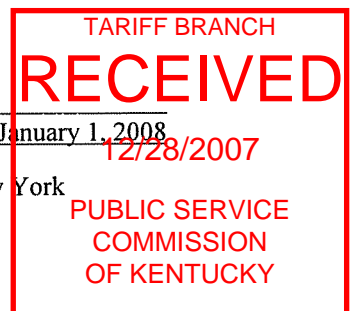
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Gregory Cameron, Director of Telecommunications Legal Affairs, New York, New York



**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.8. BUSY LINE VERIFICATION AND INTERRUPT SERVICE**

**5.8.1. GENERAL**

Upon request of a calling party, the Operator 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.

**5.8.2. REGULATIONS**

- A. 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.
- B. A charge will apply when: (1) the operator verifies that the line is busy with a call in progress; (2) the operator verifies that the line is available for incoming calls; or (3) the operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party.
- C. No charge will apply when: (1) the calling party advises that the call is to or from an official public emergency agency; or (2) under conditions other than those stated in A. above.
- D. A Busy Line Verification charge also applies for each Busy Line Interruption.

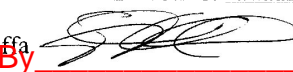
**5.8.3. RATES AND CHARGES**

	<b><u>CHARGE PER USE</u></b>
A. Busy Line Verification, each	\$1.00
B. Busy Line Interrupt, each	\$1.25

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS**

**5.9.1. GENERAL**

The Company will arrange for the customer's main billing number to be placed in the directory or directories of the dominant local carrier. The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Applicable monthly charges may be found in Section 5.9.5. Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

**5.9.2 REGULATIONS**

- A. The listings of customers, either without charge or at the rate specified within this Tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- B. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the customer is not impaired.
- C. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.
- D. The customer will receive a standard listing in the alphabetical section of the directory which serves the customer's location.
- E. *(Deleted)*
- F. A service charge will apply for any customer-requested change in listing, as specified in Section 4.5.
- G. Upon disconnection of a line the customer may request an extended announcement referring the caller to the customer's new number, for an additional charge, up to three months from the date of disconnect.

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.3. NON-PUBLISHED NUMBERS**

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the customer to seek any legal remedies available for the same, is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.

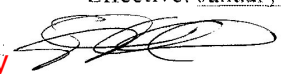
Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.3. NON-PUBLISHED NUMBERS (CONT'D)**

C. Lines Dedicated to Data Usage

The customer may request that lines ordered solely for data usage (i.e., computers, fax machines, etc.) be non-published without charge where:

1. such service is provided for the same customer at the same address as the customer's Company-provided primary service,
2. the customer's primary listing is either published or the customer is paying a monthly recurring charge to have the primary listing non-published or non-listed, and
3. the non-published directory assistance listing is in the customer's name.

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By \_\_\_\_\_

**Executive Director**

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.4. NON-LISTED NUMBERS**

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-listed number for the affected period.


Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

**5.9.5. RATES AND CHARGES**

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY CHARGE</u>
A. Standard Listing	-	\$0.00
B. Additional Listings		
1. Additional Alphabetical Listing	-	\$1.00
C. Non-Published Number, each	-	\$1.50
D. Non-Listed Number, each	-	\$1.00
E. Extended Referral	\$0.00	

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**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)**

**5.10.1. GENERAL**

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.

In providing this service, the Company will arrange to route 911 telephone calls from its local serving areas to the Public Safety Answering Point specified by an appropriate Public Agency.

**5.10.2. REGULATIONS**

- A. The PSAP operator is responsible for the dispatch of police, fire, ambulance or any other emergency services personnel summoned by the party seeking assistance.
- B. 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.
- C. 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.
- D. 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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Executive Director

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)**

**5.10.2. REGULATIONS (CONT'D)**

- E. 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.
- F. 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 or 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.

**5.10.3. RATES AND CHARGES**

- A. No local usage charge applies to the calling party for calls to the 911 emergency number.

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By \_\_\_\_\_  
**Executive Director**

LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.11. Lifeline Service - GRANDFATHERED \*

5.11.1. General

Lifeline Service provides a discount in the recurring monthly rate for the provision of local residential service for certain low-income customers.

5.11.2. Regulations

- A. Lifeline Service will be made available only to qualified low income customers who participate in any one of the following programs:
  - 1. Supplemental Security Income (SSI)
  - 2. Food Stamps
  - 3. Medicaid
  - 4. Federal Public Housing Assistance
  - 5. Low Income Home Energy Assistance Program (LIHEAP)
- B. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.
- C. The Company will provide Lifeline Service with the Local Only Offer, as specified in Section 5.1. Lifeline Service is limited to only one service per qualified customer or household.
- D. A Lifeline customer may subscribe to standard features and services at the applicable rates, charges and regulations for each feature and service provided. Premium services offered by the Company will not be available.
- E. Charges for the installation of new Insight Local Service as a Lifeline service are set forth in Section 5.12, following.
- F. Lifeline Service will be provided to a customer only so long as such customer continues to meet the Company's participation and certification guidelines.
- G. Lifeline customers are subject to all residential service regulations in this and other Tariffs of the Company.
- H. Lifeline customers may not subscribe to any other type of residence Local Service at the same or other premises.
- I. The Company will not disconnect or interrupt service to a Lifeline customer for failure to pay toll or long distance charges.

\* *LifeLine Service is Grandfathered and is only available to customers who have subscribed prior to August 24, 2012.*



LOCAL EXCHANGE SERVICES

5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.11. Lifeline Service (Cont'd.) - GRANDFATHERED \* (N)

5.11.3. Rates and Charges

A. Lifeline Service is subject to all applicable state, local and federal taxes and surcharges, and to all applicable Tariff regulations, rates, charges, and surcharges. The Company will provide our Lifeline customers with a discount of \$13.50 off of the monthly basic local service charge.

B. Lifeline Service is subject to all applicable state, local and federal taxes and surcharges, and to all applicable Tariff regulations, rates, charges, and surcharges.

	<u>Monthly Charge</u>
1. Lifeline Surcharge, per access line	\$0.08

\* *LifeLine Service is Grandfathered and is only available to customers who have subscribed prior to August 24, 2012.*



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LOCAL EXCHANGE SERVICES

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5 - INSIGHT RESIDENTIAL LOCAL SERVICE

5.12. Reserved for Future Use

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Effective: August 24, 2012

Julie P. Laine, Group Vice President, Chief Counsel, Regulatory



5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.13. TELECOMMUNICATIONS RELAY SERVICE AND TELECOMMUNICATIONS ACCESS PROGRAM SURCHARGES (C)  
(C)

5.13.1. GENERAL

Telecommunications Relay Service (TRS) is a relay telecommunications service for persons who are deaf or hearing and/or speech disabled. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech. Persons utilizing this service will be charged as if the call were directly dialed.

The Telecommunications Access Program (TAP) is the program for the distribution of telecommunications devices for the deaf. (N)  
(N)

5.13.2. SURCHARGES (C)

As ordered by the Commission, the Telecommunications Relay Service (TRS) Surcharge and the Telecommunications Access Program (TAP) Surcharge will apply to all residence access lines served by the Company, except Lifeline Service lines. The surcharges apply regardless of whether or not the access line uses Telecommunications Relay Service. (C)  
(C)

	<u>MONTHLY CHARGE</u>	
A. TRS Surcharge per line	\$0.07	(C)
B. TAP Surcharge per line	\$0.02	(C)
Total TRS/TAP Surcharge per line	\$0.09 (R)	(C)

Issued: June 15, 2006

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Executive Director



**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.14. MULTI-SERVICE BILL CREDIT**

Customers who are subscribed to the following Insight services will receive an Insight Local Service bill credit equal to \$5.00 per monthly billing cycle for customers in Louisville and Lexington exchanges, \$4.00 in Henderson exchanges, and \$3.50 for customers in Shepherdsville exchanges:

1. Insight Local Service with two or more lines, as specified in Section 5.1 of this Tariff; and
2. Either the Two Feature Pack or the All Feature Pack as specified in Section 5.2; and
3. One or more Company-designated non-telephony service(s).

This offer is limited to one bill credit per customer per month, and the customer must be actively subscribed to the Company-designated non-telephony service(s) on a non-promotional basis in order to receive this credit. Additionally, the customer may not participate in other promotional offers pertaining to the Insight Local Service monthly recurring charge while participating in this offer. This credit will appear on Insight Local Service bills beginning the month following the installation of such services and will continue for the duration of the multiple subscriptions under the availability of this offer.

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LOCAL EXCHANGE SERVICES

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5 - INSIGHT RESIDENTIAL LOCAL SERVICE

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LOCAL EXCHANGE SERVICES

6 - PROMOTIONAL OFFERINGS

6.1. Promotional Offerings

From time to time, the Company will introduce promotional offerings. The Company may offer services at a reduced rate, free of charge, or offer incentives including gift certificates and coupons for promotional, market research or rate experimentation purposes. Such offerings will be for a limited duration.

Offers have no cash value and are not transferable. Any credits expire immediately upon the termination of any qualifying service. In no event shall the Company be obligated to provide any monetary sum in the form of cash, check or money order to the customer. Customers must not have had service disconnected for nonpayment, and not have any past due bills for regulated service owed to the Company.

6.1.2 Eligibility

Specific eligibility requirements are provided in each promotional description. In addition, promotions are offered at the Company's discretion and eligibility is subject to a satisfactory credit review. (N)

Customers who request to continue a promotional offer after completing that promotion may be required to pay an Activation Fee, equal to the Activation Fee provided in Section 4 of this tariff, prior to being resubscribed to the offer.



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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.3. RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.4. RESERVED FOR FUTURE USE

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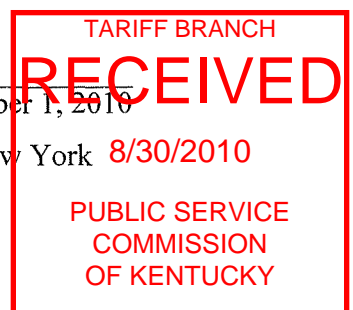
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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.5. RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.6. RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.7. RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.8 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.9 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.10 RESERVED FOR FUTURE USE

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONAL OFFERINGS (CONT'D)**

**6.1.10 RESERVED FOR FUTURE USE (CONT'D)**

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.11 RESERVED FOR FUTURE USE

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONAL OFFERINGS (CONT'D)**

**6.1.11** Reserved for Future Use

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.12 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.13 RESERVED FOR FUTURE USE

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONAL OFFERINGS (CONT'D)**

**6.1.14 RESERVED FOR FUTURE USE**

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.15 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.16 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.17 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.18 RESERVED FOR FUTURE USE

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONAL OFFERINGS (CONT'D)**

**6.1.19 RESERVED FOR FUTURE USE**

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.20 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.21 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.22 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.23 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.24 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.25 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.26 RESERVED FOR FUTURE USE

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONAL OFFERINGS (CONT'D)**

**6.1.27 RESERVED FOR FUTURE USE**

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.28 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.29 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.30 RESERVED FOR FUTURE USE

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONAL OFFERINGS (CONT'D)**

**6.1.31 RESERVED FOR FUTURE USE**

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.32 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.33 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.34 RESERVED FOR FUTURE USE

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.35 RESERVED FOR FUTURE USE

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INSIGHT LOCAL SERVICE

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York

8/30/2010



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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.36 RESERVED FOR FUTURE USE

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York 8/30/2010

INSIGHT LOCAL SERVICE



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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONAL OFFERINGS (CONT'D)

6.1.36 RESERVED FOR FUTURE USE

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York 8/30/2010





INSIGHT PHONE  
OF KENTUCKY, LLC

INSIGHT LOCAL SERVICE

KENTUCKY P.S.C. TARIFF NO. 1

SECTION 6

4th Revised Page 38

3rd Revised Page 38

6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.37. MONTHLY RECURRING CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 during a Company initiated contact; or contact the company and request this promotion; and (C)
- subscribe to (1) local service (access line); (2) to the Unlimited Usage Offer; and (3) to the Multi-Feature Pack; and (4) Voicemail; and continue subscription without interruption through the term of this promotion.

Eligible customers will receive discounted rates for the above phone charges totaling the amount listed below for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service Only:	\$40.00
Customer with Phone Service and High Speed Internet:	\$30.00
Customer with Phone Service and Basic/Classic Video Service:	\$25.00
Customer with Phone Service, Basic/Classic Video Service and High Speed Internet:	\$25.00

In addition, Customers subscribing to Phone Service and one or more other non-regulated services will receive a waiver of the non-recurring installation charge.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York 8/30/2010



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LOCAL EXCHANGE SERVICES

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**6 - PROMOTIONAL OFFERINGS**

6.1 Promotional Offerings (Cont'd.)

6.1.38 Reserved for Future Use

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Issued: August 24, 2012

Effective: August 24, 2012

Julie P. Laine, Group Vice President, Chief Counsel, Regulatory



**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONS (CONT'D)**

**6.1.39. RESERVED FOR FUTURE USE**

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**6.1.40. ADDITIONAL \$1.00 OFF DISCOUNT**

Prior to December 31, 2010 the additional \$1.00 discount will be available to customers that are not currently enrolled in any promotion and that currently subscribe to both Classic Video and Phone Service and continue subscription without interruption.

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Customers will receive a discount of \$1.00 on their monthly bill.

This offer is not available to employees of the Company, or to Lifeline Service customers.

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.41 PROMOTION (Z-09-1&2) (S-09-1&2)  
(09ZPH43 – 09ZPHBB76)  
(09SPH43 – 09SPHBB81)

This promotion is available to customers residing in the Louisville, Lexington Shepherdsville and Henderson serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one or two Insight promotions for phone service, with a benefit period that has expired prior to December 31, 2010, or completed one or two promotions for Phone Service and High Speed Internet Service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$43.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.42 PROMOTION (Z09-3) (S09-3)  
(09ZCLPH63) (09SCLPH63) (09SCLPH68)

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and have completed an Insight promotion for Phone Service with both High Speed Internet Service and Classic Video Service, with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$28.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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TARIFF BRANCH

RECEIVED

PUBLIC SERVICE  
COMMISSION  
OF KENTUCKY

6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.43 PROMOTION (Z-09-2 & 3)  
(09ZCLPH78 – 09ZBUN105)

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one Insight promotion for Classic Video and Phone Service with a benefit period that has expired prior to December 31, 2010, or completed one Insight promotion for Phone, High Speed Internet and Classic Video service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$33.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.44. PROMOTION (S-09-2 & 3)

(09SCLPH88 – 09SBUN115)

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed two Insight promotions for Classic Video and Phone Service with a benefit period that has expired prior to December 31, 2010, or completed two Insight promotions for Phone, High Speed Internet and Classic Video service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$38.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.45 PROMOTION (Z -09-2 & 3)  
(09ZPH35 – 09ZPHBB63)

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one promotion for High Speed Internet, or Classic Video and Phone with a benefit period that expired prior to December 31, 2010; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one promotion for those three services that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$35.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.46 PROMOTION (S -09-2 & 3)  
(09SPH40 – 09SPHBB68)

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed two promotions for High Speed Internet, or Classic Video and Phone with a benefit period that expired prior to December 31, 2010; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed two promotions for those three services that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$40.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.47. PROMOTION (Z-09-3) (S-09-3)  
(09ZPH30 – 09SPH30)

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet and Classic Video Service, subsequently added Phone Service and completed one or two promotions for those three services with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$30.00, applicable on the customer's next twelve (12) consecutive monthly bills. (C)

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONS (CONT'D)**

**Reserved for Future Use**

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KY09-003



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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONS (CONT'D)**

**6.1.48 PROMOTION (G-09-1 & 2)  
((GPHBB80) GPHBB85)**

This promotion is available to customers residing in the Louisville and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions for phone service and High Speed Internet, with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$46.00, applicable on the customer's next twelve (12) consecutive monthly bills. (C)

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.49 PROMOTION (G09-2 & 3)  
(GPH41 – GPHBB68)

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three promotions for those services with a benefit period that has expired prior to December 31, 2010; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three promotions for those three services with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$41.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.50 PROMOTION (G09-3)  
(GCLPH63) (GCLPH68)

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and subsequently added Phone Service and Video Service at the same time and have completed three promotions for those three services with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$27.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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**6. PROMOTIONAL OFFERINGS**

**6.1. PROMOTIONS (CONT'D)**

**6.1.51 PROMOTION (G09-3)  
(GPH31)**

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three promotions for those three services with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$31.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.52 PROMOTION (G-09-1 & 2)  
(GPH50 – GPHBB89)

This promotion is available to customers residing in the Lexington serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$50.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.53 PROMOTION (Z-09-2 & 3) (S-09-2 & 3)  
(09ZCLPH78 – 09ZBUN105)  
(09SCLPH78 – 09SBUN105)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one or two Insight promotions for Classic Video and Phone Service with a benefit period that has expired prior to December 31, 2010, or completed one or two Insight promotions for Phone, High Speed Internet and Classic Video service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$33.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

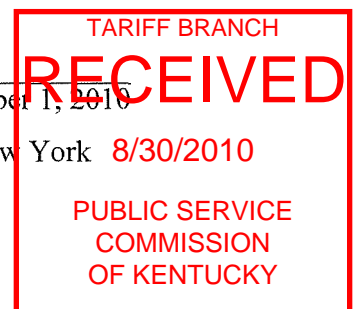
Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.54 PROMOTION (Z -09-2 & 3) (S -09-2 & 3)  
(09ZPH35 – 09ZPHBB63)  
(09SPH35 – 09SPHBB63)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one or two promotions for High Speed Internet, or Classic Video and Phone with a benefit period that has expired prior to December 31, 2010; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one or two promotions for those three services that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$35.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.55 PROMOTION (G-09-1 & 2)  
(GPH46 – GPHBB80)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2009 and December 31, 2009 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2009 and December 31, 2009. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$46.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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KY09-005



6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.55 PROMOTION (G09-2 &3)  
(GCLPH80 – GCLPHBB106)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three Insight promotions, with a benefit period that has expired prior to December 31, 2010, for phone service and Classic Video, or completed three promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$34.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.56 PROMOTION (G09-2 & 3)  
(GPH36 – GPHBB63)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three promotions for those services with a benefit period that has expired prior to December 31, 2010; or
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three promotions for those three services with a benefit period that has expired prior to December 31, 2010. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$36.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges. (C)

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.57 PROMOTION (M10)  
(MPH46 - MPHBB82)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$46.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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## 6. PROMOTIONAL OFFERINGS

### 6.1. PROMOTIONS (CONT'D)

#### 6.1.58 PROMOTION (M10)

##### (MPHBB82)

This promotion is available to customers residing in the Louisville and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed four Insight promotions for phone service and High Speed Internet, with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$46.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.59 PROMOTION (M10)  
(MPH44 – MPHBB73)

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed four promotions for those services with a benefit period that has expired prior to December 31, 2010; or
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed four promotions for those three services with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$44.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.60 PROMOTION (M10)  
(MCLPH68)

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and subsequently added Phone Service and Video Service at the same time and have completed four promotions for those three services with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$29.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.61 PROMOTION (M10)  
(MPH34)

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed four promotions for those three services with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$34.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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TARIFF BRANCH

RECEIVED

PUBLIC SERVICE  
COMMISSION  
OF KENTUCKY

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6. PROMOTIONAL OFFERINGS

6.1. PROMOTIONS (CONT'D)

6.1.62 PROMOTION (M10)  
(MPH53 – MPHBB82)

This promotion is available to customers residing in the Lexington serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$53.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.63 PROMOTION (M10)  
(MCLPH85 – MCLPHBB112)

This promotion is available to customers residing in the Louisville, Shepherdsville and Lexington serving areas. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed four Insight promotions, with a benefit period that has expired prior to December 31, 2010, for phone service and Classic Video, or completed four promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$41.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.64 PROMOTION (M10)  
(MCLPH85 – MCLPHBB112)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed four Insight promotions, with a benefit period that has expired prior to December 31, 2010, for phone service and Classic Video, or completed four promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$36.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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TARIFF BRANCH

RECEIVED

PUBLIC SERVICE  
COMMISSION  
OF KENTUCKY

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6. PROMOTIONAL OFFERINGS

6.1 PROMOTIONS (CONT'D)

6.1.65 PROMOTION (M10)  
(MPH39 – MPHBB68)

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion prior to December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed four promotions for those services with a benefit period that has expired prior to December 31, 2010; or
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed four promotions for those three services with a benefit period that has expired prior to December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$39.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS**

**6.2.1. MONTHLY RECURRING CHARGE PROMOTION**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 (C) during a Company initiated contact; or contact the company and request this promotion; and
- subscribe to (1) local service (access line); (2) to the Unlimited Usage Offer; and (3) to the Multi-Feature Pack; and (4) Voicemail; and continue subscription without interruption through the term of this promotion.

Eligible customers will receive discounted rates for the above phone charges totaling the amount listed below for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service Only:	\$45.00
Customer with Phone Service, Basic/Classic Video Service and/or High Speed Internet:	\$30.00

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



LOCAL EXCHANGE SERVICES

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6 - PROMOTIONAL OFFERINGS

6.2 2011 Promotional Offerings (Cont'd)

6.2.2. Reserved for Future Use

(T)

(D)



(D)

6.2.3. Additional \$1.00 off Discount

Between January 1, 2011 and December 31, 2011 the additional \$1.00 discount will be available to customers that are not currently enrolled in any promotion and that currently subscribe to both Classic Video and Phone Service and continue subscription without interruption.

Customers will receive a discount of \$1.00 on their monthly bill.

This offer is not available to employees of the Company, or to Lifeline Service customers.





**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.4. PROMOTION**

1Y2PH48T  
1162PBB86T  
11Y2PBB91T

This promotion is available to customers residing in the Louisville, Lexington Shepherdsville and Henderson serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one or two promotions for phone service, with a benefit period that has expired between January 1, 2011 and December 31, 2011, or completed one or two promotions for Phone Service and High Speed Internet Service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$45.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.5. PROMOTION**

1162CLP73T

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and have completed one or two Insight promotions for Phone Service with both High Speed Internet Service and Classic Video Service, with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$33.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.6. PROMOTION**

11Y2CLP88T  
11Y2TP120t  
11Y2PBB88  
11Y2PH38T  
11Y2TP125T

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one or two promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2011 and December 31, 2011, or completed one or two Insight promotion for Phone, High Speed Internet and Classic Video service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$38.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.7. PROMOTION**

11Y2CLP98T

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one or two promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2011 and December 31, 2011, or completed one or two promotions for Phone, High Speed Internet and Classic Video service that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$43.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.8. PROMOTION**

11Y2PH40T  
11Y2PBB73T

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one or two promotions for High Speed Internet, or Classic Video and Phone with a benefit period that expired between January 1, 2011 and December 31, 2011; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one or two promotions for those three services that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$40.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.9. PROMOTION**

11Y2PH45  
11Y2PBB78T

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one or two promotions for High Speed Internet, or Classic Video and Phone with a benefit period that expired between January 1, 2011 and December 31, 2011; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one or two promotions for those three services that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$45.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.10. PROMOTION**

11Y2CLP80T  
11Y2PH35T

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet and Classic Video Service, subsequently added Phone Service and completed one or two promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$35.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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## 6. PROMOTIONAL OFFERINGS

### 6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)

#### 6.2.11. PROMOTION

11Y4TP110T  
11Y4PHBB91  
11Y4PHBB92  
11Y4PHBB93  
11Y4PB88T

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four promotions for phone service and High Speed Internet, with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$49.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.12. PROMOTION**

11Y4PH74T  
114PH44T

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three or four promotions for those services with a benefit period that has expired between January 1, 2011 and December 31, 2011; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$44.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.13. PROMOTION**

11Y4PH34T

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$31.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.14. PROMOTION**

11Y4PH53T  
11Y4PB95T

This promotion is available to customers residing in the Louisville and Lexington serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$53.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.15. PROMOTION**

11Y4PH37T  
114CLP86T

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2011 and December 31, 2011, for phone service and Classic Video, or completed three promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$37.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.16. PROMOTION**

**11Y4TP126  
11Y4TP127T  
11Y4PH39T  
11Y4PB69T**

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three or four promotions for those services with a benefit period that has expired between January 1, 2011 and December 31, 2011; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$39.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.17. PROMOTION**

11Y4PH47

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three or four promotions for those services with a benefit period that has expired between January 1, 2011 and December 31, 2011; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$47.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.18. PROMOTION**

11Y4CLP74T

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and subsequently added Phone Service and Video Service at the same time and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$32.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.19. PROMOTION**

11Y4PH37

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$37.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.20. PROMOTION**

11Y4PH47T  
11Y4PB100T

This promotion is available to customers residing in the Lexington serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$56.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.21. PROMOTION**

11Y4PB74T  
11Y4PH44  
11Y4CP101T

This promotion is available to customers residing in the Louisville, Shepherdsville and Lexington serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2011 and December 31, 2011, for phone service and Classic Video, or completed three or four promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$44.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.22. PROMOTION**

11Y4CLP91T

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2011 and December 31, 2011, for phone service and Classic Video, or completed three or four promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$39.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.23. PROMOTION**

11Y4PH42T

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three or four promotions for those services with a benefit period that has expired between January 1, 2011 and December 31, 2011; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$42.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.24. PROMOTION - PHONE AND INTERNET**

To be eligible for this promotion Customers must:

- have not been a subscriber to any Insight service within the last six months;
- enroll in this promotion between March 22, 2011 and December 31, 2011 during a Company initiated contact; or contact the company and request this promotion;
- newly subscribe to Insight Phone 2.0 Service Unlimited Offer as part of a package with High Speed Internet Service and continue subscription without interruption through the term of this promotion;
- agree to enter into a Term Agreement of twelve months, during which time the customer will not cancel any service included in the package offer, and which is subject to a Termination Charge for early cancellation; and
- meet all eligibility requirements for subscribing to that package offer, which may include credit approval.

Eligible Customers will receive a discounted rate of \$8.00 for the above phone charge, applicable on the Customer's next twelve (12) consecutive monthly bills.

If the Customer cancels service prior to the end of the Term Agreement, a Termination Charge of \$10.00 per remaining month will apply. In the case of a partial month, the time will be rounded up to a full month.

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

**10MGP43**

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



**6. PROMOTIONAL OFFERINGS**

**6.2. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.2.25. NEW CUSTOMER PROMOTION**

To be eligible for this promotion Customers must:

- enroll in this promotion between September 29, 2011 and November 15, 2011 during a Company initiated contact; or contact the company and request this promotion;
- newly subscribe to Insight Phone service (including access line, the Unlimited Usage Offer; the Multi-Feature Pack; and Voicemail) and continue subscription without interruption through the term of this promotion; and
- have not been an Insight Customer for at least thirty (30) days prior to enrollment.

In lieu of Monthly Recurring Charge for Phone Service listed above, eligible customers will be billed, for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service and Basic/Classic Video Service	\$20.00
Customer with Phone Service, or both Phone Service and Video Service, plus High Speed Internet:	\$15.00

Customers subscribing to Phone Service and one or more other services will receive a waiver of the non-recurring installation charge. In addition, Customers subscribing to Phone Service and Video Service will receive a waiver of the Activation Fee.

Any Porting Charge for porting phone numbers from previous carriers will also be waived.

All other recurring and/or non-recurring charges (including applicable taxes and fees) will apply. All charges for associated services will also apply.

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges. Customers must meet eligibility requirements described above and in Section 8.2, preceding. This offer is not available to employees of the Company, Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.



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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS**

**6.3.1. MONTHLY RECURRING CHARGE PROMOTION**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion; and (C)
- newly subscribe to (1) local service (access line); (2) to the Unlimited Usage Offer; and (3) to the Multi-Feature Pack; and (4) Voicemail; and continue subscription without interruption through the term of this promotion.

Eligible customers will receive discounted rates for the above phone charges totaling the amount listed below for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service Only:	\$45.00
Customer with Phone Service, Basic/Classic Video Service and/or High Speed Internet:	\$30.00

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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LOCAL EXCHANGE SERVICES

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6 - PROMOTIONAL OFFERINGS

6.3 2011 Promotional Offerings (Cont'd.)

6.3.2. Reserved for Future Use

(T)

(D)



(D)

6.3.3. Additional \$1.00 off Discount

Between January 1, 2012 and June 30, 2012 the additional \$1.00 discount will be available to customers that are not currently enrolled in any promotion and that currently subscribe to both Classic Video and Phone Service and continue subscription without interruption.

Customers will receive a discount of \$1.00 on their monthly bill.

This offer is not available to employees of the Company, or to Lifeline Service customers.





**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.4. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington Shepherdsville and Henderson serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one, two or three promotions for phone service, with a benefit period that has expired between January 1, 2012 and June 30, 2012, or completed one, two or three promotions for Phone Service and High Speed Internet Service that expired during that period, and with a current discounted rate of \$45.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$45.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.5. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and have completed one, two or three promotions for Phone Service with both High Speed Internet Service and Classic Video Service, with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$33.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$38.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.6. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one, two or three promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2012 and June 30, 2012, or completed one or two Insight promotion for Phone, High Speed Internet and Classic Video service that expired during that period and with a current discounted rate of \$38.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$43.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.7. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have either completed one, two or three promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2012 and June 30, 2012, or completed one, two or three promotions for Phone, High Speed Internet and Classic Video service that expired during that period and with a current discounted rate of \$43.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$48.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.8. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one, two or three promotions for High Speed Internet, or Classic Video and Phone with a benefit period that expired between January 1, 2012 and June 30, 2012; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one, two or three promotions for those three services that expired during that period and with a current discounted rate of \$40.00 for phone service. . . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$45.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.9. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one, two or three promotions for High Speed Internet, or Classic Video and Phone with a benefit period that expired between January 1, 2012 and June 30, 2012; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one or two promotions for those three services that expired during that period and with a current discounted rate of \$45.00 for phone service. . . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$50.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.10. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet and Classic Video Service, subsequently added Phone Service and completed one, two or three promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$35.00 for phone service. . . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$40.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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## 6. PROMOTIONAL OFFERINGS

### 6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)

#### 6.3.11. PROMOTION

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three, four or five promotions for phone service and High Speed Internet, with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$49.00 for phone service. . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$54.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.12. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three, four or five promotions for those services with a benefit period that has expired between January 1, 2012 and June 30, 2012; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$44.00 for phone service. . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$49.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.13. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$31.00 for phone service. . . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$36.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.14. PROMOTION**

This promotion is available to customers residing in the Louisville and Lexington serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$53.00 for phone service. . . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$58.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.15. PROMOTION**

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2012 and June 30, 2012, for phone service and Classic Video, or completed three promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period and with a current discounted rate of \$37.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$42.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.16. PROMOTION**

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three, four or five promotions for those services with a benefit period that has expired between January 1, 2012 and June 30, 2012; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$39.00 for phone service. . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$44.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York



**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.17. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three, four or five promotions for those services with a benefit period that has expired between January 1, 2012 and June 30, 2012; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$47.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$52.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.18. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and subsequently added Phone Service and Video Service at the same time and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$32.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$37.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.19. PROMOTION**

This promotion is available to customers residing in the Louisville, Lexington, Henderson and Shepherdsville serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$37.00 for phone service. . . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$42.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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Gregory Cameron, Vice President of Telecom Legal Affairs, New York, New York





**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.20. PROMOTION**

This promotion is available to customers residing in the Lexington serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$56.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$61.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.21. PROMOTION**

This promotion is available to customers residing in the Louisville, Shepherdsville and Lexington serving areas. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2012 and June 30, 2012, for phone service and Classic Video, or completed three, four or five promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period and with a current discounted rate of \$44.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$49.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.22. PROMOTION**

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2012 and June 30, 2012, for phone service and Classic Video, or completed three, four or five promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period and with a current discounted rate of \$39.00 for phone service. . (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$44.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.23. PROMOTION**

This promotion is available to customers residing in the Henderson serving area. To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue to subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three, four or five promotions for those services with a benefit period that has expired between January 1, 2012 and June 30, 2012; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three, four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012 and with a current discounted rate of \$42.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$47.00, applicable on the customer's next twelve (12) consecutive monthly bills. At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above and in Section 6.1.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.24. PROMOTION - PHONE AND INTERNET**

To be eligible for this promotion Customers must:

- have not been a subscriber to any Insight service within the last six months;
- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion; (C)
- newly subscribe to Insight Service Unlimited Offer as part of a package with High Speed Internet Service and continue subscription without interruption through the term of this promotion;
- agree to enter into a Term Agreement of twelve months, during which time the customer will not cancel any service included in the package offer, and which is subject to a Termination Charge for early cancellation; and
- meet all eligibility requirements for subscribing to that package offer, which may include credit approval.

Eligible Customers will receive a discounted rate of \$8.00 for the above phone charge, applicable on the Customer's next twelve (12) consecutive monthly bills.

If the Customer cancels service prior to the end of the Term Agreement, a Termination Charge of \$10.00 per remaining month will apply. In the case of a partial month, the time will be rounded up to a full month.

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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**6. PROMOTIONAL OFFERINGS**

**6.3. 2011 PROMOTIONAL OFFERINGS (CONT'D)**

**6.3.25. NEW CUSTOMER PROMOTION**

To be eligible for this promotion Customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion; (C)
- newly subscribe to Insight Phone service (including access line, the Unlimited Usage Offer; the Multi-Feature Pack; and Voicemail) and continue subscription without interruption through the term of this promotion; and
- have not been an Insight Customer for at least thirty (30) days prior to enrollment.

In lieu of Monthly Recurring Charge for Phone Service listed above, eligible customers will be billed, for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service and Basic/Classic Video Service	\$20.00
Customer with Phone Service, or both Phone Service and Video Service, plus High Speed Internet:	\$15.00

Customers subscribing to Phone Service and one or more other services will receive a waiver of the non-recurring installation charge. In addition, Customers subscribing to Phone Service and Video Service will receive a waiver of the Activation Fee.

Any Porting Charge for porting phone numbers from previous carriers will also be waived.

All other recurring and/or non-recurring charges (including applicable taxes and fees) will apply. All charges for associated services will also apply.

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges. Customers must meet eligibility requirements described above and in Section 8.2, preceding. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

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7. RESERVED FOR FUTURE USE

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Gregory Cameron, Director of Telecommunications Legal Affairs



By \_\_\_\_\_  
Executive Director

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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.1. GENERAL**

Message Telecommunications Service (MTS) applies to all toll calls made between two or more rate centers that are furnished or made available by the Company over facilities within the state.

MTS provides telecommunication beyond the local serving area. MTS charges cover the service furnished between the calling and called stations.

MTS Service is available to residence customers located within the Company's service area who subscribe to Insight Phone Local Service

**8.2. REGULATIONS**

**8.2.1. GENERAL**

MTS is the furnishing of facilities for telecommunication between station lines in different local service areas in accordance with the terms, conditions, and rates specified in this Tariff.

The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

**8.2.2. CLASS OF CALLS**

Charges apply according to the class of call the calling party selects as defined below.

**A. Dial Station**

1. Dial Station charges will apply when the customer dials the desired telephone number without the assistance of a Company Operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.
2. The Dial Station class of service also applies when the Operator:
  - a. Records the calling telephone number for areas without automatic recording equipment.
  - b. Reaches the called telephone number because of trouble on the network or because dial completion is not available.

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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.2. REGULATIONS (CONT'D)**

**8.2.2. CLASS OF CALLS (CONT'D)**

A. Dial Station (Cont'd)

2. The Dial Station class of service also applies when the Operator: (Cont'd)
  - c. Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
  - d. Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

B. Operator Station

Operator Station charges apply when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person calls.

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Executive Director

**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.2. REGULATIONS (CONT'D)**

**8.2.2. CLASS OF CALLS (CONT'D)**

C. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

**8.2.3. TIMING OF CALLS**

- A. For Dial Station and Operator Station calls, the timing of a call begins when the calling and called stations are connected. Calls are timed in one-minute increments.
- B. For Person-to-Person calls the timing of a call begins when the calling person is connected to a specified person, station, or an agreed alternate.
- C. Chargeable time ends when the connection is terminated at any point.
- D. The timing of a call does not include time lost due to service faults or defects that are reported to the Company.
- E. MTS usage rates are applied on the basis of whole minute intervals. The billing interval is determined by rounding up partial minutes to the next whole minute.
- F. In cases where a message begins in one price period and ends in another, the price for each minute is the price in effect at the beginning of each minute of usage, unless specified otherwise in a calling plan's service description.

**8.2.4. DETERMINATION OF RATES**

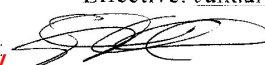
- A. Rates for MTS calls are determined by the class of the call and the duration of the call. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.
- B. MTS rates apply to all intrastate/intraLATA and intrastate/interLATA calls, all times of day, seven days a week, unless otherwise indicated in the Tariff. Usage and service charge rates for interstate and international calls are specified in the appropriate Company Tariff or Service Guide.

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By \_\_\_\_\_  
Executive Director

**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.3. INTEGRATED OFFERING**

**8.3.1. GENERAL**

- A. Integrated Offering long distance service is available to customers located within the Company's serving area who subscribe to Insight Phone local service as set forth in Section 5, preceding. Customers subscribing to the Block-of-Time or "By the Minute" offers must presubscribe to Insight Phone for both intraLATA and interLATA long distance.
- B. Customers who subscribe to one of the Block-of-Time offerings will receive the following rates on Dial Station calls after the block of time is utilized.
- C. Customers who subscribe to the "By the Minute" offer will receive the following rates on all Dial Station calls.
- D. Customers who subscribe to the Local Only Offer have the option of designating an alternative interexchange carrier for their interLATA calls.
- E. Rates and charges for operator handled calls are set forth in Section 8.5, following.

**8.3.2. RATES AND CHARGES**

	<b>RATE PER MINUTE OF USE</b>
A. Block-of-Time usage, each additional minute over the initial block of time	\$0.07
B. "By the Minute"	0.07
C. Local Only Offer	
1. IntraLATA	0.12
2. InterLATA	0.12

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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.4. OPERATOR ASSISTED SERVICES**

**8.4.1. GENERAL**

Operator Assisted rates apply to Customers subscribing to MTS Service who engage the Operator's assistance in the completion of MTS calls.

A per-call service charge and per-minute usage rate applies to each Operator Assisted call.

**8.4.2. RATES AND CHARGES**

	<u>RATE PER MINUTE OF USE</u>	<u>SERVICE CHARGE PER CALL</u>
A. Operator Station		
1. Automated Calls	\$0.69	\$3.95
2. Operator Assisted Collect	\$0.69	\$5.50
3. Operator Assisted Billed to Third Number	\$0.69	\$6.50
B. Person-to-Person	\$0.69	\$9.95

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8. MESSAGE TELECOMMUNICATIONS SERVICE

8.5. *RESERVED FOR FUTURE USE*

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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.6. DIRECTORY ASSISTANCE SERVICE**

**8.6.1. GENERAL**

Directory Assistance Service is furnished upon customer request for assistance in obtaining listing information for listings that are outside the Company's local calling area or LATA/NPA serving area for the originating line. Customers will be charged for all requests including requests for listings that are not available or not found.

**8.6.2. REGULATIONS**

Directory Assistance charges apply on a per call basis, with a maximum of two requested telephone numbers allowed per call. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate Operator Assisted charge, plus the charge for Directory Assistance.

**A. Exemptions**

Charges will not be levied for Directory Assistance on an individual who affirms in writing to the Company that a visual or physical disability prevents them from using a telephone directory.

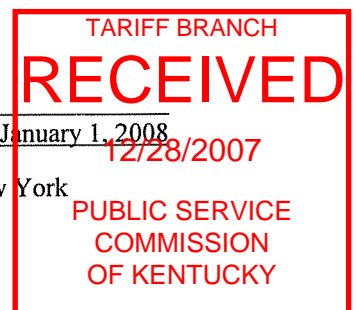
**8.6.3. RATES AND CHARGES**

	<b><u>CHARGE PER CALL</u></b>
A. Directory Assistance Service	\$1.25 (R)

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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.7. BUSY LINE VERIFICATION AND INTERRUPT SERVICE**

**8.7.1. GENERAL**

Upon request of a calling party, the Operator will verify a busy condition on a called line that is outside of the Customer's local calling area. 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.

**8.7.2. REGULATIONS**

- A. 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.
- B. A charge will apply when: (1) the Operator verifies that the line is busy with a call in progress; (2) the Operator verifies that the line is available for incoming calls; or (3) the Operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The Operator will then interrupt the call, advising the called party of the name of the calling party.
- C. No charge will apply when: 1) the calling party advises that the call is to or from an official public emergency agency; or 2) under conditions other than those stated in A. above.
- D. A Busy Line Verification charge also applies for each Busy Line Interruption.

**8.7.3. RATES AND CHARGES**

	<b><u>CHARGE PER USE</u></b>
A. Busy Line Verification, each	\$1.00
B. Busy Line Interrupt, each	\$1.25

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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.8. OPTIONAL CALLING PLANS**

**8.8.1. FIVE CENT OFF-PEAK PLAN**

The Five Cent Off-Peak Plan is available to Residential Customers who have subscribed to the Insight Local Only Offer as defined in Section 5, preceding.

The Five Cent Off-Peak Plan provides Customers with lower peak and off-peak Dial Station rates for a fixed monthly recurring charge. Peak rates apply every day from 7:00 AM through 6:59 PM; off-peak rates apply every day from 7:00 PM through 6:59 AM.

Calls that begin in one price period and end in another will be rated at the price that is in effect at the beginning of the call.

Customers who subscribe to the Five Cent Off-Peak Plan must presubscribe to the Company for IntraLATA and InterLATA long distance.

**A. Rates and Charges**

	<b>MONTHLY RECURRING CHARGE</b>	<b>RATE PER MINUTE OF USE</b>	
		<b>PEAK</b>	<b>OFF-PEAK</b>
1. Dial Station Calls	\$2.95	\$0.09	\$0.05

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**Executive Director**



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**8. MESSAGE TELECOMMUNICATIONS SERVICE**

**8.8. OPTIONAL CALLING PLANS (CONT'D)**

**8.8.2. \$.12 PER MINUTE PLAN**

The \$.12 Per Minute Plan is available only to residential customers who have subscribed to the Insight Local Only Offer or Lifeline Service as set forth in Section 5.

The \$.12 Per Minute Plan provides customers with a rate of \$.12 per minute that applies to all Dial Station long distance calls all day, every day, with no monthly recurring charge.

Customers who subscribe to the \$.12 Per Minute calling plan must presubscribe to the Company for IntraLATA and InterLATA long distance.

A. Rates and Charges

	<b><u>RATE PER MINUTE OF USE</u></b>
1. Dial Station Calls	\$0.12

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