

Effective: December 12, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

TITLE PAGE

LOCAL EXCHANGE SERVICES

OF

XO COMMUNICATIONS SERVICES, INC.

Certificate No. 90-9017

**REGULATIONS, DESCRIPTIONS, AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO TIER 2 LOCAL EXCHANGE SERVICE
WITHIN THE STATE OF OHIO
IN THE COUNTIES OF**

Cuyahoga
Franklin
Geauga
Licking
Madison
Pickaway
Summit
Union
Delaware

Fairfield
Lake
Hamilton
Clermont
Butler
Warren
Stark
Portage
Medina

Mahoning

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SECTION 1 - EXPLANATION OF TERMS AND ABBREVIATIONS

Account Codes - Allows a User to allocate local calls to a digital, non-verified account code.

Advance Payment - Payment that may be required by the Company as a means of being compensated for extraordinary expenses, including, but not limited to, special construction costs associated with a particular service installation.

Authorized User - A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Basic Rate Interface (“BRP”) - Provides basic phone service and allows simultaneous access to voice communications and a variety of data applications.

Call Forward Busy - Automatically routes incoming calls to a designated answering point when the called line is busy.

Call Forward No Answer - Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Forward Variable - Automatically routes incoming calls to a designated answering point, regardless of whether the user’s Station is idle or busy.

Call Hold - Allows the User to hold one call for any length of time provided that neither party goes On Hook.

Call Park - Allows a User to “park” a call against their directory number within the business group and “unpark” the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

Call Pickup - Allows a User to answer incoming calls to another Station line within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where predesignated groups can pickup each other’s calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

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SECTION 1 - EXPLANATION OF TERMS AND ABBREVIATIONS, (CONT'D.)

Call Transfer/Consultation/Conference - Provides the capability to transfer or add a third party, using the same line.

Call Waiting - Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switch hook or hanging up the phone and being rung back by the caller.

Call Waiting Cancel - Allows a User to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Calling Name Delivery - Identifies the name of the calling party. Customer must subscribe to Calling Number Delivery before subscribing to Calling Name Delivery.

Calling Number Delivery - Identifies the 10-digit number of the calling party.

Calling Number/Name Delivery Blocking - Blocks the delivery of name and number to the called party on a per call or per line basis.

Calling Number Delivery Blocking - Blocks the delivery of the number to the called party on a per call or per line basis.

Class of Service (COS) - Used to prevent a Station from dialing certain codes and numbers.

Company - XO Communications Services, Inc. LLC, a Delaware corporation, which is the issuer of this document.

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SECTION 1 - EXPLANATION OF TERMS AND ABBREVIATIONS, (CONT'D.)

Commission - The Public Utilities Commission of Ohio.

Competitive Response/Competitive Situation - Any action taken by the Company to win a Customer's business than would not otherwise be won without such an action.

Conference/Six-Way - The User can sequentially call up to five other people and add them together to make up a six-way call.

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

Customer Group Dialing Plan - A dialing scheme shared by the members of a Customer group, such as 4-digit internal dialing.

Dial Pulse (DP) - The pulse type employed by rotary dial Station sets.

Direct Inward Dialing (DID) - A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

Direct Outward Dial (DOD) - The ability to dial directly from an extension without having to go through an operator or attendant.

Do Not Disturb - Allows the User to prevent incoming calls from ringing its line by diverting them to a tone or a recorded announcement that informs the caller that the User is not accepting calls at this time.

Dual Tone Multi-Frequency ("DTMF") - The pulse type employed by tone dial Station sets.

Hunting - Routes a call to an idle Station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

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SECTION 1 - EXPLANATION OF TERMS AND ABBREVIATIONS, (CONT'D.)

Individual Case Basis - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Integrated Systems Digital Network ("ISDN") - A digital, high speed means of transmission which combines voice, data, and video over one transmission line

Joint User - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA - A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Least Idle Trunk Selection (LIDL) - LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Local Calling - A completed call or telephonic communication between a calling Station and any other station within the local service area of the calling Station.

Local Exchange Carrier - Any individual, partnership, association, joint-stock company, trust governmental entity or corporation engaged in the provision of local exchange telephone service.

Mbps - Megabits, or million of Bits, per second.

Message Waiting - This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dial tone).

Most Idle Trunk Selection (MIDL) - MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers - A directory number that is assigned more than once to one or more Proprietary Business Sets.

Multi-Frequency ("MF") - An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

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SECTION 1 - EXPLANATION OF TERMS AND ABBREVIATIONS, (CONT'D.)

Non-Recurring Charges - The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook - The term "off-hook" denotes the active condition of a telephone exchange service line.

Off-Peak - A call originating at a time other than 8 am to 5 pm, Monday-Friday.

On-Hook - The term "on-hook" denotes the idle condition of a telephone exchange service line.

Originating Off-Net - A call terminating on and placed via non-company owned or company leased facilities.

Originating On-Net - A call terminating on and placed via company owned or company leased facilities.

Peak - A call originating between 8 am and 5 pm, Monday-Friday.

Point-of-Termination - The point at which the Company's responsibility to provide equipment and Service ends and where the Customer's responsibilities begin, identified as the interface between the Company and Customer at the Point-of-Presence, a local exchange company's central office, a long-distance company's Point-of-Presence or End-User sites identified in an Access Service Request.

Premises - The location usually indicated by a street address at which Service is provided or delivered, identified as a Point-of-Termination or Service Location in a Service Order.

Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Presubscription - Presubscription is an arrangement whereby an end user may select and designate to the Telephone Company an interexchange carrier (IXC) to access, without an access code, for toll calls. This IXC is referred to as the end user's predesignated IXC.

Service Commencement Date - XO will notify the customer that the Services are installed or connected and available for use. The date of such notice shall be the "Service Commencement Date." Billing will begin on the Service Commencement Date. The parties may mutually agree upon a substitute Service Commencement Date. If Customer notifies XO in writing that it is not prepared to utilize the Services or facility after XO has notified the Customer that the requested Service or facility is ready for use, XO may begin billing the Customer on the Service Commencement Date. XO may bill the Customer for any costs it has incurred in provisioning the Services. Customer agrees to cooperate with XO to accomplish Service activation by providing reasonable access to Customer's premises and facilitating testing and Service delivery requirements and Customer agrees XO shall have reasonable access to Customer's premises to repair, maintain, or retrieve XO equipment. XO shall not be liable for any damages whatsoever resulting from delays in meeting Service delivery dates requested or specified by Customer or inability to provide Services. Customer may not cancel the Agreement if there is a delay in installation related to the Services unless such delay is solely due to XO and such delay is longer than 90 days beyond the parties agreed Service Commencement Date provided however, in no event may Customer cancel if XO has agreed to construct or is constructing Communication Facilities to provide Service to Customer.

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SECTION 1 - EXPLANATION OF TERMS AND ABBREVIATIONS, (CONT'D.)

Service Order - The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this document and tariffs, but the duration of the service is calculated from the Service Commencement Date.

Services - The Company's telecommunications services offered on the Company's network.

Speed Call - Provides a User with the option to call selected directory numbers by dialing a one or two-digit code.

Station - Telephone equipment from or to which calls are placed.

Trunk - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

User - A Customer or any other person authorized by the Customer to use service provided under this document and applicable tariffs.

Effective: September 30, 2009

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE

The following sections will apply to customers who are served by a Central Office where the former XO Ohio, Inc. has facilities and to existing Customers of XO Ohio, Inc. as of February 25, 2005.

Category One - Sections 2.1 through 2.29

2.1 Local Exchange Service

The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service where available;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service.
- 9600 baud rate

The Company's service can not be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk

The rates, terms and conditional that are set forth in this will no longer be available after May 17, 2002 to new Customers. Customers who already receive Local Trunk Service pursuant to this Section are only eligible to receive the Features set forth in this document. Local Trunk(s) provide Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner:

A. Local Trunk-Basic

Local Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

B. Local Trunk Digital

Local Trunk - Digital provides a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-capable Key System. Local Trunk - Digital can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, Direct Inward Dialing, or a combination thereof.

C. Optional Local Trunk Configurations:

- 1. One-Way Outbound** - Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.
- 2. One-Way Inbound or Two-Way** - Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.
- 3. Direct Inward Dialing (DID)** - Provides the Customer with individual channels which can carry one-way inbound traffic. Local Trunks configured for DID service will outpulse the dialed station number to the customer's PBX or Key equipment, thereby, permitting direct routing of the call without the aid of an attendant. The number of digits to be out pulsed must be specified by the Customer

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk, (cont'd.)

D. Features

1. The following features are available standard with local trunks at no additional charge:

- Touch Tone
- Presubscription
- One Directory Listing
- Calling Number Delivery Blocking (per call)
- Toll Restriction
- 900/976 Blocking
- Least Idle or Most Idle Trunk Selection (digital trunks only)

The following optional features are available with appropriately configured local trunks at the rates specified below.

- Calling Number Delivery
- Calling Number Delivery Blocking (per line)
- Serial Hunting
- Direct Inward Dialed (DID) Numbers

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk, (cont'd.)

E. Local Trunk-Rates and Charges

A Local Trunk Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk, (cont'd.)

E. Local Trunk-Rates and Charges, (continued)

A Local Trunk Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk, (cont'd.)

E. Local Trunk-Rates and Charges, (continued)

A Local Trunk Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk, (cont'd.)

E. Local Trunk-Rates and Charges, (continued)

2. Optional Features

NOTES:

Calling Number Delivery and Calling Number Delivery Blocking are not available for Local Trunks.

Serial Hunting is already included in the price of the local trunk.

DOD numbers are already referenced as Combination Trunks.

3. Usage Rates

Usage Rates as in Company's P.U.C.O. Tariff No. 5 will apply.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.1 Local Trunk, (cont'd.)

E. Local Trunk-Rates and Charges, (continued)

4. Non-Recurring Charges

Installation Charge - per local trunk
Installation Charge
Per Digital Transport Facility
Per Channel activated

Per Trunk Group Configured

Trunk Change Charge
Trunk Group Configuration
Channel Reconfiguration

NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.2 XO Centrex

XO Centrex service provides the Customer with a single, voice-grade communications channel. Each Circuit will include a telephone number. The rates, terms, and conditions that are set forth in this section will no longer be available after May 17, 2002, to new Customers. Existing Customers are only eligible to receive the Standard Features that are set forth below.

A. Standard Features - each XO Centrex line is provided with the following standard features:

- Four-digit Dialing
- Call Forward Forward-Busy
- Call Forward-No Answer
- call Forward Variable
- Call Hold
- all Waiting
- Call Waiting Cancel
- Call Park
- Call Pickup Group
- Caller ID Number
- Caller ID Name and Number
- Caller ID Blocking (per line/call)
- Call Transfer/Consultation
- Three-way Calling
- Speed Dialing (up to eight numbers)

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.2 XO Centrex, (cont'd.)

2. Non-Recurring Charges

XO Centrex Setup (per system)

1-50 Stations
51-100 Stations
101-200 Stations
200-400 Stations
400 +Stations

XO Centrex Line Installation per line

3. Usage Rates:

Rates specified in Company's P.U.C.O. Tariff No. 5 apply.

(There is no charge for station-to-station calls.)

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.2 XO Centrex, (cont'd.)

4. Recurring Charges (per line)

TIER ONE

Lines

1 to 50

51 to 100

101 to 200

201 to 400

400 +

TIER TWO

Lines

1 to 50

51 to 100

101 to 200

201 to 400

400 +

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.3 Local Line

Local Line provides the Customer with 4 or more voice-grade communications channels. Each Local Line will include a telephone number. The rates including rates for Optional Features, terms, and conditions will no longer be available after May 17, 2002 to new Customers.

A. Local Line Service is available in the following offerings:

1. Basic Service - Each Basic Local Line service includes the following standard features at no additional charge:

- Touchtone
- One Directory Listing
- Presubscription
- Calling number delivery blocking/per call
- Toll restriction
- 900/976 Blocking

2. XO PLUS Service - Each XO PLUS Local Line service includes the following standard features at no additional charge:

- Touchtone
- One Directory Listing
- Presubscription
- Calling number delivery blocking/per call (includes blocking of automatic callback)
- Toll restriction
- 900/976 Blocking
- Calling Number Delivery (Caller ID)

XO Plus Customers who signed before October 13, 1997, will still receive 250 Free Messages under a grandfather clause + any 4 additional optional features of the of the customers choosing

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.3 Local Line, (Cont'd.)

B. Optional Features - A Local Line Customer may order, in addition to the standard features, the following optional features. XO Plus Customers may select up to 4 of the following features without charge.

- Call Forward Busy,
- Call Forward No Answer
- Call Forward Variable
- Call Hold
- Calling Number Delivery
- Call Park
- Call Pickup, Group
- Call Waiting
- Conference Three-Way
- Message Waiting
- Serial Hunting
- Speed Call (up to 8 numbers)
- Speed Call (up to 30 numbers)
- Calling Number Delivery (Caller ID)
- Calling Number Delivery Blocking (Per Line)

NOTE: Calling Name/Calling Number Delivery Blocking monthly charge waived if the Customer has a Non-listed or a Non-published number. Calling Name/Calling Number Delivery Blocking also blocks Automatic Callback. Call Hold, Call Park, and Call Pickup are only available on XO Centrex Lines.

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.1 Local Exchange Service , (Cont'd.)

2.1.3 Local Line, (Cont'd.)

B. Optional Features, (continued)

Multi Ring - Multi Ring allows up to three additional telephone numbers to terminate on a given XO Basic or Plus Line. Each number will have a separate ring so the Customer can identify which number was called.

NOTE: Customers subscribing to Call Waiting will be able to use this feature in conjunction with the Multi Ring Service. The Customer will receive additional call waiting tones for as many additional numbers as are assigned to that line.

Customer will be charged for each Multi Ring number.

C. Local Line Rates and Charges - A Local Line Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and Message charges as specified in this document.

The Company offers Basic and Plus Line Service based upon the location of the customer. The following are the applicable rate classifications:

Tier One

Cleveland
Columbus
North Canton
Montrose (Summit County)

Tier Two

Akron
Canton

NOTE: Non-recurring account change charges will not apply during the initial 30-day period following completion of a service order.

Effective: April 2, 2008

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SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.2 Emergency Telephone Services

2.2.1 Emergency Systems Services

Emergency Systems Service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency. The service is furnished with the understanding that the subscriber shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.

This service is furnished for receipt of incoming calls only. The Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to adequately handle the incoming calls. Sufficient personnel should be provided by the subscriber to adequately handle the incoming calls 24 hours a day.

2.2.1.2 Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Company's P.U.C.O. Tariff No. 5.

Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls, and for receiving emergency calls relayed by the operator.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

2.2 Emergency Telephone Services (Cont'd)

2.2.2 Private Switch / Automatic Location Identification (PS/ALI)

Private Switch/Automatic Location Identification (PS/ALI) is an Enhanced 911 (E911) service offering which allows a private telephone switch, Private Branch Exchange (PBX), or other telephone service switch located on the Customer Premises to send Automatic Number Identification (ANI) information to the Enhanced 911 database, identifying the individual station line to the appropriate Public Service Answering Point (PSAP). PS/ALI is also available via Centrex and ISDN-PRI.

The PS/ALI service is only available to multi-tenant customers and to customers in a campus environment.

The PS/ALI system enables the Customer to interface with a third party vendor's (Vendor) software which updates an E911 database. Through the interface, the Customer is able to enter and update the specific address and location of each extension or station. Communication between the Customer's computer system running PS/ALI and the Vendor is initiated by the Customer and occurs through the Internet.

2.2.2.1 Requirements

- (a) The Customer must indicate in writing that the Customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.
- (b) Service availability is dependent upon the availability of facilities and the type and configuration of the 911 system in place for the service area.
- (c) The Customer must provide a single point of contact and written documentation to the Company stating that the Customer or its affected PSAPs will:
 - Accept and dispatch calls for those PBX stations,
 - Assign appropriate Emergency Service Numbers, and
 - Provide any Master Street Address Guide additions or modifications that are required.
- (d) Customer will provide full ten-digit ANI for every station or extension within the private switch. This information must be approved by the Company prior to implementation to assure that no conflict exists between the PBX numbering plan and the Company's overall numbering plan.
- (e) PBX ANI multifrequency signaling must conform to the Company's and Company's Vendor's specifications for Private Switch/Automatic Location Identification Service Network Interface Specification.

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.2 Emergency Telephone Services (Cont'd)

2.2.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

2.2.2.1 Requirements (Cont'd)

- (f) Customer will create, maintain and forward to the Vendor, current telephone number and address data in the format specified by the Vendor at the time intervals mutually agreed upon by the Vendor and the Customer.
- (g) The Customer is responsible for maintaining the accuracy of the data (i.e., if a station is relocated within the subscriber premises, the subscriber needs to download a new record with this information).
- (h) Private Switch/Automatic Location Identification Service does not include, and the Company does not undertake, extraordinary tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the subscriber's data management system/process. The Customer has the responsibility for reporting all errors, defects and malfunctions to the Company.
- (i) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the Customer contracting for Private Switch/Automatic Location Identification Service. The provision of Private Switch/Automatic Location Identification Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.
- (j) The Customer must supply the Company's Vendor with the initial telephone number-to-address data as well as periodic updates. The PBX must utilize Direct Inward Dial (DID) numbers.
- (k) The Customer will configure any private switch which it owns or operates so that it connects to at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the private switch. Each system must maintain a P.01 Grade of Service or better for 911 call processing.
- (l) The Customer will develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for any use other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.2 Emergency Telephone Services (Cont'd)

2.2.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

2.2.2.1 Requirements (Cont'd)

- (m) The Customer shall use the required computer hardware and software provided by the Vendor for ongoing customer record update programs and processes.
- (n) The Company's liability in furnishing this service is further set forth in Company's P.U.C.O. Tariff No. 5. Each Customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer 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, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of Private Switch/Automatic Location Identification Service features and the equipment associated therewith, or by any services which are or may be 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 services using Private Switch/Automatic Location Identification Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

2.2.2.2 Restrictions

Customer must sign a minimum one (1) year term contract. The Customer must subscribe to Company's local voice service for which they are requesting a PS/ALI license. PS/ALI is not sold as a stand-alone product. Should the Customer terminate Company's local voice service, PS/ALI shall also be terminated. The Customer shall be subject to early termination penalties.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.2 Emergency Telephone Services (Cont'd)

2.2.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

2.2.2.3 Pricing

Prices do not include Federal, State or Local Taxes or Surcharges. Customer's initial load file is included in installation charge.

	NRC	MRC
Up to 1,000 station records per Customer	See Price List	See Price List
1,001- 4,000 station records per Customer	\$9,400.00	See Price List
4,001 or more station records per Customer	\$10,800.00	See Price List
License fee for each additional load file	See Price List	See Price List

Effective: December 12, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.3 Vanity Telephone Numbers

At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. the assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Company's P.U.C.O. Tariff No. 5. There will be no charge for Vanity Telephone Numbers.

2.4 Integrated Services Digital Network ("ISDN")

2.4.1 General

Integrated Services Digital Network ("ISDN") is a network which provides the Customer with integrated communication capability for voice/data transmission over a single access line. XO ISDN is available as a) Basic Rate Interface ("BRI"); or b) Primary Rate Interface ("PRI"). Customer Premise Equipment that is compatible with the ISDN interface is the responsibility of the Customer. XO Communications Services, Inc. is not responsible if any changes in the provisioning of "BRI" or "PRI" result in the obsolescence of Customer's equipment or the need for the Customer to modify or change their customer premise equipment. Access to the network is available from special equipment located in the Company's central office facilities or where facilities permit. Customers who enter into Service Order Agreements to receive service after April 16, 2001, will receive ISDN PRI service pursuant to this document.

2.4.2 ISDN-BRI*

"BRI" consists of two bearer ("B") channels and one ("D") channel. XO Communications Services, Inc. Customer's have the option of either "BRI" Basic or Plus service offerings. "BRI" Basic and Plus services includes the following features:

- Alternate voice/switched circuit data on both "B" channels;
- Two Directory Numbers
- Call Hold
- Call Transfer
- Called Number Display
- Calling Name/Number Delivery
- Three-Way Conference Calling
- Hunting

BRI Basic customers have the option of purchasing the following custom calling features. The features are included in the BRI Plus package.

* Effective December 12, 2008, this product will be available only to current customers at their current location.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.4 Integrated Services Digital Network ("ISDN"), (Cont'd.)

2.4.3 ISDN-PRI

"PRI" consists of twenty-three bearer ("B") channels and one data ("D") channel. With PRI, the "B" channels can carry voice conversations at 1.544 megabits per second

2.4.4 Rates

ISDN-BRI Basic and Plus and ISDN-PRI customers will be charged the applicable Non-Recurring and Monthly Recurring Charges as specified in the Price List.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.5 Special Services

2.5.1 Remote Call Forwarding

Remote Call Forwarding (RCF) is an arrangement where all calls to a given telephone number (which no longer has a physical line installed) are permanently forwarded to another telephone number.

A. Service Offerings

XO Communications Services, Inc. will offer remote call forwarding for XO Communications Services, Inc. numbers and telephone numbers from other carriers.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.6 Customer-Owned, Coin Operated Service

2.6.1 Rules and Regulations

- A.** The Company will provide service to Customer-Owned, Coin-Operated telephones (COCOTs) in accordance with 4901:1-5-09, O.A.C. as follows:
1. all COCOTs must provide hearing aid compatible handsets;
 2. COCOTs must provide access to dialtone, the local operator, 9-1-1 emergency service (where available), toll-free calling, and telecommunications relay service calls for the hearing disabled, free of charge and without the use of a coin.
 3. COCOTs must be mounted in accordance with the Americans with Disabilities Act (ADA) at new or renovated locations (any site where the telephone has been temporarily removed and reinstalled);
 4. COCOTs must accept coins of various denominations (i.e., nickels, dimes, and quarters) and to return coins. If the COCOT is a currency accepting instrument it shall be able to return currency or coins.
 5. COCOTs must provide access to both local long distance service;
 6. COCOTs must provide free, end-user access to all locally certified long distance carriers;
 7. COCOTs must, where 9-1-1 emergency service is unavailable, make o-dialed calls connect to the underlying local exchange carrier;
 8. COCOTs must provide access to directory assistance and provide access to directories at each indoor location COCOT instrument if the COCOT provider charges end-users for directory assistance;

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.6 Customer-Owned, Coin Operated Service, (Cont'd.)

2.6.1 Rules and Regulations, (cont'd.)

- B.** All COCOT providers must have the following posted in clear view on the front of the instrument:
1. the telephone number of the instrument;
 2. the COCOT provider's name and telephone number;
 3. the Commission's Consumer Services toll-free hotline number;
 4. clear and concise operating instructions;
 5. a cost-free method of reporting complaints and obtaining refunds;
 6. the price of a local calls
 7. the price for directory assistance, if any;
 8. the directions for reaching local emergency;
 - i9. a notice designating that the COCOT instrument is out of order if it cannot be repaired upon the COCOT provider's initial repair visit
- C.** The Commission's compliance division will monitor and investigate COCOTs for compliance with these guidelines. If a Commission investigation is conducted, and any violations are found to exist, the compliance investigator will notify the relevant COCOT provider of such violations. At that time, the COCOT provider shall be given fifteen (15) days to correct those problems at the particular location(s) where the violation was found. The COCOT provider will be responsible for not only correcting any violation at that location, but also for insuring that COCOTs at all of his/her locations are in compliance. If, after proper notification, the compliance investigator finds that same violation to still be present either at the original location, or at other COCOT locations of this COCOT provider, grounds for disconnection of those COCOTs will exist, and disconnection will be ordered without further notice to the COCOT provider.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.6 Customer-Owned, Coin Operated Service, (Cont'd.)

2.6.1 Rules and Regulations, (cont'd.)

- D.** The Company reserves the right to terminate service to the COCOT if the Commission finds that a COCOT is not in compliance with the minimum operating requirements of these rules.
- E.** At the written request of the property owner, commercial tenant, subscriber of COCOT Service or the municipality, the COCOT instrument may provide outgoing-only Service. Should the instrument be limited to outgoing-only Service prominent notice must be posted on the COCOT instrument.
- F.** The COCOT may not charge for calls which are not completed. A completed call is a call that is answered by the called party.

2.6.2 Rates

A. Local Line Charges

The Charges set forth in Company's P.U.C.O. Tariff No. 5 apply.

B. Usage Charges

The Charges set forth Company's P.U.C.O. Tariff No. 5 apply.

C. Directory Assistance Charges

The Charges set forth in Company's P.U.C.O. Tariff No. 5 apply.

D. Message Toll Services

The following rates will apply on a per minute basis for message toll services made through a COCOT:

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.7 Dedicated Point-to-Point Services

The pricing set forth in this Section is available only to Customers who purchase the Company's Dedicated internet Access Service which is an unregulated Service, and therefore, not included in this document.

Customers who enter into Service Order Agreements for this service after December 1, 2000 will be subject to the rates set forth in in the Section 2.9 describing XO Outbound DS-1 Service.

2.7.1 DS-1 Service

DS-1 service is a digital transmission facility of 1.544 Mbps with a capacity of up to 24 analog or digital channels. This service supports voice, analog data, digital data and video where at least one end is on-net.

This service consists of making DS-1 capacity available 24-hours per day, 7 days per week.

2.7.2 DS-3 Service

DS-3 service is a digital transmission facility of 44.736 Mbps with a capacity of 28 DS-1 channels or 672 voice, analog data, digital data channels where at least one end is on-net.

This service consists of making DS-3 capacity available 24-hours per day, 7 days per week.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.8 XO Integrated Access Service

XO Integrated Access Service is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and Internet services from the Company. The standard configuration involves having a single DS-1 to the Customers' premises. In order to get the following pricing for this service, the Customer must purchase a minimum of 10 (ten) local exchange lines or channels. Further, the Customer must, at a minimum, enter a one year service order XO Minimum Annual Commitment Level as set forth in Company's Federal Message Toll Service Tariff. The Non-Recurring and Monthly Recurring charges are specified below. XO Integrated Access Service will no longer be available to Customers who enter into Service Agreements to receive Service after December 23, 2002; however, Customers who entered into Service Order Agreements prior to December 23, 2002 to receive this Service, will continue to receive this Service pursuant to this document.

2.8.1 Standard Features

Integrated Access Service includes the following standard features at no additional charge:

- Call Forward Variable
- Call Forward Busy
- Call Forward No Answer
- Speed Calling
- Call Waiting
- Touchtone
- 3 Way Calling

2.8.2 Optional Features

An Integrated Access Service Customer may order optional features at standard rates specified in this document.

2.8.3 Non-Recurring Charges

For initial installation of XO Integrated Access Service over a single DS-1, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 worth of capacity will be done on an Individual Case Basis(ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified Company's P.U.C.O. Tariff No. 5.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.8 XO Integrated Access Service, (Cont'd.)

2.8.5 Usage Charges

Under this program, Customers will receive intraLATA and interLATA intrastate service under the Gold and Platinum Service offering listed in Company's Interexchange Product Document and interstate service under the Integrated Access Service offering listed in Company's Federal Message Toll Service Tariff. Customers will receive the following local usage charges:

- * Customers may, at their own option, combine this trial offering with the Statewide Local Calling Trial Offering. As such, Customers choosing to combine these options would, for a monthly charge, have the ability to place calls anywhere in the State and have such calls rated at the per message charge that is set forth in the XO Integrated Access product.

2.8.6 Enhanced Features

The following features are included in the Enhanced Integrated Feature Package:

Abbreviated Dialing (3 or 4 digit)	Call Transfer
Call Hold	Basic Voice Mail Box
Call Pickup	Message Waiting

All other features are available at rates specified in this document and Company's P.U.C.O. Tariff No. 5.

2.9 XO Outbound DS-1 Service (Trial Service Offering)

XO Outbound DS-1 Service is a Trial Service Offering that provides Customers with the ability to place only outbound calls via 24 separate lines provisioned over a single DS-1. Customers may not convert existing XO DS-1 service to this Trial Service Offering. To be eligible, a customer must, at a minimum, sign a one-year Service Order Agreement and subscribe to XO's local and long distance services. This Trial Service Offering is available until December 31, 2000. XO Outbound DS-1 Service may not be used in conjunction with any other discount or promotion. Rates for XO Outbound DS-1 Service are specified in Section 3.19 following. Rates for local usage are set forth in Company's P.U.C.O. Tariff No. 5 and intraLATA toll and long distance are set forth in XO's Ohio Interexchange Product Document.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options

X Options is a bundled service that includes XO local exchange, inbound, and outbound domestic long distance and DSL or dedicated internet services provided at the same customer location. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible. X Options will no longer be available to Customers who enter into Service Agreements to receive Service after May 12, 2002; however, Customers who entered into Service Order Agreements prior to May 12, 2002 to receive this Service, will continue to receive this Service.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under X Options, the Customer selects and receives service under one of the X Option listed in this section. Each X Option includes the Standard Feature Package no additional cost. Additional voice features beyond the Standard Feature Package are available at the following rates. The Monthly Recurring Charge for each X Option includes the specified amount of monthly minutes of use for local exchange, inbound, and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage. Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for X Options.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options, (Cont'd.)

2.10.1 X Option One

To receive service under X Option One, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. Under this option, Customers must choose from one of the three options for monthly minutes of domestic long usage: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option One also includes either 10,000 minutes of local exchange calling or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Domestic long distance in excess of the four options of domestic long distance usage will be billed at the rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

2.10.2 X Option Two

To receive service under X Option Two, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. Customers must choose from one of the three options for the monthly minutes of domestic long distance usage: (A) 5000 minutes; (B) 7000 minutes; (C) 10,000 minutes or (D) 25,000 minutes. X Option Two also includes either a total of 12,000 minutes of local exchange calling usage or 4000 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. Additional minutes local exchange service will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Domestic long distance in excess of the four options for domestic long distance usage will be billed at the rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

2.10.3 X Option Three

To receive service under X Option Three, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. Customers must choose from one of the three options for monthly minutes of domestic long distance: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes or (D) 25,000 minutes. X Option Three also includes either a total of 10,000 minutes of local exchange calling usage or 4000 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set for in the Price Sheet. Domestic long distance usage above the four options for domestic long distance usage will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 XOptions, (Cont'd.)

2.10.4 X Option Four

To receive service under X Option Four, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. Customers must choose from one of the three options for monthly minutes of domestic long distance: (A) 5000 minutes; (B) 7000 minutes; (C) 10,000 minutes or (D) 25,000 minutes. X Option Four also includes either a total of 12,000 minutes of local exchange calling usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for options D. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price Sheet. Domestic long distance usage above the four options for domestic long distance usage will be billed at rates set forth in the Company's Company's Ohio Interexchange Product Document found on Company's website.

2.10.5 X Option Five

To receive service under X Option Five, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and Dedicated Internet Access with a connection speed of 1.544 Mbps. Customers must choose from one of the three options for domestic long distance use: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option Five also includes either a total of 10,000 minutes of local exchange calling usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price Sheet. Domestic long distance usage above the four long distance usage options will be billed at rates set forth in the Company's Company's Ohio Interexchange Product Document found on Company's website.

2.10.6 X Option Six

To receive service under X Option Six, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and Dedicated Internet Access with a connection speed of 1.544Mbps. Customer must choose from one of the three options for domestic long distance usage: (A) 5000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option Six also includes either a total of 12,000 minutes of local exchange calling usage or 4000 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price Sheet. Domestic long distance usage above the four domestic long distance usage options will be billed at rates set in the Company's Company's Ohio Interexchange Product Document found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options, (Cont'd.)

2.10.7 X Option Seven

To receive service under X Option Seven, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. Customers must choose from one of the three options for domestic long distance usage: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option Seven also includes either a total of 10,000 minutes of local exchange calling usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. Additional minutes of local exchange will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Domestic long distance usage above the four options for domestic long distance use will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

2.10.8 X Option Eight

The X Option Eight, is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This Option consists of one voice line per user, or a minimum of ten lines, and DSL service. Customers must choose from one of the three options for domestic long distance usage: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option Eight also includes either a total lump sum of 10,000 minutes of local exchange usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. The lump sum of both the local exchange minutes and domestic long distance minutes is total combined usage for all the users in this Option. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Additional minutes of use above the four options for domestic long distance usage will be billed at rates set forth in Company's Ohio Interexchange Product Document found on Company's website.

2.10.9 X Option Nine

X Option Nine, is a per user network service that requires a minimum of 30 (thirty) users accessing the same network. This Option consists of one voice line per user, or a minimum of 30 lines, and DSL service. Customers must choose from one of the three options for domestic long distance usage: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes or (D) 25,000 minutes. X Option Nine also includes either a total lump sum of 10,000 minutes of local exchange usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. The lump sum of both the local exchange minutes and domestic long distance minutes is total combined usage for all the users in this Option. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Additional minutes of use above the four options for domestic long distance usage will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options, (Cont'd.)

2.10.10 X Option Ten

X Option Ten, is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This Option consists of one voice line per user, or a minimum of ten lines, and Dedicated Internet Access with a connection speed of 768k. Under this Option, Customers must choose from one of the three options for domestic long distance usage: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option Ten also includes either a total lump sum of 10,000 minutes of local exchange usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calling or 6500 separate local exchange calls for option D. The lump sum of both the local exchange minutes and domestic long distance minutes is total combined usage for all the users in this Option. Additional minutes of local exchange service will be billed at \$.02 per minute, in sixty second increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Additional minutes of use above the four options for domestic long distance usage will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

2.10.11 X Option Eleven

X Option Eleven, is a per network user service that requires a minimum of 30 (thirty) users accessing the same network. This Option consists of one voice line per user, or a minimum of thirty lines, and Dedicated Internet Access with a speed of 768k. Under this Option, Customers must choose from one of the three options for domestic long distance usage: (A) 4000 minutes; (B) 7000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. X Option Eleven also includes either a total lump sum of 10,000 minutes of local exchange usage or 3300 separate local exchange calls for options A, B, and C or 20,000 minutes of local exchange calls or 6500 separate local exchange calls for option D. The lump sum of both the local exchange minutes and domestic long distance minutes is total combined usage for all the users in this Option. Additional local exchange service will be billed at \$.02 per minute, in sixty second increments. Additional local exchange calls will be billed at the rates set forth in the Price usage will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

2.10.12 X Option Twelve

To receive service under X Option Twelve, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and DSL service. Under this option, Customers must choose from one of the three options for the monthly minutes of domestic long distance usage: (A) 10,000 minutes; (B) 25,000 minutes; (C) 50,000 minutes; or (D) 75,000 minutes. X Option Twelve also includes either 20,000 minutes of local exchange calling or 6500 separate local exchange calls for options A, B, and C or 30,000 minutes of local exchange calling or 10,000 separate local exchange calling for option D. Additional minutes of local exchange will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Domestic long distance usage above the three options for domestic long distance use will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options, (Cont'd.)

2.10.13 X Option Thirteen

To receive service under X Option Thirteen, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twentyfour) basic Business local exchange lines or trunks and Dedicated Internet Access. Under this option, Customers must choose from one of the three options for the monthly minutes of domestic long distance usage: (A) 10,000 minutes; (B) 25,000 minutes; (C) 50,000 minutes; or (D) 75,000 minutes. X Option Thirteen also includes either 20,000 minutes of local exchange calling or 6500 separate local exchange calls for options A, B, and C or 30,000 minutes of local exchange calling or 10,000 separate local exchange calls for option D. Additional minutes of local exchange will be billed at \$.02 per minute, in sixty second billing increments. Additional local exchange calls will be billed at the rates set forth in the Price List. Domestic long distance usage above the four options for domestic long distance use will be billed at rates set forth in the Company's Ohio Interexchange Product Document found on Company's website.

2.10.14 X Option Fourteen

To receive service under X Option Fourteen, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: (A) 10,000 minutes; (B) 25,000 minutes; (C) 50,000 minutes or (D) 75,000 minutes. The domestic long distance usage above A, B, C, or D will be billed at rates set forth in XO Message Toll Service, P.U.C.O. No. 2. The MRCs are listed below. Each X Option Fourteen includes 20,000 minutes of local exchange calling per month for options A, B, and C or 30,000 minutes of local exchange calling or 10,000 separate local exchange calls for option D. Additional local exchange calling will be billed at rates set forth below.

2.10.15 X Option Fifteen

To receive service under X Option Fifteen, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: (A) 10,000 minutes; (B) 25,000 minutes; (C) 50,000 minutes; (D) 75,000 minutes. The domestic long distance usage above A, B, C, or D will be billed at rates set forth in XO's Company's Ohio Interexchange Product Document found at xo.com. The MRCs are listed below. Each X Option Fifteen includes 20,000 minutes of local exchange calling per month for options A, B, and C or 30,000 minutes of local exchange calling or 10,000 separate local exchange calls for option D. Additional local exchange calling will be billed at the rate set forth below.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options, (Cont'd.)

2.10.16 X Option Sixteen

To receive service under XOption Sixteen, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: (A) 4,000 minutes; (B) 7,000 minutes; (C) 10,000 minutes; or (D) 25,000 minutes. The domestic long distance usage above A, B, C, or D will be billed at rates set forth in the Company's Company's Ohio Interexchange Product Document found at xo.com. Each X Option Sixteen includes a total of 10,000 minutes of local exchange calling for options A, B, and C or 20,000 minutes of local exchange callings or 6500 separate local exchange calls. Local usage rates above the minutes are set forth in the price list.

2.10.17 X Option M

To receive service under X Option M, the Customer must order a X Options package at no fewer than five locations, with at least one location receiving one of the X Options 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in the Company's Company's Ohio Interexchange Product Document found at xo.com. for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. Each X Option M includes 6,000 minutes of local exchange calling per month or 2000 separate local exchange calls. Additional local exchange calling above the monthly minutes will be billed at the rate set forth in the price list. International usage will provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.10 X Options, (Cont'd.)

2.10.18 X Option Standard Feature Package

All X Option options include the following standard features at no additional charge.

- Message Waiting
- Call Forwarding
- 3 Way Calling
- Speed Dial
- Abbreviated Dialing
- Call Hold
- Call Pickup
- Call Transfer
- Hunting
- Caller ID – Number Only
- First Block of 20 DID's*

2.10.19 Term Discounts

X Option customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the X Option Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each X Option. The discount will not be offered with any other discounts. The term discounts are as follows:

Term Length	Discount
2 Year	10%
3 Years	20%

2.10.20 X Option MLP

Customers ordering X Options 1-16 at no fewer than five locations are eligible for X Option MLP. MLP is a 5% discount off the monthly recurring charge of all X Option packages 1-16. X Option M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

* Available to Customers who order business trunks.

Effective: September 1, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.11 Special Access

Special Access Service is a dedicated line from a customer to a long distance company, internet service provider, or other provider of telecommunication services.

Special Access Service will be offered in the following:

- * On-Net to On-Net-only one termination channel charge.
- * On-Net to Off-Net-two channel terminations, one fixed mileage and an appropriate number of variable miles.
- * Off-Net to Off-Net-review on an individual cases basis for technical purposes. Two channel terminations, one fixed mileage and an appropriate number of variable miles would be charged.

2.12 Inbound PRI

Inbound PRI is a high inbound only Primary Rate Interface (“PRI”) ISDN service. This service is available to internet service providers and information service providers. Inbound PRI is a DS-1 level service that provides trunk-side access from a Customer’s premise to the local Company central office. Service will be delivered to the Customer’s premise on a digital basis only. The customer may elect to convert the digital signal to analog using customer provided channel banks at their own discretion, but the Company will not provide this as part of the service.

Inbound PRI is a dedicated, inbound-only service that can not be used to originate or terminate domestic long distance switched calls and is designed to support high inbound call volumes. Rates are set forth in two separate pricing options below and is divided between Customer service location that are either on-net or off-net. For purposes of this offering, on-net service shall mean service to the Customer’s service location is provided entirely by the Company over its own fiber or wireless facilities, or when Customer is collocated with the Company. Off-net service shall mean service to the Customer service location is not provided entirely by the Company over its own fiber or wireless facilities, but through a combination of the Company’s facilities and the purchase or lease of the facilities of another local access provider other, including, but not limited to, the use of unbundled network elements or access facilities. A minimum one-year term is required with this service offering.

The Company and the Customer agree that in the event of a decision by a regulatory authority at the federal, state or local level, including but not limited to the approval of a new ILEC interconnection arrangement, which alters the Company’s ability to offer the current contract rate, upon thirty (30) days written notification to Customer, the Company may migrate the Customer to the off-net rate, as set forth below, “Option Two” for remainder of Customer’s term as set forth in the Customer’s Service Order Agreement. If the Company chooses to migrate customer to an Off-Net Price Plan for the remainder of Customer’s term commitment, Customer may cancel service without penalty upon thirty (30) days written notice to the Company after receipt of notice from the Company.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.12 Inbound PRI, (Cont'd.)

2.12.1 Rates

With each monthly recurring charge, the Customer is provided with only one number for one rate center. Customer can receive up to two rate centers at no additional monthly recurring charge. Rate centers are ILEC defined rate centers in each state. Additional rate centers, but no more than five, can be purchased for MRC of \$20.00 per rate center. Additional blocks of twenty (20) DID numbers will be available at a MRC of \$3.50.

2.12.2 Discounts

Aggregated Revenue	% Discount
0 - \$5K	0%
\$5K - \$25K	10%
\$25K - \$100K	15%
\$100K - \$300K	20%
\$300K +	25%

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.13 ISDN PRI

Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) is furnished for the digital transmission of information at 64Kbps between the Company's serving wire center and ISDN-compatible terminal equipment located at the customer's premises or other service point. The service consists of a minimum of 23 B (bearer channels) and 1 D (data channel) to provide the Customer with the capabilities of simultaneous access transmission and switching of voice and data services over channelized transport. In addition, ISDN PRI provides the customer with service capabilities and features described in this document. The service, as outlined below, is available to Customer who enter into Service Order Agreements to receive service after April 16, 2001.

2.13.1 Conditions

This service is offered subject to the following conditions:

- (a) PRI is only available from a serving central office (CO) equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service;
- (b) ISDN compatible terminal equipment is required for operation. It is customer's responsibility to power and obtain such equipment;
- (c) PRI service does not preclude customer from originating or receiving circuit-switched voice calls from inside or outside either their serving CO or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their serving CO;
- (d) PRI service does not provide for the transmission of packet data;
- (e) Local and long distance usage is not included in the Monthly Recurring Charge (MRC) or Non-recurring Charge (NRC) and is billed at the applicable rates;
- (f) All PRI Service must have at least one 23 B, plus 1 D PRI arrangement for signaling and control functions. A 23 B plus Back-up D PRI arrangement is required whenever more than 47 B Channels are controlled by a single D channel;
- (g) Each PRI is equipped with one telephone number. For Direct Inward Dial (DID) service, additional telephone numbers may be ordered in blocks of 10, 20 or 100 depending on customer location;
- (h) Clear Channel is available when all Carrier Equipment and customer equipment signaling is set to B8ZS.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.13 ISDN PRI, (Cont'd.)

2.13.2 Service Components

The following Service Components are included in the MRC when ordering ISDN PRI:

- (a) Primary Rate Access Line: Provides a four-wire access loop from the customer premise to the serving CO. The transmission via this loop supports Clear Channel Capability;
- (b) Primary Rate Interface: Provides the multiplexing to support up to 23 B Channels at 64 Kbps and 1 D Channel for signaling at 64 Kbps. With Non-Facilities Associated Signaling, the primary rate interface can provide up to 24 B Channels at 64 Kbps;
- (c) Primary Rate Channels: Provides unlimited usage of the channel that will transport voice or data up to 64 Kbps over any B Channel.

1. The following conditions apply to service components:

- (a) Voice Calls may be completed to both ISDN and non-ISDN lines.
- (b) Data Transmission on the B Channels will be circuit-switched at 64 Kbps within the switch and between compatible CO's. ISDN interconnection to non-ISDN equipped CO's may be potentially subjected to analog transmission or sub-rated to 56Kbps.
- (c) B Channels can be allocated for specific services, such as DID, Direct Outward Dialing (DOD), Two-Way Trunk, Dedicated Inbound and Outbound Long Distance, or customer can optionally configure channels to access multiple services on a per-call basis.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.13 ISDN PRI, (Cont'd.)

2.13.3 Primary Rate Channel Configurations

Customers may order any one of the following three service configurations when ordering ISDN. However, the first PRI Access Line purchased must be the Standard Channel Configuration. A customer requiring additional ISDN PRI Access Lines may choose the 24 B channels with Non Facilities Associated Signaling or 23B with a Backup D Channel configuration.

- (a) Standard Channel Configuration: Provides 23 B Channels at 64 Kbps and 1 primary D Channel at 64 Kbps. The B channels carry digitized customer traffic, voice and/or data. The primary D Channel is out of band signaling used to control and route all B Channel traffic on a single ISDN PRI service arrangement.
- (b) Full Channel Configuration: Provides additional 24 B Channels at 64 Kbps. Only available in conjunction with a Standard channel configuration;
- (c) Backup Channel Configuration: Provides additional 23 B Channels at 64 Kbps and 1 Backup D Channel at 64 Kbps. The Backup D Channel controls and routes all the B channel traffic of a single ISDN PRI service arrangement should the primary D Channel go out of service. This option is only available in conjunction with a Standard service configuration.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.13 ISDN PRI, (Cont'd.)

2.13.4 Standard Service Features

The following Standard Service Features are included in the MRC when ordering any one of the Primary Rate Channel Configurations, unless otherwise stated. Additional features and services are available to customer at the applicable rates found in this document.

- A. Call-by-Call Service** - Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to:
 - (1) Access multiple services on a per-call basis. Separate facilities are not needed for individual services such as DID, DOD, dedicated inbound and outbound long distance, and dial tone lines.
 - (2) Access the circuit-switched voice and data services to share B channels and arrange them as a single trunk group. Allows incoming and outgoing circuit-switched voice and data calls to utilize B channels on a call by call basis.
 - (3) Allow Customer to subscribe to more services than channels. The CPE signals the local CO to which type of service to access for each call; inbound/outbound trunk or dedicated long distance service.

- B. Calling Line Identification Delivery (CLID)** - Customer receives the originating telephone number provided the information is forwarded by caller's Local Exchange and/or Long Distance Carrier. Incoming call identification is provided via the D channel associated with the incoming calls on a B channel to a PBX.

- C. Calling Line Identification Delivery Blocking** - Customer's telephone number(s) will not be forwarded to the called party.

- D. Clear Channel Capability** - Clear Channel is only available where technically feasible. The B Channels on ISDN PRI are clear. All signaling and control functions are handled by the D Channel allowing 64Kbps on each channel to be used for customer information.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.13 ISDN PRI, (Cont'd.)

2.13.4 Standard Service Features, (cont'd.)

- E. Non-Facility Control Signaling (NFAS)** - Provides capability for a single D Channel to provide signaling and control for one or more ISDN PRI line, up to a maximum of five. Following the 23B+D Channel, the 24th Channel on the subsequent ISDN PRI line is made available for customer use. When purchasing more than three ISDN PRI lines, a backup D Channel is recommended.
- F. D Channel Backup** - Provides backup for the primary D channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D channel if service to the primary D channel is interrupted.
- G. Digital Voice Transmission** - All voice calls are transmitted using digital signaling.
- H. Direct Inward Dial (DID) Signaling** - Permits incoming dialed calls from the exchange network to reach a specific number served by the CPE without the assistance of an attendant. Provides call identification based on digits sent to the CPE by the CO.
- I. PBX Station ID Capability** - Permits the station users number (calling party) to be transmitted over the ISDN PRI D channel from DID equipped CPE PBX's that use ISDN PRI. Number is provided by the originating station and must have an associated DID telephone number working in the CO.
- J. Network Ring Again** - Permits a calling station encountering a busy to notify the CO switch to signal the calling station when the called station becomes idle. The calling station then notifies the switch to complete the call. Enables the customer to complete calls to a busy station without continuous redialing. Certain equipment restrictions may apply.
- K. Message Waiting Indication** - Allows Utility network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement. Requires suitably equipped ISDN switching and terminal equipment.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.13 ISDN PRI, (Cont'd.)

2.13.5 Optional Features

- A. 2B Channel Transfer** - 2B Channel Transfer allows for the transfer of calls, the B channels are released immediately after a call is transferred, freeing up the B channels for additional call traffic. In a traditional PBX trunk environment, the two channels would be tied up for the duration of the call.
- B. Calling Name Delivery** - Delivers the name along with the number from the TCAP network database of the calling party. A private or unavailable indication will appear when the name is not available to the called customer.

2.13.6 Rates

Customers will be charged for each ISDN PRI configuration ordered at the rates set forth below. ISDN PRI service is available for a one-, two-, or three-year term. Rates vary depending on term. The Service Components and Standard Service Features listed above are included in the MRC. Local and Long Distance usage is not included in the MRC and billed at the applicable rates.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.14 Flat Rate Local Service Trial Service Offering

Ending on December 31, 2001, the Company is offering the following Trial Service Offering (“TSO”). When ordering Centrex, Trunks (DSO level), Digital T1, or Super Trunks from Company, Customer has the option to order Flat Rate Local Service or Measured Rate Service. When ordering Flat Rate Local Service, Customer has the option to select a Monthly Recurring Charge (MRC) pricing plan based on either the monthly minutes of local exchange usage, or the number of local calls placed each month. Both Flat Rate Local pricing plans have a maximum monthly usage amount associated with each that can not be carried over to the following month. Customer will be billed for local exchange usage in excess of the maximum monthly usage amount as described in each service offering below. The access facility is billed in addition to the MRC at the applicable rates. Customer will be charged the applicable Non-Recurring Charge (NRC) as described in the Centrex, Trunk (DSO level), Digital T1, or Super Trunk offering found below. Optional features are available with Flat Rate Local at the rates. Pricing plans are based on one-year term. If Customer migrates to a new pricing plan while on existing contract with Company, Customer must sign a new contract of greater or equal value and contract term commitment than the existing term agreement. The actual rates for this service are listed in the Price List of this document.

A. Monthly Recurring Charges

Centrex
Local Trunks
T1

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.14 Flat Rate Local Service Trial Service Offering, (Cont'd.)

B. Usage

The maximum monthly minutes of local usage Centrex is 800 minutes per month. Any usage in excess per month will be billed at the rates listed below. The maximum monthly number of calls per Centrex is 246 calls. Any minutes or calls in excess of the maximums are listed in the Price List.

Centrex

Per minutes of use
Per call

The maximum monthly minutes of local usage per Trunk is 1440 minutes per month. The maximum monthly number of calls per Trunk is 443. Any minutes or calls in excess per month will be billed at the rates listed in the Price List.

Local Trunks

Per minutes of use
Per call

The maximum monthly minutes of local usage for T1 is 34,560. The maximum monthly number of calls per T1 is 10,634. Any minutes or calls in excess per month will be billed at the rates listed in the Price List.

T1

Per minutes of use
Per call

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options

The Premium X Option Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. Premium X Options also includes enhanced Services, Services that are not regulated by this Commission. Customers may contact the Company directly for details. X Options is available to Business customers and is subject to the availability of facilities and only offered where technically feasible. Premium X Options will no longer be available to Customers who enter into Service Agreements to receive Service after December 23, 2002; however, Customers who entered into Service Order Agreements prior to December 23, 2002 to receive this Service, will continue to receive this Service pursuant to this document.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Premium X Option Service Offering the Customer selects and receives service under one of the Premium X Options listed in the sections below. Each Premium X Option includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates. The Monthly Recurring Charge for each Premium X Option includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the Premium X Option Service Offering.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.1 Premium X Option One

To receive service under this X Option, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.2 Premium X Option Two

To receive service under this X Option, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 5,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed the rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.3 Premium X Option Three

To receive service under this X Option, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 5,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.4 Premium X Option Four

To receive service under this X Option, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 5,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at the rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.5 Premium X Option Five

To receive service under this X Option, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and Dedicated Internet Access. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at the rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.6 Premium X Option Six

To receive service under this X Option, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and Dedicated Internet Access. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 5,000 minutes, (B) 7,000 minutes, and (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at the rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.7 Premium X Option Seven

To receive service under this X Option, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at the rates set forth in the price list. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.8 Premium X Option Eight

This X Option is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This X Option consists of one voice line per user, or a minimum of ten lines, and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, and (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at the rates set forth in the price list. The monthly minutes of use for local exchange and domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.9 Premium X Option Nine

This X Option is a per user network service that requires a minimum of 30 (thirty) users accessing the same network. This X Option consists of one voice line per user, or a minimum of 30 lines, and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional of local exchange usage will be billed at the rates set for in the price list. The monthly minutes of use for local exchange and domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.10 Premium X Option Ten

This X Option is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This X Option consists of one voice line per user, or a minimum of ten lines, and Dedicated Internet Access. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at the rates set forth in the price list. The monthly minutes of use for local exchange and domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.11 Premium X Option Eleven

This X Option is a per network user service that requires a minimum of 30 (thirty) users accessing the same network. This X Option consists of one voice line per user, or a minimum of thirty lines, and Dedicated Internet Access. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at the rates set forth in the price list. The monthly minutes of use for local exchange and domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.12 Premium X Option Twelve

To receive service under this X Option, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and DSL service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 10,000 minutes, (B) 25,000 minutes, (C) 50,000 minutes, and (D) 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This X Option includes a choice of a total of 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes or 10,000 messages of local exchange calling if the customer chooses option D. Additional local exchange usage will be billed at rates set forth in the price list. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.13 Premium X Option Thirteen

To receive service this X Option, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and Dedicated Internet Access. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 10,000 minutes, (B) 25,000 minutes, (C) 50,000 minutes, and (D) 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This X Option includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.14 Premium X Option Fourteen

To receive service under this X Option, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 10,000 minutes, (B) 25,000 minutes, (C) 50,000 minutes, and (D) 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This X Option includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.15 Premium X Option Fifteen

To receive service under this X Option, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 10,000 minutes, (B) 25,000 minutes, (C) 50,000 minutes, and (D) 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This X Option includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.16 Premium X Option Sixteen

To receive service under this X Option, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This X Option also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: (A) 4,000 minutes, (B) 7,000 minutes, (C) 10,000 minutes, and (D) 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This X Option includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.17 Premium X Option M

To receive service under this X Option, the Customer must order a X Options package at no fewer than five locations, with at least one location receiving one of the Premium X Options 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This X Option includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.15.18 Premium X Option MLP

Customers ordering X Options 1-16 at no fewer than five locations are eligible for X Option MLP. MLP is a 5% discount off the monthly recurring charge of all X Option packages 1-16. X Option M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.15 Premium X Options, (Cont'd.)

2.15.19 Standard Feature Package

All Premium X Options include the following standard features at no additional charge:

- Voicemail w/Message Waiting
- Call Forwarding
- 3 Way Calling
- Speed Dial
- Abbreviated Dialing
- Call Hold
- Call Pickup
- Call Transfer
- Hunting
- Caller ID – Number Only
- First Block of 20 DID's*

2.15.20 Term Discounts

X Option customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the X Option Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each X Option. The discount will not be offered with any other discounts. The term discounts are as follows:

2 Year Term	5%
3 Years Term	10%

* Available to Customers who order business trunks.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002

2.16.1 Centrex

Centrex Lines and the Optional Features that are listed below are available to Customers who enter into Service Order Agreements to receive service after May 17, 2002. Centrex is a business telephone system that is offered from the local Company central office. Centrex is a service that delivers a set of PBX-like features to individual desks with all lines linked in the Central Office to provide internal communications as well as access to the Public Switched Telephone Network (PSTN). Centrex Customers will be charged a Non-Recurring Charge, a Monthly Recurring Charge and Usage charges as specified below, as well as all applicable Federal, State and Local Taxes and Surcharges.

A. Centrex includes the following standard features at no cost:

- Touchtone
- One White Pages Directory Listing
- One Yellow Pages Directory Listing
- 911 Access
- Caller ID Blocking- Per Call
- Itemized Usage Billing by Extension
- Station to Station Dialing

Blocking Restrictions - Centrex comes standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA,
Option E	International Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA,
Option F	International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.1 Centrex, (cont'd.)

B. Centrex Product Features

The list below indicates which features will be included in the Centrex offering and whether they will be Standard or Optional features. Customer can select Standard Features at no additional cost over and above the Centrex line Monthly Recurring Charge and Non-Recurring Charges. Additional Monthly Recurring Charges and Non-Recurring Charges incurred for all Optional features are listed below in this Section.

Standard Centrex Features

- Call Forward Busy
- Call Forward Don't Answer
- Call Forward- Variable
- Call Forwarding of Call Waiting Calls
- Call Hold
- Call Pickup
- Call Transfer
- Call Waiting with Cancel Call Waiting
- Call Waiting Display of Caller ID
- Caller ID - Number Only
- Conference Calling Meet Me
- Direct Inward/Direct Outward Dialing
- Directed Call Pickup
- Executive Busy Override
- Executive Busy Override Exempt
- Hunting (Circular or Sequential)
- Intercept
- Ring Again
- Speed Calling 8 numbers
- Speed Calling 30 numbers
- Three Way Calling

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.1 Centrex, (cont'd.)

B. Centrex Product Features, (continued)

Optional Analog Features

Assume Dial "9"	Automatic Call Back
Automatic Line	Automatic Recall
Automatic Route Selection-Basic (NPA Screening Only)	Selective Call Forwarding
AcceptanceCall Park	Selective Call Rejection
Caller ID Name and Number	
Digital Facility Interface (IXC T-1 Access)	
Remote Access to Call Forwarding	
Simultaneous Ring (SimRing)	
Add-On Interface, per module	
Anonymous Call Rejection	
Primary Appearance of Software Number	
Secondary Appearance of Software Number	
Direct Station Selection / Busy Lamp Field	

Electronic Business Set Standard Features*

Auto Answer Back	Business Set Automatic Dial
Automatic Line	Business Set Display
Fast Transfer	Display Called Number
Group Intercom	Display Calling Number
Primary Directory Number	Key Short Hunt
Privacy Release	Query Time and Date
Multiple Appearance of Directory Number (MADN – Single or Multi)	

Electronic Business Set Optional Features*

Electronic Set Interface per PDN

Due to the scheduling of Network Turn Up and testing of Electronic Business Set features in all Company Switches, features listed below may not be available at time of Service Activation.

Auto Answer Back
Fast Transfer
Group Intercom
Privacy Release
Electronic Set Interface per PDN

* Some Require Nortel Proprietary Electronic Business Set.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.1 Centrex, (cont'd.)

C. Rates and Charges

Centrex Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges.

1. Monthly Recurring Charges

Lines

10-24
Centrex
25-72
Centrex
73-96
Centrex
97+
Centrex

Optional Features

Caller ID Name and Number

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.1 Centrex, (cont'd.)

C. Rates and Charges, (continued)

2. Non-Recurring Charges

Installation Charges

Lines

10-24
Centrex
25-72
Centrex
73-96
Centrex
97+ Centrex

Optional Features

Caller ID Name and Number

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.2 Business Trunks

Business Trunk Service and the Optional Features that are listed in this document are available to Customers who enter into Service Order Agreements to receive service after May 17, 2002. Business Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic. The trunk connection can be either analog or digital depending on the customer's requirements.

Analog trunk service is offered via standalone Private Branch Exchange (PBX) or Direct Inward Dial (DID) Trunks, while digital connections are provided through Digital Switched T-1 Service.

In-Only Trunks - A One-Way trunk that only allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Out Only Trunks - A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the XO switching equipment.

Two-Way Trunks - A Trunk which allows traffic to be transmitted from either the customer's PBX or the XO switching equipment.

In-Only with DID Trunk - A One-Way trunk equipped with Direct Inward Dialing Service that allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Two-Way with DID Trunk - A Trunk equipped with Direct Inward Dialing Service that allows traffic to be transmitted from either the customer's PBX or the XO switching equipment. This Service will no longer be available to New Customers after May 1, 2004.

Direct Inward Dialing (DID) Service - a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

Effective: December 12, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.2 Business Trunks, (Cont'd.)

A. PBX Analog Trunks*

The PBX Analog Trunk provides a two-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability where available. Call traffic in static Channels can be allocated for specific services, such as identified above.

B. Digital Switched T-1

Digital Switched T-1 service provides an intraexchange digital connection between the customers PBX (Private Branch Exchange) or Hybrid Key system and XO's Central office.

Each Digital Switched T-1 carries 24 channels over a standard digital transmission facility. The channels are used to carry circuit switched voice and data call traffic at channel signal rates of up to 64 Kbps per channel with a total of 1.544 Mbps dedicated bandwidth for each Digital Switched T-1 service. Channels can be allocated for specific services, such as Two Way Calling, Inbound or Outbound Calling, Direct Inward Dialing (DID) or Direct Outward Dialing. Digital Switched T-1 Service and/or its Features are provided subject to the availability and Service Capabilities of the Central Office Facilities. Customer must provide his or her own DTI (Digital Interface) Card. If Customer wishes to provision analog PBX trunk services, Customer must provide compatible digital to analog conversion equipment. All Channel Service Units (CSU's) are the responsibility of the Customer. Digital Switched T-1 service is not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers or Interexchange Carriers, in the provision of service to their customers.

Digital Switched T-1 service is provisioned as either a:

- * Full Digital Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and 24 channels or,
- * Fractional Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and individual channels (minimum of 10 channels) are available in basic (A T1 facility that is equipped with In-Only, Out-Only, or Two-Way trunks) or advanced (A T1 facility that is equipped with In-Only with DID or Two-Way with DID trunks)

* Effective December 12, 2008, this product will be available only to current customers at their current location.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.2 Business Trunks, (cont'd.)

C. PBX Analog Trunk & Digital Switched T-1 Standard features

Each PBX Analog Trunk & Digital Switched T-1 includes the following features at no additional charge.

Hunting

Ascending Trunk Selection - Ascending Trunk Selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the first trunk of the trunk group, ascending to the last trunk of the Trunk Group. (example: hunting from the 1st trunk through last trunk on Trunk Group)

Descending Trunk Selection - Descending trunk selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the last trunk of the trunk group, descending to the first trunk of the Trunk Group. (example: hunting from last trunk of Trunk Group toward the 1st trunk of the Trunk Group).

Least Idle Trunk Selection (“LIDL”) - LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Most Idle Trunk Selection (“MIDL”) - MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Alternative Call Routing - Allows the customer to route calls to any service within the switch to handle calls in case of a disaster or for call overflow purposes. Typically a customer will route calls from one Trunk Group to another Trunk Group. Calls overflow to the Alternate Call Route when they encounter a busy condition. There are three types of busy conditions:

- 1. Overflow Call Processing** - all trunks in the trunk group are busy.
- 2. System Busy** - This busy condition is caused by network system problems, such as T1 Carrier being down or SS7 related problems.
- 3. Manual Busy** - This condition is caused by the trunk group being manually taken down, typically to do maintenance on the customer side in the PBX or on the telecom side in the network switch.

Additional Features:

E911
One White Page Directory Listing
Touch-tone Capability

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.2 Business Trunks, (cont'd.)

C. Rates and Charges

Business Trunk Customers will be charged applicable Non-Recurring Charges (NRCs), Monthly recurring Charges (MRCs) and Usage Charges. Usage Charges are listed in the Company's Ohio Interexchange Product Document found on the Company's website. Additional Federal, State and Local taxes and Surcharges may also apply.

Monthly Recurring Charges:

Analog PBX Trunks

In-Only

Out-Only

Two Way

Digital T-1 Trunks

In-Only

Out-Only

Two Way

/1/ This Service will no longer be available to New Customers after May 1, 2004.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.2 Business Trunks, (cont'd.)

C. Rates and Charges, (continued)

Monthly Recurring Charges:

Optional Feature

Calling Number Delivery
-per Trunk Group
Block of 20 DIDs
Block of 100 DIDs

Non-Recurring Charges

**Installation
Charges**

Analog PBX Trunks

In-Only
Out-Only
Two Way

Full Switched Digital T1 Trunks

In-Only
Out-Only
Two Way

Non-Recurring Charges, (continued)

Block of 20 DIDs
Block of 100 DIDs

NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

/1/ This Service will no longer be available to New Customers after May 1, 2004.

Effective: December 14, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.16 Business 2002, (Cont'd.)

2.16.4 Business Services Basic Business Lines II

Business Services Basic Business Lines II are available to those customers who subscribe to other non-Basic Business Line services from the Company. Business Services Basic Business Lines II provide basic access service and supply a single, voice-grade communications channel for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Business Services Basic Business Line II Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

- A.** Business Services Basic Business Lines II include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

- B.** **Business Services Basic Business Line II Optional Features** - Business Services Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in below.

Caller ID Per Line Blocking

- D. Rates and Charges**

Business Services Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

- 1. Monthly Recurring Charges**

**Business Services Basic Business Line II
Line Charge**

	Max.
One Year Term	\$50.00
Two Year Term	\$50.00
Three Year Term	\$50.00

- 2. Usage Rates** - Rates in Company's P.U.C.O. Tariff No. 5 will apply.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.17 XO Integrated Access Service II*

XO Integrated Access Service is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and other unregulated services from the Company. The standard configuration involves having a single DS-1 to the Customer's premises. Service can also be provided via ISDN PRI. When ordering service via DS-1, the Customer must purchase a minimum of six (6) local exchange lines or trunks and utilize a total of at least fourteen (14) voice & data channels. The Customer must also enter into a one (1), two (2) or three (3) year service order agreement. Usage for all services is not included in the following rates. The Non-Recurring and Monthly Recurring (MRC) charges are specified below. MRCs listed below are for one (1) year term contracts, two and three year contracts receive an additional 5% and 10% discount, respectively.

A. Standard Features

XO Integrated Access Service Customers using Basic Business Lines may request the following optional features at no additional charge: Call Forward Variable, Call Forward Busy, Call Forward No Answer, Speed Calling, Call Waiting, Touchtone, and 3 Way Calling.

B. Non-Recurring Charges

For initial installation of XO Integrated Access Service over a single DS-1 or ISDN PRI, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 worth of capacity will be done on an Individual Case Basis (ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified in 3.1 will apply.

**As of December 31, 2006, this product will only be available to current customers at their current location.*

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.17 XO Integrated Access Service II,(Cont'd.)

D. Usage Charges

Customers will receive intraLATA and interLATA intrastate service under the Gold and Platinum Service offering listed in Company's Ohio Interexchange Product Document found on the Company's website, and interstate service under the Integrated Access Service offering listed in Company's Federal Message Toll Service Tariff.

E. Enhanced Integrated Feature

XO Integrated Access Service Customer's can order the Enhanced Integrated Feature, as an option.

Enhanced Features - The following features are included in the Enhanced Integrated Feature Package: Abbreviated Dialing (3 or 4 digit), Call Hold, Call Pickup, Call Transfer and other unregulated features.

Effective: December 12, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering*

The Deluxe XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. Deluxe X Options also includes enhanced Services, Services that are not regulated by this Commission. Customers may contact the Company directly for details. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Deluxe XOption Service Offering the Customer selects and receives service under one of the Deluxe XOptions listed in the sections below. Each Deluxe XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates set in this document. The Monthly Recurring Charge for each Deluxe XOption includes the specified amount of monthly minutes of use (or messages) for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the Deluxe XOption Service Offering.

* Effective December 12, 2008, this offering will be available only to current customers at their current location.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.1 Deluxe XOption #1

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.2 Deluxe XOption #2

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.3 Deluxe XOption #3

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.4 Deluxe XOption #4

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.5 Deluxe XOption #5

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.6 Deluxe XOption #6

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 12,000 minutes or 4,000 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.7 Deluxe XOption #7

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.8 Deluxe XOption #8

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption consists of one voice line per user, or a minimum of ten lines, and DSL service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, and "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. The monthly minutes of use for local exchange and domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.12 Deluxe XOption #12

To receive service under this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and DSL service . This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes or 10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.13 Deluxe XOption #13

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes or 10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.14 Deluxe XOption #14

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with DSL service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes or 10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.15 Deluxe XOption #15

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes a choice of a total of 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses options A, B, or C, or 30,000 minutes or 10,000 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.16 Deluxe XOption #16

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes enhanced Services, Services that are not regulated by this Commission. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" = 10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes a choice of a total of 10,000 minutes or 3,300 messages of local exchange calling if the customer chooses option A, B, or C, or 20,000 minutes or 6,500 messages of local exchange calling if the customer chooses option D. Additional minutes of local exchange usage will be billed at \$.02 per minute in sixty-second billing increments, or \$.05 per message dependent on the plan chosen. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

3.28.17 Deluxe XOption M

To receive service under this XOption, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the Deluxe XOptions 1-16. The requirement specified above does not apply to Customer's who subscribe to a two or three year contract term. However, all Customers, regardless of contractual term length, must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Ohio Interexchange Product Document found on the Company's website for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. Each XOption M includes a choice of 6,000 minutes or 2,000 messages of local exchange calling per month. Additional local exchange calling above the monthly messages will be billed at \$.02 per minute in sixty-second increments, or \$.05 per message dependent on the plan chosen. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

2.18.18 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.18 Deluxe XOPTION Service Offering, (Cont'd.)

2.18.19 Standard Feature Package

All XOptions include the following standard features at no additional charge.

- Voicemail w/Message Waiting
- Call Forwarding
- 3 Way Calling
- Speed Dial
- Abbreviated Dialing
- Call Hold
- Call Pickup
- Call Transfer
- Caller ID – Number Only
- Hunting
- First Block of 20 DIDs*

2.18.20 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

2 Years	5% Discount
3 Years	10% Discount

* Available to Customers who order business trunks.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.19 Multi-Tenant Buddy Program

This program offers eligible Customers discounts on XO Services. In order to be eligible for this program, Customers must meet the criteria of either a "Referring Buddy" or a "Referred Buddy."

This program cannot be combined with any other special offer or promotion offered by XO.

2.19.1 Program Criteria

- A. A Referring Buddy is a property management company of a multi-tenant building ("Serviceable Property") that refers potential subscribers located in that Serviceable Property to XO for XO Services. Referring Buddies must subscribe to XO Services for a minimum two year commitment in order to receive the discounts listed below.
- B. A Referred Buddy is a Customer who, as a result of being referred to XO by a Referring Buddy, receives XO Services at a Serviceable Property, for a minimum two year term commitment.

2.19.2 Program Discounts

- A. A Referring Buddy will receive XO intraLATA and interLATA long distance service at a rate of \$0.05 per minute. Additionally, once the aggregate of the recurring revenue of all Referred Buddies of a Referring Buddy reaches and remains at \$3,000.00 per month, the Referring Buddy will receive a \$50 credit on its XO invoice for each additional potential subscriber referred to XO for XO Services that executes a contract with XO for XO Services.

A Referred Buddy will receive a 10% discount off monthly recurring and usage charges for the XO Services listed in this document. The discount only applies to standard XO services and pricing, and does not apply to Individual Case Basis arrangements, taxes, surcharges, or tax-like charges.

2.19 Multi-Tenant Buddy Program

2.19.3 Special Terms and Conditions for the Referring Buddy

- A. As stated above, the Referring Buddy must subscribe to XO services for a minimum two year commitment. The Referring Buddy may terminate service upon thirty (30) days prior written notice without incurring liability for the early termination charges, specified in this document, provided that the Referring Buddy has delivered written notice by facsimile or e-mail to XO establishing that the Referring Buddy's contract for property XO management services in the Serviceable Property has been terminated in its entirety and that the Referring Buddy no longer provides property management services to the Serviceable Property.
- B. If neither the Referring Buddy nor XO cancel the service prior to the end of the term commitment, at the completion of the term commitment, XO will continue to provide service to the Referring Buddy on a month-to-month basis.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.20 Foreign Exchange Service

Foreign Exchange Service is exchange service furnished from an exchange other than the one which normally serves the area in which the customer is located. Foreign Exchange Service is available when both the foreign rate center and the rate center in which the customer is located are served by a single switch and are supported by the same 911 selective router.

Foreign Exchange Service may be provided as Inbound Only, Outbound Only or Two-Way service. Foreign Exchange Service is available on the following services: Business Lines, Centrex Lines, Analog Trunks, Full Switched T1, Fractional Switched T1, ISDN-PRI and ISDN-BRI.

The local calling area that applies to Foreign Exchange Service is the same as that which regularly applies to other Company-provided local exchange access service bearing the same NPA-NXX designation.

2.20.1 Restrictions

Mixing of Foreign Exchange Service lines and non- Foreign Exchange Service lines within a service arrangement such as Hunting, PBX and ISDN Trunk Groups is allowed only when non-Foreign Exchange Service lines/trunks hunt to Foreign Exchange Service lines/trunks.

Customer must subscribe to Foreign Exchange Service for a minimum contract period of one year. Foreign Exchange Service is and it is co-terminus with the service to which it is terminated.

2.20.2 Rates

The pricing listed in the Price List is in addition to the local access service rates which regularly apply for exchange access service bearing the foreign exchange NPA-NXX. In addition, Customer will receive one foreign exchange directory listing at no charge.

Access Type

Foreign Exchange Business Line
Foreign Exchange Centrex Line
Foreign Exchange ISDN-BRI
Foreign Exchange Trunk
(per DS0 channel)
Foreign Exchange Full Switched T1
Foreign Exchange ISDN-PRI

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.21 Intercept and Number Referral Service

2.21.1 Intercept is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides the status of the telephone service. Intercept Service is available for published numbers and DIDs free of charge for the first 90 days of use. Intercept Service for published numbers in place longer than 90 days will be charged as outlined below. Intercept Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

2.21.2 Number Referral Service is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides callers with the new number. Number Referral Service is available for published numbers free of charge for the first 90 days of use. Number Referral Service for published numbers in place longer than 90 days will be charged as outlined below. Number Referral Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

2.22 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or "all trunks busy" condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with ISDN PRI, Digital T-1, and all XOptions packages.

ERR is available on a per T-1 basis, for up to four T-1s per location. ERR is available where facilities permit. The Company's ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

Effective: December 12, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.23 National Local Service, (Cont'd.)

2.23.1 Private Branch Exchange (PBX) Trunks*

A. Service Description

PBX Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic.

Two-Way Trunks - A Trunk which allows traffic to be transmitted from either the customer's PBX or the Company switching equipment.

One-Way, out only - A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the Company switching equipment.

One-Way, in only - A One-Way Trunk that only allows traffic from the Company switching equipment to be transmitted to the customer's PBX.

Direct Inward Dialing (DID) Service - A special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

* Effective December 12, 2008, this product will be available only to current customers at their current location.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.23 National Local Service, (Cont'd.)

2.23.1 Private Branch Exchange (PBX) Trunks

B. Rates and Charges – SBC Territory

PBX Trunk Customers will be charged applicable Non-Recurring Charges, Monthly Recurring Charges and Usage Charges, where applicable. Additional Federal, State, and Local taxes and Surcharges may also apply. Rates listed in the Price List are based on a two year term. Rates for alternate term lengths may be provided on an individual case basis.

Non-Recurring Charges

PBX Trunks

Two-Way
One-Way, out only
One-Way, in only
Optional Features

Optional Features

Hunting

Monthly Recurring Charges

PBX Trunks

Two-Way
One-Way, out only
One-Way, in only

Optional Features

Hunting

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.24 Local Volume Discount

Local Volume is a discount plan based upon the Company's currently offered Local Services. Two plans are available, as outlined below. Customer must choose one plan upon execution of their service agreement.

2.24.1 Restrictions

- 3.34.1.1 The offer is available to New and Existing Customers who sign a minimum two (2) year commitment for XO Local service offerings.
- 3.34.1.2 The following Services are not included in the discount, but are included in the revenue commitment: XOptions, ISDN-BRI, Inbound PRI, Integrated Access,, Gateway traffic, Residential Service, Operator Services, Resold Services, Carrier Local Term, DAL IntraLATA usage, Labor and Non-Recurring Charges. All other products and usage types are included in the revenue commitment.
- 3.34.1.3 This offer applies only to those other Local products currently available.
- 3.34.1.4 Customers located in an area where the Company is collocated in the ILEC wire center serving the Customer are eligible for this offering. Other Customers may be eligible depending upon their service configuration.
- 3.34.1.5 All other commitments and/or restrictions, including early termination fees, associated with the applicable local product(s) apply.

2.24.2 Pricing

Two Price plans are available. Customers must choose one of the following plans when they sign their service contract.

2.24.2.1 Aggregate Revenue Plan: Customers who choose XO's Aggregate Revenue plan will receive discounts off their monthly Local MRC's & Local usage, based upon the actual amount of revenue billed each month. The amount of the discount may vary month to month.

Monthly Revenue	Discount
\$20,000-49,999	10%
\$50,000-124,999	15%
\$125,000-199,999	20%
Greater than \$200,000	25%

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.24 Local Volume Discount

2.24.2 Pricing

2.24.2.2 Aggregate Commitment Plan:

Customers who choose XO's Aggregate Commitment Plan will receive the following discounts off their Local MRC's & Local usage, based upon the commitment level they choose. Discounts will be applied monthly. Failure to achieve the annual commitment level will result in a penalty equal to the difference between the actual amount billed and the selected commitment level. Inclusion of early termination liability by the company in its document or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

Annual Revenue Commitment	Discount
\$250,000-599,999	10%
\$600,000-1,499,999	15%
\$1.5M- 2,399,999	20%
Greater than \$2.4M	25%

2.25 Historic Invoices

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

Format

Electronic
CSV/CD of CDR

2.26 Access Recovery Charge

The Access Recovery Charge ("ARC") is a monthly charge designed to recover increased network costs for access circuits used to provide Service to customers, including but not limited to increases due to FCC or other governmental or regulatory actions or judicial determinations made in connection with incumbent local exchange carrier charges for such circuits. XO reserves the right to add, change or delete Access Recovery Charges upon notice to Customer. The ARC is calculated by application of a percentage to each customer's total monthly recurring charges (MRCs). The ARC percentage to be applied will be determined by the customer's total MRCs on its monthly invoice. The chart below shows the ARC percentage that will be applied based on the MRCs.

2.27 Directory Assistance

As described in Company's P.U.C.O. Tariff No. 5, rates are set forth in the Price List of this Product Document.

2.28 Operator Assistance

As described in Company's P.U.C.O. Tariff No. 5, rates are set forth in the Price List of this Product Document.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 2 - SERVICE DESCRIPTIONS AND RATES - CATEGORY ONE, (CONT'D.)

2.29 Supplemental Change Charge

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

NON-RECURRING CHARGES			
Timeframe of Change Request			
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance -	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date -
Up to \$500.99	See Price List	See Price List	See Price List
\$501.00 to \$2,000.99	See Price List	See Price List	See Price List
\$2,001.00 and Up	See Price List	See Price List	See Price List

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional, charges may also apply as outlined in Section 3.14.

2.30 Administrative Service Charge

The Administrative Service Charge is being applied to help recover administration and system support costs associated with providing, maintaining, and ensuring quality of service.

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO

The following sections will apply to customers who are served by a Central Office where the former Allegiance Ohio, Inc. has facilities and to existing Customers of XO Ohio, Inc. as of February 25, 2005.

Category Two - Sections 3.1 through 3.19

3.1 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or “all trunks busy” condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with Digital PBX, Digital PBX Package, PRI Bundled Package, and True Business Total Communications and Digital Communications only.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company’s ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office and Line Feature Charges

Activation charges may apply when a Customer requests connection to or makes changes to one or more central office or line features as provided herein. Charges are applicable to include moves, adds or changes as defined in Company's P.U.C.O. Tariff No. 5.

3.2.1 General

The features in this Section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Central Office Calling Features are optional features of central office services furnished to individual line end users. The Company may furnish Central Office Calling Features where there is available central office equipment with the proper program updates as determined by the Company. Central Office Calling Features are only provided for basic access line services. The Customer will be billed a Service Order charge for each change or set-up of each occurrence a feature or group of features is added to the Customer's service.

3.2.2 Custom Calling Service Features

Custom Calling Service Features are optional telecommunication services offered as additions to regular telephone exchange service.

A. Definitions

Call Forwarding Variable - Allows the customer to activate and deactivate a transfer of all incoming calls to another dialable telephone number.

Call Forwarding/Busy Line Transfer - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding/Alternative Answering - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Three-Way Calling - Allows the customer to add a third party to an established call without operator assistance.

Call Forwarding Busy Line/Alternate Answer- This feature automatically reroutes an incoming call to a customer predesignated number when the called number is busy or does not answer after a predetermined number of rings.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.2 Custom Calling Service Features

A. Definitions

Call Forwarding Variable with Remote Access Forwarding- This feature allows the customer who also subscribes to call forwarding variable with the ability to activate, deactivate or change call forwarding from a remote location.

Remote Call Forwarding - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities. Remote Call Forwarding service is not offered where the terminating station is a coin telephone. The Company will not provide identification of the originating telephone number to the RCF Customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls. Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.

One directory listing in the Alphabetical Directory is provided without charge. Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

Remote Call Forwarding service will only be provided when, in the judgment of the Company, the Customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any services offered by the Company.

Hunting - Line hunting which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines or trunks from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.2 Custom Calling Service Features, (cont'd.)

B. Terms and Conditions

Custom Calling Service Features are offered only where facilities are available and properly provisioned.

Service Charges are not applicable when Custom or Advanced Custom Calling features are added to existing service if installed within 60 days of the date on which these features are initially offered from the serving central office.

Custom Calling Service Features will be provided in connection with all grades, types and classes of service, except for Coin or DID services and as indicated below for specific Custom Calling Service Features.

1. Call Forwarding

The Call Forwarding feature is not provided in connection with OUTWATS or INWATS services.

The quality of transmission of forwarded calls may vary depending on the distance and the routing necessary for the completion of a call. Therefore, the normal grade end-to-end transmission is not guaranteed on and forwarded calls.

If calls are transferred to a number served by the same or different central office switch, multiple calls will be transferred simultaneously provided there are sufficient facilities to accept the calls.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.2 Custom Calling Service Features, (cont'd.)

B. Terms and Conditions, (continued)

2. Three-Way Calling

The Three-Way Calling feature is not provided in connection with INWATS.

The quality of transmission on three-way calls may vary depending on the distance and the routing necessary to complete the calls. Therefore, the normal grade end-to-end transmission is not guaranteed on any three-way call.

C. Rates

On non-residence service, when two or more Custom Calling Service Features are provided on the same exchange service, a \$0.50 reduction in the monthly rates will apply for each such feature per exchange service.

1. Pay Per Use

Certain Custom Calling Services are also available on an optional Pay Per Use basis to customers that do not subscribe to the feature on a monthly basis. Such features are available on a Pay Per Use (per attempt) basis. The customer will be charged for each attempt to activate the service, unless the central offices are not properly equipped.

These features will be available on a Pay Per Use basis only from equipped central offices to residence and non-residence customers. However, these features are not available on a Pay Per Use basis to Centrex or PBX customers.

At the request of a customer that does not subscribe to the feature on a monthly basis, access to the feature on Pay Per Use basis may be blocked. Such blocking will be provided at no charge to the customer.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.3 Advanced Custom Calling Features

A. General

1. Advanced Custom Calling Service as provided for in this Section is a telecommunications service that consists of one or more of the optional service features described herein.
2. Advanced Custom Calling Service is available to customers subscribing to residence and non-residence exchange services. It is not available to semi-public telephone service customers.
3. The service is offered from central offices where the Telephone Company has arranged the equipment for Advanced Custom Calling and is furnished subject to the availability of facilities. However, a feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, an appropriately equipped central office.
4. Service charges are not applicable when Custom or Advanced Custom Calling features are added to existing service if installed within 60 days of the date on which these features are initially offered from the serving central office.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.3 Advanced Custom Calling Features, (cont'd.)

B. Feature Description

Repeat Dialing (Automatic Recall) - This feature will enable a customer to reach a called party whose number is busy without having to continually redial the telephone number. The busy number will automatically be dialed, for a thirty (30) minute period, until it becomes available. The caller can make and receive calls during the 30 minute period that the busy number is being dialed. The caller will receive a special ring back when both numbers are freed for use. The feature can also be used to recall a called party after the conversation has been terminated.

Speed Dial 8 - This feature allows placing calls to eight (8) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Speed Dial 30 - This feature allows placing calls to thirty (30) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.3 Advanced Custom Calling Features, (cont'd.)

B. Feature Description, (continued)

Caller ID With Name and Number - Caller ID with Name works along with Caller ID and provides for the display of an incoming telephone number and listed name associated with that telephone number, on a customer-provided display device attached to the customer's (called party's) line or set. The customer-provided display device used to interface with Caller ID and Caller ID with Name and Number must conform with the industry Technical Reference Specifications, as used by the Company.

Unless Calling Party Number Blocking is activated, the telephone numbers and names associated with all calls originating from appropriately equipped switches will be displayed.

Caller ID with Name and Number is offered in appropriately equipped central offices and is available with individual non-residence and residence lines.

Caller ID Privacy - Blocks the delivery of customer's Caller ID information on a per trunk group basis. Available with Digital PBX, PRI and Digital Total Communications services, except where there are restrictions.

Restrictions: There is no charge for social service or law enforcement agencies.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.3 Advanced Custom Calling Features, (cont'd.)

B. Feature Description, (cont'd.)

Automatic Callback - Automatically returns the last incoming call whether or not it was answered. To activate Automatic Callback, the customer dials a code. The network will then either attempt a callback, or in offices so equipped, the customer will hear an announcement of the telephone number of the last party that called. If the customer wishes to return the call immediately, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes.

If the caller uses per call or per line blocking, Automatic Callback will not complete the call or deliver the calling party's telephone number information.

This feature cannot be dialed from all telephone numbers. Automatic Callback will be provided where facilities permit.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.2 Central Office, Line and Trunk Features, (Cont'd.)

3.2.3 Advanced Custom Calling Features, (cont'd.)

B. Feature Description, (cont'd)

Distinctive Ring - Permits a customer to establish up to three telephone numbers on the same access line and to distinguish each number by distinctive incoming ring patterns. The billing telephone number is the "master" telephone number and the other telephone numbers are the "dependent" numbers. The standard ringing pattern is provided for a maximum of two dependent numbers. This service is available to non-hunting business lines only.

Message Waiting Indication - This feature allows a Customer to hear an audible interrupted dial tone indicating there is a message waiting.

Call Transfer - This feature gives the customer the capability of including another end user on an already established call. After establishing the call, the Customer may drop his connection without disconnecting the two end users. While the two parties are connected, access continues to be recorded and will be charged to the Customer, if applicable.

Custom Calling Feature Package - Package consists of the following features on the same line for up to 30 lines: Call Forwarding/Busy line transfer, Call Forwarding/Alternate Answering, Call Forwarding Variable, Call Transfer, Three-Way Calling and Message Waiting Indication.

C. Rates

Feature Package A - A \$0.25 credit is applied when message waiting indication, busy line transfer, and alternate answering are provided simultaneously.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.3 Toll Free 8XX¹ Service

- A. Description** - Toll free 8XX Service provides the Customer with a telephone number within the toll free 8XX NPAs, enabling the Customer or User to receive incoming calls to that number which originate from any station on the public switched telecommunications network within the State of Ohio. All charges for incoming toll free 8XX calls are billed to the Customer. Toll free 8XX Service calls may be received over:
- 1. Company-Provided Access Services** - The Customer must designate one or more channels on a digital, dedicated access facility, for use in conjunction with the Company's toll free 8XX Service, prior to commencement of service. Service provided in this manner is Dedicated Toll Free 8XX; or
 - 2. Company Provided Exchange Access Lines** - Exchange Access Lines provided to the Customer by the Company can be pre-subscribed by the Customer to the Company's Switched Toll Free 8XX Service.
- B. General** - The toll free 8XX Service arrangement is an inward calling switched service which permits a call to be completed at the Customer's location without charge to the calling party. Access to the service is gained by an end user dialing a 10 digit telephone number (e.g., 800+NXX-XXXX) which will terminate at the Customer's location. The usage is billed on a flat rated basis. Toll free 8XX Service calls are billed in six (6) second increments, with an initial billing period of eighteen (18) seconds per call. A Minimum Average Time Requirement (MATR) of 30 seconds per call applies during the billing period, which if adjusted, will be billed as a nonrecurring charge. In addition, there is a nonrecurring and monthly recurring toll free 8XX Service number charge, which will be applied either on a "per toll free 8XX number" basis for shared access or on a "per routing arrangement" basis for dedicated access. Two types of toll free 8XX Service are offered by the Company.
- C. Switched Toll Free 8XX** calls are originated via shared-use facilities and are terminated via the Customer's LEC-provided local exchange access line.

1-Toll free 8XX includes the following toll free codes: 800, 888 and 877.

Effective: October 31, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.3 Toll Free 8XX¹ Service, (Cont'd.)

- D. Dedicated Toll Free 8XX** calls are originated via shared use facilities and are terminated via dedicated access facilities connecting the Customer's premises and the Company's switch site serving the Customer's location. This service is offered to the extent that facilities are available and where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's switch site POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

3.4 Reserved for Future Use

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.5 DID Service for Voice Grade Channels

3.5.1 Description

DID Service provides the Customer with Direct Inward Dialing on designated voice-grade communications channels. DID Service is to be used in connection with the Customer's Private Branch Exchange (PBX) system. Dialed digits are transmitted for all incoming calls thereby allowing the Customer's PBX system to route incoming calls directly to individual stations by Customer-assigned DID telephone number. Each trunk provisioned for DID Service is automatically configured into a Hunting Arrangement. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan.

3.5.2 General

Standard Feature(s) - Each Company-provided Trunk for DID Service will automatically include Tone Dialing and a Hunting Arrangement at no additional charge to the Customer. The following service arrangement(s) are available:

One-Way Inbound

3.6 Select Usage Call Detail

3.6.1 Description

Call detail records associated with intracompany calling plan will not appear on customer invoices. These usage records will be made available to the customer upon request only and are billed per line, per service location, per billing cycle. Call detail records will be provided for all eligible lines, whether specifically requested or not. Customer must request usage records each month, and requests can be made for up to three months of prior usage.

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.7 Network Switched Services

3.7.1 General

Network Switched Services provide a Customer with a connection to the Company's switching network which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 8XX NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in this document apply to all services on a one-time basis unless waived pursuant to this document or a promotional or trial offering.

Hillcrest Willoughby
Independence
Montrose

3.7.2 Service Descriptions and Rates

The following Access Service Options are offered:

Local Analog PBX Trunk Service
Local Digital PBX Trunk Service
Local ISDN-PRI Service

Local Analog PBX Trunk Service, Local Digital PBX Trunk Service, and Local ISDN-PRI Service are offered with message or measured rated local service. All Network Switched Service may be connected to Customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines.

Service may be arranged for two-way calling, inward calling only or outward calling only.

Effective: December 12, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.8 Local Analog PBX Trunk Service*

A. Description

Local Analog PBX Trunk Service provides the Customer with one or more, analog voice grade telephonic communications channels which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message or measured rate basis. DID trunks are arranged for one-way inward calling only.

B. General

An analog PBX Trunk, provides the Customer with a single, voice-grade communications channel. Each Trunk is to be used to connect the Customer's Private Branch Exchange (PBX) systems to the Public Switched Network (PSN). Each Trunk is automatically configured into a Hunting Arrangement along with other Company-provided Trunk Services. Each Trunk will, for an additional charge, be equipped with Direct Inward Dial (DID) capability. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

Standard Feature(s) - Analog PBX Trunks may include Touch Tone Dialing and a Hunting Arrangement at no additional charge to the Customer. The following service arrangements are available:

One-Way Inbound, One-Way Outbound, or Two-Way

* Effective December 12, 2008, this product will be available only to current customers at their current location.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.8 Local Analog PBX Trunk Service, (Cont'd.)

C. Recurring, Nonrecurring, and Usage Charges

Nonrecurring charges apply as described in this document. Analog PBX Trunks include a monthly recurring charge and usage charges.

Basic Rates and Charges B A local Trunk-Basic Customer will be charged applicable Nonrecurring Charges, Monthly Recurring Charges and usage charges as specified in the Price List.

Measured

Message

Local Analog PBX Trunk
Access Area B
Access Area C
Access Area D

Central Office Connection Charge
Line Connection Charge

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.9 Local Digital PBX Trunk Service

A. Description

Local Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital local loop connection operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Bound Only, Out-Bound Only or Two Way, as specified by the Customer

B. General

Service to points within the local calling area is included in the charge for Local Digital PBX Trunk Service. Charges based on time periods and calendar days are provided herein. Nonrecurring connection and Service Order charges apply as described in Company's P.U.C.O. Tariff No. 5.

Optional Feature(s) - DID Service capability as described within this document is available. Clear Channel capability as described in within this document is available. Applicable Nonrecurring charges apply as described in Company's P.U.C.O. Tariff No. 5.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.9 Local Digital PBX Trunk Service, (Cont'd.)

C. Recurring and Nonrecurring Charges

Connection charges applicable in Company's P.U.C.O. Tariff No. 5. Only measured local usage is available to Digital PBX trunk services.

Where appropriate facilities do not exist, Special Construction charges will also apply, as described within this document. Local usage rates are provided in Section 3.60. Discounts based on time periods and calendar days are provided in this document.

Digital Trunk (per T-1)

Rate Zone 1

Rate Zone 2

Rate Zone 3

Channel Mileage Termination (per point of termination)

Rate Zone 1

Rate Zone 2

Rate Zone 3

Channel Mileage (per T-1)

Rate Zone 1

Rate Zone 2

Rate Zone 3

Digital Trunking Service

(per T-1)

Clear Channel Capability

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.9 Local Digital PBX Trunk Service, (Cont'd.)

D. Digital PBX Package

The Digital PBX Package provides customers with Digital PBX service at convenient packaged rates. The package price includes all charges associated with Digital PBX Package including the Local Loop, 24 trunks, Federal Subscriber Line Charge (FSLC), and Local Number Portability (LNP) charges. Any optional features selected will be billed in addition to the Digital PBX Package rate. The Digital PBX Bundled package is not eligible for further discounts.

Monthly Recurring Charge

Digital PBX Package – 24 channels

Non-Recurring Charges

Package Installation Fees

Trunk Change Charge

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.10 Local ISDN-PRI Service

Local ISDN-PRI - Integrated Services Digital Network Primary Rate Interface (ISDN PRI) is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include circuit switched voice (local calling, Message Toll Service, 800 and circuit switched data). Each ISDN PRI will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis. Local usage rates are as specified within Company's Ohio Interexchange Product Document posted on Company's website.

Each ISDN PRI connection provides access from a Customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office port termination and a 1.544 Mbps Digital Local Loop to the Customers premises. The Digital Local Loop is a DS1 with Clear Channel Capability. The rates and charges for the Loop are in addition to those for the ISDN PRI Port Connection. The central office port connection is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by multiple ISDN PRI's for the same Customer. "B" channels can be dedicated to each circuit switched voice and circuit switched data service by type or they can be shared among service types by using the call by call feature.

Where appropriate facilities do not exist, Special Construction charges will apply, as describe within this document.

"B" Channel - "B" Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched voice and circuit switched data.

"D" Channel - "D" Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control the B channels.

Out of Band Signaling - Out of Band Signaling is signaling that is separated from the channel carrying the circuit switched voice and data services.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.10 Local ISDN-PRI Service, (Cont'd.)

Call by Call for Trunk Groups - Allows the circuit switched voice and data services enabled on the ISDN PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize "B" channels on a call by call basis. Without this capability, each service will have a dedicated "B" channel.

Incoming Calling Line Identification - All calling numbers presented to the services working on ISDN PRI can be delivered to the Customer's CPE, including calls made to Direct Inward Dialing Service telephone numbers. This feature is optioned on a per ISDN PRI Port basis only and is offered in appropriately equipped central offices.

Clear Channel Capability - The "B" channels on the ISDN PRI are clear, since all signaling and control functions are handled by the "D" channel. This allows all 64 kbps on each "B" channel to be used for Customer information over the ISDN PRI connection. Calls over the network may either by 56 kbps or 64 kbps depending on the public network in place between the ISDN PRI and the distant end of the call.

Digital Voice Transmission - All voice calls are transmitted using digital signaling.

Channel Configuration - Allows some or all B Channels to be dedicated to exchange and MTS, DID, or 800 Services. Multiple dedicated trunk groups can be established on the same primary port or group of primary ports.

Direct Inward Dialing Signal - Permits incoming dialed calls from the exchange network to reach a specific number serviced by Customer-premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE which can further process the calls as desired.

Equal Access - Allows the Customer to preselect an Intra and Interexchange Carrier for each circuit switched voice or circuit switched data trunk group. The carrier designation can be changed for applicable charges as shown in Company's P.U.C.O. Tariff No. 5.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services

A. Integrated Access Bundled Package*

Integrated Access Bundled Package provides a customer channelized high capacity (1.544 Mbps) facility¹ between a customer premises and its serving office for connection to services provided by Allegiance. Integrated Access Bundled Package allows a customer to integrate voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in Company's P.U.C.O Tariff No. 5 for multi line business service.

The customer selects a package of 12, 16, 20, or 23 voice lines for local exchange access. The balance of the facility's capacity is available for data applications. The rates herein are for the portion of the service dedicated to voice applications. Charges for nonregulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL), Touch Tone and Hunting.

Customers must sign a minimum one (1) year term agreement for Integrated Access Bundled Package. Full termination liabilities are assessed for early termination of service.

¹ Integrated Access Bundled Package will be delivered to customers over T-1 or HDSL access. The decision to use HDSL vs. T-1 is an engineering and provisioning decision made solely at the discretion of the Company and is made based on the availability of HDSL facilities. Customers who fall within reach of an Allegiance HDSL-equipped collocation may have Integrated Access Bundled Package delivered to them via HDSL.

**As of December 31, 2006, this product will only be available to current customers at their current location.*

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services, (Cont'd.)

B. Total Communications – 4 Base Line Package ¹

Total Communications is designed for customers that need high-speed Internet Access and have 4-20 voice channels. The base package includes 4 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this Company's P.U.C.O. Tariff No. 5 for multi line business. The customer will select a package of 4 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service. Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

- 1- Product is no longer available to new customers.
2 NRC applies only to add additional lines to existing service.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services, (Cont'd.)

C. Total Communications – 6 Line Total Communications Package

Total Communications is designed for customers that need high-speed Internet Access and have 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will select a package of 6 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges.

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

¹ NRC applies only to add additional lines to existing service.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services, (Cont'd.)

D. Total Communications – With Digital Handoff

Total Communications with Digital Handoff is designed for customers that need high-speed Internet Access and digital signaling on 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access (Note: Internet access is governed by the Federal Communications Commission, the PUCO does not regulate it). The balance of the capacity is available for additional voice or data applications. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will be responsible for the connection from the Integrated Access Device to their equipment (no connection block will be provided with this service). Customers must digitally accept all of their channels. No more than two trunk groups will be provisioned for any given circuit. No custom calling features are available with this product. The available features are the same as those available with the company's Digital PBX product.

Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, Touch Tone, and LNP charges. DID pricing can be found in this document. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service. Inclusion of early termination liability by the company in its tariff, product document, or a contract does not constitute a determination by the Commission that the termination liability imposed by company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services, (Cont'd.)

D. Total Communications – With Digital Handoff, (continued)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

¹ NRC applies only to add additional lines to existing service.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services, (Cont'd.)

E. Integrated Services Charges

These charges are associated with Integrated Access and Total Communications services.

Local Loop Expense Recoup

Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package charge associated with customer's Integrated Access or Total Communications service. This charge applies to new customers as of September 25, 2002. Existing customers will not be affected by this charge.

F. True Business SolutionsSM

The True Business SolutionsSM bundled package^{1,2} is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding long distance and tax. Upgrade packages are available to include additional features or incremental lines.

Base Package Includes

Three (3) lines
Touch-tone
Hunting
Local Number Portability
EUCL
Unlimited Local Calls
1500 LATA Minutes
Choice of one (1) feature package on one (1) line

Incremental Line Package Includes

One (1) line
Touch-tone
Hunting
Local Number Portability
EUCL
Unlimited Local Calls
500 LATA Minutes

1 True Business SolutionsSM is not eligible for further discounting
2 The Company must be selected as the LATA and Long Distance Service provider
3 Feature packages are only available to True Business SolutionsSM subscribers.

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.11 Integrated Services, (Cont'd.)

F. True Business SolutionsSM, Cont'd

Feature Packages³

Standard Feature Package
Call Forwarding variable
Caller Identification name and number

Premium Feature Package
Caller Identification name and number
Call Forwarding variable
Three Way Calling
Call Return

Voice Mail Feature Package
Basic Voice Mailbox Option 1
Call Forwarding don't answer
Message Waiting Indicator

Basic Package Installation Fees (Non-Recurring)
Incremental Line Package Installation Fees (Non-Recurring)
Feature Package Installation Fees (Non-Recurring)

3.12 Local Call Detail Billing⁴

Local Call Detail Billing provides itemized detail of outgoing local calls during the current billing period, including units of use. The charge will apply per billing account (per service location) per month.

- 1 True Business SolutionsSM is not eligible for further discounting
- 2 The Company must be selected as the LATA and Long Distance Service provider
- 3 Feature packages are only available to True Business SolutionsSM subscribers.
- 4 Local Call Detail Billing does not provide detail billing of Select calls.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.13 Special Construction

A. General

Subject to the agreement of the Company and to all of the regulations contained in this document, special construction of Company Facilities may be undertaken by the Company on a reasonable-efforts basis at the request of the Customer. Special Construction is that construction undertaken:

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

B. Customer Acceptance

Rates and charges for special construction shall be determined and presented to the Customer for its approval prior to the start of construction. No construction will commence until and unless the Customer accepts in writing the rates and charges as presented by the Company.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.13 Special Construction, (Cont'd.)

C. Cost Computation

Special Construction costs may include one or more of the following items to the extent that they are applicable:

- A. The installed cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. The installed cost includes but may not be limited to the cost of:
 - 1) equipment and materials provided or used;
 - 2) engineering, labor and supervision;
 - 3) transportation;
 - 4) rights of way; and
 - 5) shipping and delivery.
- B. cost of maintenance;
- C. depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- D. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
- E. license preparation, processing and related fees;
- F. tariff preparation, processing and related fees;
- G. any other identifiable costs related to the facilities provided; or
- H. an amount for return and contingencies.

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.13 Special Construction, (Cont'd.)

D. Termination Liability

To the extent that there is no other requirement for use by the Company and where the Company cannot fully recover its cost(s) if the Customer disconnects a specially-constructed facility or service, a termination liability shall apply for facilities specially constructed at the request of the Customer. Inclusion of early termination liability by the company in its tariff, product document, or a contract does not constitute a determination by the Commission that the termination liability imposed by company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

1. The termination liability period is the estimated service life of the facilities provided.
2. The amount of the maximum termination liability is equal to the estimated amounts for:
 - A) Installed cost of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. The installed cost includes but may not be limited to the cost of:
 - 1) equipment and materials provided or used;
 - 2) engineering, labor and supervision;
 - 3) transportation;
 - 4) rights of way; and
 - 5) shipping and delivery.
 - B) license preparation, processing and related fees;
 - C) tariff preparation, processing and related fees;
 - D) cost of removal and restoration, where appropriate; and
 - E) any other identified costs related to the specially constructed or rearranged facilities.

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.13 Special Construction, (Cont'd.)

D. Termination Liability, (cont'd.)

3. Calculating Termination Charges B Termination charges shall be computed in accordance with tariff regulations in listed in this document or contractual agreements in effect. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth herein by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined herein shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

3.14 Non-routine Installation and/or Maintenance

At the Customer's request, non-routine installation may be provided by the Company. Non-routine installation may include, but not be limited to, installation and/or maintenance performed outside the Company's regular business hours, on an expedited basis outside of the standard installation intervals, involving special construction, or (at the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. The Customer may be charged a non-recurring charge to recover these costs incurred by the Company. These non-recurring charges will be determined on an ICB basis and will be agreed upon by the Customer and the Company. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

Non-Recurring Charge

ICB

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.15 JustCom Service

JustCom Service is a bundled small business package of four exchange access lines. The product offers local usage, intrastate and interstate outbound and toll-free long distance usage, eight custom calling features and a directory listing for a single flat-rated price. JustCom Service is available to customers on a month to month basis with no term or volume requirement in accordance with the terms of use specified below. The Basic Package includes:

Four (4) basic business lines	Call Forward Variable*
Unlimited Local Calling	Speed Dial 30
Unlimited IntraLATA Minutes	Voice Mail
Unlimited InterLATA Minutes	Call Forward Busy*
Caller ID Name & Number	Call Forward No Answer*
3-Way Calling	
Call Waiting	

3.15.1 Terms of Use The following restrictions apply to JustCom Service:

- a. Call-center applications are prohibited, including, but not limited to, auto-dialers.
- b. Non-standard (e.g., excessive) internet connections and other data are prohibited. Services have been engineered to meet typical peak hour usage and anything beyond such use shall be considered non-standard.
- c. Any use not consistent with standard business use, as reasonably defined by the Company.

* Hunting may be substituted for the Call Forwarding features.

3.16 Historic Invoices

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

Format
Electronic
CSV/CD of CDR

Effective: October 17, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.17 Access Recovery Charge

The Access Recovery Charge (“ARC”) is a monthly charge designed to recover increased network costs for access circuits used to provide Service to customers, including but not limited to increases due to FCC or other governmental or regulatory actions or judicial determinations made in connection with incumbent local exchange carrier charges for such circuits. XO reserves the right to add, change or delete Access Recovery Charges upon notice to Customer. The ARC is calculated by application of a percentage to each customer’s total monthly recurring charges (MRCs). The ARC percentage to be applied will be determined by the customer’s total MRCs on its monthly invoice. The chart below shows the ARC percentage that will be applied based on the MRCs.

3.18 Directory Assistance

As described in Company's P.U.C.O. Tariff No. 5, rates are set forth in the Price List of this Product Document.

3.19 Supplemental Change Charge

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

NON-RECURRING CHARGES			
Timeframe of Change Request			
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to \$500.99	See Price List	See Price List	See Price List
\$501.00 to \$2,000.99	See Price List	See Price List	See Price List
\$2,001.00 and Up	See Price List	See Price List	See Price List

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional, charges may also apply as outlined in Section 4.26.

3.20 Administrative Service Charge

The Administrative Service Charge is being applied to help recover administration and system support costs associated with providing, maintaining, and ensuring quality of service.

Effective: December 14, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.21 Business Services Basic Business Local Line Service

A. Description

Business Services Basic Business Local Line Service is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Business Services Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Business Services Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way

B. General

Message Rate Business Services Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Measured Rate Business Services Basic Business Local Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed minutes originating from the Customer's service, mileage steps, and time periods in addition to a base monthly charge.

C. Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge and applicable usage charges. Nonrecurring charges also apply as described in this Tariff.

	Measured	Message
	<u>Max</u>	<u>Max</u>
Business Services Basic Business Local Line		
Access Area B	\$57.30	\$75.75
Access Area C	\$60.30	\$78.75
Access Area D	\$68.25	\$86.70
Central Office Connection Charge	\$75.00	\$75.00
Line Connection Charge	\$100.00	\$100.00

Effective: December 14, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 3 - SERVICE DESCRIPTIONS AND RATES - CATEGORY TWO, (CONT'D.)

3.22 Business Services Basic Business Multi-Line Service

A. Description

Business Services Basic Business Multi-Line Service is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. The Business Services Basic Business Multi-Line is available as a message rated service. Business Services Basic Business Multi-Line Service is provided for connection of Customer-provided key system terminal equipment. All Business Services Basic Business Multi-Lines may be equipped with Touch Tone and Multi-Line Hunt.

Each Business Services Basic Business Multi-Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the Customer

B. General

Message Rate Business Services Basic Business Multi-Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Measured Rate Business Services Basic Business Multi-Line Service: Calls to points within the local exchange area are charged on the basis of the number of completed minutes originating from the Customer's service, mileage steps, and time periods in addition to a base monthly charge.

C. Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge and applicable usage charges. Nonrecurring charges also apply as described in this Tariff.

	Measured Max	Message Max
Business Services Basic Business Multi-Line Non-Hunting		
Access Area B	\$68.40	\$ 98.40
Access Area C	\$74.40	\$104.40
Access Area D	\$79.35	\$109.35
	Measured Max	Message Max
Business Services Basic Business Multi-Line Hunting		
Access Area B	\$ 87.80	\$112.40
Access Area C	\$ 95.80	\$120.40
Access Area D	\$105.80	\$130.40
		Max
Central Office Connection Charge		\$ 70.00
Line Connection Charge		\$ 90.00

Effective: September 30, 2009

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE

The following sections will apply to customers who are served by a Central Office where the former XO Ohio, Inc. has facilities and to existing Customers of XO Ohio, Inc. as of February 25, 2005.

Category One - Sections 4.1 through 4.33

4.1 Local Line Features

Optional Features:

*69	\$3.80
Call Forward Busy	\$0.75
Call Forward No Answer	\$0.75
Call Forward Variable	\$3.80
Call Hold ^{/1}	\$3.80
Calling Name Delivery	\$1.80
Call Park ^{/1/}	\$3.80
Call Pickup ^{/1/}	\$3.80
Conference Three Way	\$3.80
Message Waiting	\$0.28
Serial Hunting	\$3.25
Speed Call (up to 8 numbers)	\$3.80
Speed Call (up to 30 numbers)	\$4.25
Multi Ring Non-Recurring Charges	\$17.00

4.2 Local Trunk Rates

TIER ONE RATES - Local Trunks Analog - Combination Trunks Local Only

No. Lines	Monthly	One Year	Two Years	Three years +
1-11	\$31.75	\$30.00	\$28.80	\$26.65
12-23	\$30.50	\$28.75	\$27.75	\$25.75
24-47	\$29.00	\$27.40	\$25.90	\$24.50
48+	\$28.10	\$26.50	\$25.20	\$23.75

TIER ONE RATES - Local Trunks Analog - Local and Long Distance

No. Lines	Monthly	One Year	Two Years	Three years +
1-11	\$30.75	\$29.00	\$27.80	\$25.65
12-23	\$29.50	\$27.75	\$26.25	\$24.75
24-47	\$28.00	\$26.40	\$24.90	\$23.50
48+	\$27.10	\$25.50	\$24.20	\$22.75

TIER ONE RATES - Local Trunks Analog - Direct Dial Trunks

No. Lines	Monthly	One Year	Two Years	Three years +
1-11	\$51.60	\$48.60	\$46.90	\$44.10
12-23	\$49.50	\$46.50	\$43.75	\$41.00
24-47	\$47.00	\$44.20	\$41.50	\$38.90
48+	\$45.50	\$42.80	\$40.25	\$37.75

Effective: April 2, 2008

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.2 Local Trunk Rates, (Cont'd.)

TIER TWO RATES - Local Trunks Analog - Combination Trunks Local Only

No. Lines	Monthly	One Year	Two Years	Three years
1-11	\$31.75	\$30.00	\$28.80	\$26.65
12-23	\$30.50	\$28.75	\$27.75	\$25.75
24-47	\$29.00	\$27.40	\$25.90	\$24.50
48+	\$28.10	\$26.50	\$25.20	\$23.75

TIER TWO RATES - Local Trunks Analog - Local and Long Distance

No. Lines	Monthly	One Year	Two Years	Three years
1-11	\$30.75	\$29.00	\$27.80	\$25.65
12-23	\$29.50	\$27.75	\$26.25	\$24.75
24-47	\$28.00	\$26.40	\$24.90	\$23.50
48+	\$27.10	\$25.50	\$24.20	\$22.75

TIER TWO RATES - Local Trunks Analog - Direct Inward Dial Trunks

No. Lines	Monthly	One Year	Two Years	Three years
1-11	\$51.60	\$48.60	\$46.90	\$44.10
12-23	\$49.50	\$46.50	\$43.75	\$41.00
24-47	\$47.00	\$44.20	\$41.50	\$38.90
48+	\$45.50	\$42.80	\$40.25	\$37.75

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.2 Local Trunk Rates, (Cont'd.)

Local Trunk - Digital

Recurring Charges	M/M	One Year	Two Years	Three Years
Digital Transport Facility	\$150.00	\$150.00	\$150.00	\$150.00
Combination Trunk (Local)	\$25.55	\$23.00	\$21.75	\$20.50
Combination (Local/LD)	\$24.55	\$22.00	\$20.75	\$19.50
Direct Inward Dial	\$24.55	\$22.00	\$20.75	\$19.50

Optional Features:

DID (per block of 20 numbers) **MRC** \$3.25

	NRC
Installation Charge - per local trunk	\$25.00
Installation Charge, per Digital Transport Facility	\$500.00
Installation Charge, per Channel activated	\$25.00
Installation Charge, per Trunk Group Configured	\$250.00
Trunk Change Charge	
Trunk Group Configuration	\$50.00
Channel Reconfiguration	\$50.00

4.3 Usage Options

Measured Rates

PBX Trunks and Centrex Lines

Peak

Initial Minute \$ 0.0300
 Additional Minutes \$ 0.0070

Off-Peak

Initial Minute \$ 0.0150
 Additional Minutes \$ 0.0040

ISDN BRI and PRI

Peak:	One Year	Two Years	Three Years
Initial Minute	\$ 0.01	\$ 0.009	\$ 0.009
Additional Minute	\$ 0.01	\$ 0.009	\$ 0.009

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.4 XO Centrex

NON-RECURRING CHARGES

System Setup

1-50 Stations	\$250.00/system
51-100 Stations	\$450.00/system
101-200 Stations	\$800.00/system
201-400 Stations	\$1500.00/system
400+	\$2500.00/system
Installation / per line	\$ 45.00

RECURRING CHARGES (per line)

Tier One Rates

	Monthly	One Year	Two Years	Three Years
1-50 lines	\$29.50	\$27.75	\$26.25	\$25.00
51-100 lines	\$28.38	\$26.65	\$25.20	\$24.00
101-200 lines	\$27.20	\$25.50	\$24.20	\$23.00
201-400 lines	\$26.10	\$24.55	\$23.20	\$22.10
400+ lines	\$25.00	\$23.65	\$22.25	\$21.25

Recurring Charges (per line)

Tier Two Rates

	Monthly	One Year	Two Years	Three Years
1-50 lines	\$29.50	\$27.75	\$26.25	\$25.00
51-100 lines	\$28.38	\$26.65	\$25.20	\$24.00
101-200 lines	\$27.20	\$25.50	\$24.20	\$23.00
201-400 lines	\$26.10	\$24.55	\$23.20	\$22.10
400+ lines	\$25.00	\$23.65	\$22.25	\$21.25

Usage Charges

*See above usage charges.

**Station-to-station calls are not billed.

Effective: July 15, 2010

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.5 Integrated Services Digital Network ("ISDN")

	NRC
ISDN PRI Installation Charge	\$1500.00
ISDN BRI Basic/Plus Installation Charge	
Monthly	\$120.00
1 Year	\$120.00
2 Years	\$120.00
3 Years +	\$120.00

Additions, Deletions, Rearrangements, Changes of one or more Trunks to existing Trunk Groups: per Interface, Occasion or Trunk Group \$50.00

ISDN PRI	MRC
Monthly	\$590.00
1 year	\$560.00
2 years	\$530.00
3 years	\$500.00
4 years	\$470.00
5 years	\$440.00

ISDN BRI Basic	
Monthly	\$40.00
1 Year	\$36.18
2 year	\$35.62
3 Years +	\$35.06

ISDN BRI Plus	
Monthly	\$46.00
1 Year	\$44.62
2 Year	\$44.06
3 Years +	\$43.49

4.6 DID (per block of twenty number)	\$3.25
23B with "D" Channel Backup	
Monthly	\$110.00
1 year	\$108.00
2 years	\$106.00
3 years	\$104.00
4 years	\$102.00
5 years	\$100.00

Effective: July 15, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.7 Special Services

Remote Call Forwarding	NRC
XO Ohio, Inc. number	\$25.00
Other carrier number	\$25.00
	MRC
First Path	\$19.58
Each Additional Path	\$16.88

4.8 Other Customer Charges

Customer Installation Cancellation Charge	
Charge Per Appointment (after at least two previous Customer cancellations)	\$150.00

4.9 Dedicated Point to Point Services (for Dedicated Internet Service customers) (prior to December 1, 2000)

DS-1 Rates

Monthly Recurring Charges

	One Year	Two Years	Three Years
Channel Termination	\$265.00	\$250.00	\$225.00
Channel Mileage			
Fixed	\$130.00	\$130.00	\$130.00
Per Mile	\$ 25.00	\$ 25.00	\$ 25.00

	NRC
Installation	\$399.00

DS-3 Rates

Monthly Recurring Charges

	One Year	Two Years	Three Years
Channel Termination	\$2300.00	\$2100.00	\$1900.00
Channel Mileage			
Fixed	\$600.00	\$600.00	\$600.00
Per Mile	\$60.00	\$60.00	\$60.00

	NRC
Installation	\$1000.00

Effective: April 2, 2008

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.10 XO Integrated Access Product

Single DS1	NRC
Additional DS1 Capacity	\$ 999.00
	ICB
Line	MRC
DID Trunks	\$ 19.80
Two-Way Trunks	\$ 41.85
	\$ 25.00
Enhanced Integrated Feature Charge	\$6.95
Local Usage, per message	\$ 0.06

4.11 XO Outbound DS-1 Service

Monthly Recurring Charges	\$300.00 per DS-1
Non-Recurring Charges	\$500.00 per DS-1

Effective: July 15, 2010

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.12 X Options

A.	X Option One	
	Non-Recurring Charge	\$800.00
	Monthly Recurring Charge	
	(A)	\$1,174.50
	(B)	\$1,366.88
	(C)	\$1,563.75
	(D)	\$2,804.63
	Additional Calls over 3300	\$0.06
B.	X Option Two	
	Non-Recurring Charge	\$800.00
	Monthly Recurring Charge	
	(A)	\$1,526.63
	(B)	\$1,657.13
	(C)	\$1,852.88
	(D)	\$3,144.38
	Additional Calls over 4000	\$0.06
C.	X Option Three	
	Non-Recurring Charge	\$800.00
	Monthly Recurring Charge	
	(A)	\$1,473.75
	(B)	\$1,689.50
	(C)	\$1,866.38
	(D)	\$3,107.25
	Additional Calls over 4000	\$0.06
D.	X Option Four	
	Non-Recurring Charge	\$800.00
	Monthly Recurring Charge	
	(A)	\$1,802.25
	(B)	\$1,931.63
	(C)	\$2,128.50
	(D)	\$3,138.75
	Additional Calls over 3300	\$0.06

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.12 X Options, (Cont'd.)

E.	X Option Five	
	Non-Recurring Charge	\$1800.00
	Monthly Recurring Charge	
	(A)	\$2,992.50
	(B)	\$3,292.04
	(C)	\$3,583.13
	(D)	\$4,642.04
	Additional Calls over 3300	\$0.06
F.	X Option Six	
	Non-Recurring Charge	\$1800.00
	Monthly Recurring Charge	
	(A)	\$3,420.00
	(B)	\$3,640.79
	(C)	\$3,886.88
	(D)	\$4,850.16
	Additional Calls over 3300	\$0.06
G.	X Option Seven	
	Non-Recurring Charge	\$999.99
	Monthly Recurring Charge	
	(A)	\$1,891.41
	(B)	\$2,117.81
	(C)	\$2,348.44
	(D)	\$3,615.16
	Additional Calls over 3300	\$0.06

Effective: April 2, 2008

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.12 X Options, (Cont'd.)

H. X Option Eight

Non-Recurring Charge

(A)	\$73.00 per user
(B)	\$83.00 per user
(C)	\$93.00 per user
(D)	\$156.00 per user

Monthly Recurring Charge

(A)	\$73.00 per user
(B)	\$83.00 per user
(C)	\$93.00 per user
(D)	\$156.00 per user
Additional Calls over 3300	\$0.06

I. X Option Nine

Non-Recurring Charge

(A)	\$24.00 per user
(B)	\$27.00 per user
(C)	\$31.00 per user
(D)	\$52.00 per user

Monthly Recurring Charge

(A)	\$24.00 per user
(B)	\$27.00
(C)	\$31.00
(D)	\$52.00 per user
Additional Calls over 3300	\$0.06

(J) X Option Ten

Non-Recurring Charge

(A)	\$127.00 per user
(B)	\$137.00 per user
(C)	\$147.00 per user
(D)	\$187.00 per user

Monthly Recurring Charge

(A)	\$127.00 per user
(B)	\$137.00 per user
(C)	\$147.00 per user
(D)	\$187.00 per user
Additional Calls over 3300	\$0.06

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.12 X Options, (Cont'd.)

K.	X Option Eleven	
	Non-Recurring Charge	
	(A)	\$42.00 per user
	(B)	\$45.00 per user
	(C)	\$49.00 per user
	(D)	\$63.00 per user
	Monthly Recurring Charge	
	(A)	\$42.00 per user
	(B)	\$45.00 per user
	(C)	\$49.00 per user
	(D)	\$636.00 per user
	Additional Calls over 3300	\$0.06
L.	X Option Twelve	
	Non-Recurring Charge	
	(A)	\$2,499.75
	(B)	\$3,481.88
	(C)	\$5,117.63
	(D)	\$7,012.13
	Additional Calls over 6500	\$0.06
M.	X Option Thirteen	
	Non-Recurring Charge	
	(A)	\$4,168.13
	(B)	\$5,314.23
	(C)	\$7,225.31
	(D)	\$8,741.25
	Additional Calls over 6500	\$0.06

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.12 X Options, (Cont'd.)

N.	X Option Fourteen	
	Non-Recurring Charge	\$800.00
	(A)	\$2,318.63
	(B)	\$3,300.75
	(C)	\$4,935.38
	(D)	\$6,831.00
	Additional Calls over 20,000	\$0.02
O.	X Option Fifteen	
	Non-Recurring Charge	\$1800.00
	(A)	\$3,957.19
	(B)	\$5,103.29
	(C)	\$7,014.38
	(D)	\$8,741.25
	Additional Calls over 20,000	\$0.02
P.	X Option Sixteen	
	Non-Recurring Charge	\$900.00
	(A)	\$1,687.50
	(B)	\$1,868.63
	(C)	\$2,053.13
	(D)	\$3,226.50
	Additional Calls over 10,000	\$0.02
Q.	X Option M	
	Non-Recurring Charge	\$700.00
	(A)	\$655.00
	Additional Minutes of local exchange calling	\$0.02 per MOU
	Additional Calls over 10,000	\$0.02
R.	Term Discount	
	Two Years	5%
	Three Years	10%

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.13 Special Access

A. DS-1

	MRC
Channel Termination	\$132.00
Channel Mileage	
Fixed	\$130.00
Per Mile	\$25.00
Over Five (5) Miles	ICB
Optional Features	
Multiplexing, DS-1 to DS0	ICB
Non Recurring Charges	
Installation	\$250.00
Optional Features	
Multiplexing, DS-1 to DS0	ICB

B. DS-3 Rates

	MRC
Channel Termination	\$1150.00
Channel Mileage	
Fixed	\$600.00
Per Mile	\$60.00
Over Five (5) Miles	ICB
Optional Features	
Multiplexing, DS-1 to DS0	ICB
Non Recurring Charges	
Installation	\$2000.00
Optional Features	
Multiplexing, DS-1 to DS0	ICB

C. Term Discount Schedule

Two Years	20%
Three Years	20%

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.14 Inbound PRI

Option One (only available to on-net customers)

	1Yr.	2 Yrs.	3 Yrs.
Monthly Recurring Charge	\$615.00	\$584.25	\$553.50
Non-Recurring Charge	\$1000.00	\$1000.00	\$1000.00

Option Two (only available to off-net customers)

	1Yr.	2 Yrs.	3 Yrs.
Monthly Recurring Charge	\$2000.00	\$1900.00	\$1800.00
Non-Recurring Charge	\$1000.00	\$1000.00	\$1000.00

4.15 ISDN PRI

A. Non-Recurring Charges

One Year	\$1500.00
Two Years	\$1500.00
Three Years	\$1500.00
2B Channel Transfer (per PRI Span)	\$100.00
Calling Name Delivery (per PRI Span)	\$100.00

B. Monthly Recurring Charges

One Year	\$626.06
Two Years	\$563.46
Three Years	\$500.85
2B Channel Transfer (per PRI Span)	\$75.00
Calling Name Delivery (per PRI Span)	\$88.60
Flat Rate Local Usage	\$184.00

C. Usage Charges

	1 Yr.	2 Yrs.	3 Yrs.
Initial Minute	\$ 0.0080	\$ 0.0075	\$ 0.0070
Additional Minute	\$ 0.0080	\$ 0.0075	\$ 0.0070

Effective: April 2, 2008

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.16 Flat Rate Local Service

A. Monthly Recurring Charges

	1 Year	2 Years	3 Years
Centrex	\$12.00	\$11.40	\$10.80
Local Trunks	\$22.00	\$20.90	\$19.80
T1	\$528.00	\$501.60	\$475.20

B. Usage

Centrex Lines

Per Minute	\$0.02
Per Call	\$0.06

Local Trunks

Per Minute	\$0.02
Per Call	\$0.06

T1

Per Minute	\$0.02
Per Call	\$0.06

Effective: July 15, 2010

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options

A. Premium X Option One	
Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,233.00
(B)	\$1,428.75
(C)	\$1,625.63
(D)	\$2,756.25
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call
B. Premium X Option Two	
Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,588.50
(B)	\$1,719.00
(C)	\$1,914.75
(D)	\$2,997.00
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call
C. Premium X Option Three	
Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,535.63
(B)	\$1,731.38
(C)	\$1,928.25
(D)	\$3,169.13
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options, (Cont'd.)

D. Premium X Option Four	
Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,864.13
(B)	\$1,993.50
(C)	\$2,190.38
(D)	\$3,380.63
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call
E. Premium X Option Five	
Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,612.81
(B)	\$2,912.35
(C)	\$3,158.44
(D)	\$4,719.38
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call
F. Premium X Option Six	
Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,955.94
(B)	\$3,176.73
(C)	\$3,422.81
(D)	\$4,927.50
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options, (Cont'd.)

G. Premium X Option Seven

Non-Recurring Charge	\$999.00
Monthly Recurring Charge	
(A)	\$1,968.75
(B)	\$2,195.16
(C)	\$2,425.79
(D)	\$3,892.50
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

H. Premium X Option Eight

Non-Recurring Charge	
(A)	\$ 77.00 per user
(B)	\$ 87.00 per user
(C)	\$ 98.00 per user
(D)	\$160.00 per user
Monthly Recurring Charge	
(A)	\$ 77.00 per user
(B)	\$ 87.00 per user
(C)	\$ 98.00 per user
(D)	\$160.00 per user
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: April 2, 2008

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options, (Cont'd.)

I. Premium X Option Nine

Non-Recurring Charge	
(A)	\$26.00 per user
(B)	\$29.00 per user
(C)	\$33.00 per user
(D)	\$54.00 per user
Monthly Recurring Charge	
(A)	\$26.00 per user
(B)	\$29.00 per user
(C)	\$33.00 per user
(D)	\$54.00 per user
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

J. Premium X Option Ten

Non-Recurring Charge	
(A)	\$108.00 per user
(B)	\$118.00 per user
(C)	\$128.00 per user
(D)	\$191.00 per user
Monthly Recurring Charge	
(A)	\$108.00 per user
(B)	\$118.00 per user
(C)	\$128.00 per user
(D)	\$191.00 per user
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options, (Cont'd.)

K. Premium X Option Eleven

Non-Recurring Charge	
(A)	\$37.00 per user
(B)	\$40.00 per user
(C)	\$44.00 per user
(D)	\$65.00 per user
Monthly Recurring Charge	
(A)	\$37.00 per user
(B)	\$40.00 per user
(C)	\$44.00 per user
(D)	\$65.00 per user
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

L. Premium X Option Twelve

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,561.63
(B)	\$3,543.75
(C)	\$5,179.50
(D)	\$7,074.00
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

M. Premium X Option Thirteen

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$3,739.23
(B)	\$4,885.31
(C)	\$6,796.41
(D)	\$9,029.54
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options, (Cont'd.)

N. Premium X Option Fourteen

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,380.50
(B)	\$3,362.63
(C)	\$4,997.25
(D)	\$6,892.88
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

O. Premium X Option Fifteen

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$3,528.29
(B)	\$4,674.38
(C)	\$6,595.48
(D)	\$8,818.60
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

P. Premium X Option Sixteen

Non-Recurring Charge	\$999.00
Monthly Recurring Charge	
(A)	\$1,749.38
(B)	\$1,930.50
(C)	\$2,115.00
(D)	\$3,288.38
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: April 2, 2008

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SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.17 Premium X Options, (Cont'd.)

Q. Premium X Option M

Non-Recurring Charge	\$700.00
Monthly Recurring Charge	\$865.00
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002

A. Small Business Basic Business Lines Features

Anonymous Call Rejection	\$3.00	\$0.00
Call Forward Busy	\$1.00	\$0.00
Call Forward No Answer	\$1.00	\$0.00
Call Forward No Answer-Ring Select	\$1.00	\$0.00
Call Forward Variable	\$3.00	\$0.00
Call Forwarding of Call Waiting Calls	\$1.00	\$0.00
Call Transfer, with Consultation Hold	\$1.00	\$0.00
Caller ID with Name and Number	\$8.00	\$0.00
Distinctive Ringing with Call Waiting Tone Automatic Line	\$1.00	\$0.00
Hunting (Circular or Sequential)	\$2.00	\$0.00
Last Call Return (Automatic Call Back)	\$0.00	\$0.00
Simultaneous Ring	\$3.00	\$0.00
Remote Access to Call Forwarding	\$5.00	\$0.00
Repeat Dialing (Class Automatic Recall)	\$7.00	\$0.00
Selective Call Acceptance	\$3.00	\$0.00
Selective Call Forwarding	\$3.00	\$0.00
Selective Call Rejection	\$3.00	\$0.00
Speed Calling-30 numbers	\$4.00	\$0.00
Speed Calling-8 numbers	\$3.00	\$0.00
Three-Way Calling with Consultation Hold	\$3.00	\$0.00
Feature Package Two	\$5.70	\$0.00
Feature Package Three	\$6.30	\$0.00
Feature Package Four	\$5.10	\$0.00
Feature Package Five	\$11.20	\$0.00
Feature Package Six	\$15.75	\$0.00

Effective: July 15, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002, (Cont'd.)

B. Centrex

Monthly Recurring Charges

Number of Lines	One Year	Two Year	Three Year
10-24 Centrex	\$27.38	\$25.70	\$24.29
25-72 Centrex	\$25.09	\$23.46	\$22.78
73-96 Centrex	\$22.85	\$21.27	\$21.27
97+ Centrex	ICB	ICB	ICB

Non-Recurring Charges (Installation Charges)

Number of Lines	One Year	Two Year	Three Year
10-24 Centrex	\$43.00	\$43.00	\$43.00
25-72 Centrex	\$43.00	\$43.00	\$43.00
73-96 Centrex	\$43.00	\$43.00	\$43.00
97+ Centrex	\$43.00	\$43.00	\$43.00

Optional Features

	MRC	NRC
Assume Dial "9"	\$ 1.00	\$ 10.00
Automatic Line	\$ 1.50	\$ 15.00
Automatic Route Selection-Basic (NPA Screening Only)	\$ 2.00	\$ 20.00
Call Park	\$ 0.25	\$ 10.00
Caller ID Name and Number	\$ 4.50	\$ 20.00
Electronic Set Interface per PDN	\$ 0.25	\$ 10.00
Digital Facility Interface (IXC T-1 Access)	\$150.00	\$500.00
Remote Access to Call Forwarding	\$ 1.00	\$ 20.00
Simultaneous Ring (SimRing)	\$ 1.00	\$ 15.00

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002, (Cont'd.)

C. Trunks

Analog PBX Trunks		MRC	NRC
In-Only	One Year	\$24.56	\$42.00
	Two Years	\$23.36	\$42.00
	Three Years	21.21	42.00
Out-Only	One Year	\$24.56	\$42.00
	Two Years	\$23.36	\$42.00
	Three Years	\$21.21	\$42.00
Two Way	One Year	\$24.56	\$42.00
	Two Years	\$23.36	\$42.00
	Three Years	\$21.21	\$42.00
In-Only w/DID	One Year	\$43.16	\$132.00
	Two Years	\$41.46	\$132.00
	Three Years	\$38.66	\$132.00
Two-Way w/DID	One Year	\$43.16	\$132.00
	Two Years	\$41.46	\$132.00
	Three Years	\$38.66	\$132.00
Calling Number Delivery		\$25.00	\$25.00
Block of 100 DIDs		\$18.90	\$312.00
Block of 20 DIDs		\$4.14	\$128.00
Full Switched Digital T1 Trunks			
In-Only	One Year	\$618.75	\$395.00
	Two Years	\$556.88	\$395.00
	Three Years	\$495.00	\$273.00
Out-Only	One Year	\$618.75	\$395.00
	Two Years	\$556.88	\$395.00
	Three Years	\$495.00	\$273.00
Two Way	One Year	\$618.75	\$395.00
	Two Years	\$556.88	\$395.00
	Three Years	\$495.00	\$273.00
In-Only w/DID	One Year	\$618.75	\$429.00
	Two Years	\$556.88	\$429.00
	Three Years	\$495.00	\$307.00
Two-Way w/DID	One Year	\$618.75	\$429.00
	Two Years	\$556.88	\$429.00
	Three Years	\$495.00	\$307.00

Effective: July 15, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002, (Cont'd.)

C. Trunks, (cont'd.)

Fractional T1 Digital Trunks		MRC	NRC
Basic	One Year	\$168.75	\$116.00
	Two Years	\$168.75	\$116.00
	Three Years	\$168.75	\$116.00
Per Channel			
In-Only w/DID	One Year	\$18.63	\$16.00
	Two Years	\$17.22	\$16.00
	Three Years	\$15.82	\$16.00
Out-Only w/DID	One Year	\$18.63	\$16.00
	Two Years	\$17.22	\$16.00
	Three Years	\$15.82	\$16.00
Two-Way w/DID	One Year	\$18.63	\$16.00
	Two Years	\$17.22	\$16.00
	Three Years	\$15.82	\$16.00
Advanced	One Year	\$151.88	\$116.00
	Two Years	\$151.88	\$116.00
	Three Years	\$151.88	\$116.00
In-Only w/DID	One Year	\$26.99	\$16.00
	Two Years	\$24.95	\$16.00
	Three Years	\$22.92	\$16.00
Two-Way w/DID	One Year	\$26.99	\$116.00
	Two Years	\$24.95	\$116.00
	Three Years	\$22.92	\$116.00

Effective: December 14, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002, (Cont'd.)

F. Business Services Basic Business Line Features

	MRC	NRC
One Year Term	\$29.24	\$53.00
Two Year Term	\$28.11	\$53.00
Three Year Term	\$28.11	\$53.00
Anonymous Call Rejection	\$3.00	\$0.00
Call Forward Busy	\$1.00	\$0.00
Call Forward No Answer	\$1.00	\$0.00
Call Forward No Answer-Ring Select	\$1.00	\$0.00
Call Forward Variable	\$3.00	\$0.00
Call Forwarding of Call Waiting Calls	\$1.00	\$0.00
Call Transfer, with Consultation Hold	\$1.00	\$0.00
Caller ID with Name and Number	\$8.00	\$0.00
Distinctive Ringing with Call Waiting Tone	\$1.00	\$0.00
Automatic Line	\$2.00	\$0.00
Hunting (Circular or Sequential)	\$0.00	\$0.00
Last Call Return (Automatic Call Back)	\$3.00	\$0.00
Simultaneous Ring	\$5.00	\$0.00
Remote Access to Call Forwarding	\$7.00	\$0.00
Repeat Dialing (Class Automatic Recall)	\$3.00	\$0.00
Selective Call Acceptance	\$3.00	\$0.00
Selective Call Forwarding	\$3.00	\$0.00
Selective Call Rejection	\$3.00	\$0.00
Speed Calling-30 numbers	\$4.00	\$0.00
Speed Calling-8 numbers	\$3.00	\$0.00
Three-Way Calling with Consultation Hold	\$3.00	\$0.00
Feature Package Two	\$5.70	\$0.00
Feature Package Three	\$6.30	\$0.00
Feature Package Four	\$5.10	\$0.00
Feature Package Five	\$11.20	\$0.00
Feature Package Six	\$15.75	\$0.00

Effective: December 14, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002, (Cont'd.)

G. Small Business Basic Business Line II Features

	MRC	NRC
Anonymous Call Rejection	\$3.00	\$0.00
Call Forward No Answer-Ring Select	\$1.00	\$0.00
Call Forwarding of Call Waiting Calls	\$1.00	\$0.00
Distinctive Ringing with Call Waiting Tone	\$1.00	\$0.00
Automatic Line	\$2.00	\$0.00
Hunting (Circular)	\$0.00	\$0.00
Last Call Return (Automatic Call Back)	\$3.00	\$0.00
Simultaneous Ring	\$5.00	\$0.00
Remote Access to Call Forwarding	\$7.00	\$0.00
Repeat Dialing (Class Automatic Recall)	\$3.00	\$0.00
Selective Call Acceptance	\$3.00	\$0.00
Selective Call Forwarding	\$3.00	\$0.00
Selective Call Rejection	\$3.00	\$0.00
Speed Calling-30 numbers	\$4.00	\$0.00
Speed Calling-8 numbers	\$3.00	\$0.00

H. Business Services Basic Business Line II Features

	MRC	NRC
One Year Term	\$29.24	\$53.00
Two Year Term	\$28.11	\$53.00
Three Year Term	\$28.11	\$53.00
Anonymous Call Rejection	\$3.00	\$0.00
Call Forward No Answer-Ring Select	\$1.00	\$0.00
Call Forwarding of Call Waiting Calls	\$1.00	\$0.00
Distinctive Ringing with Call Waiting Tone	\$1.00	\$0.00
Automatic Line	\$2.00	\$0.00
Hunting (Circular)	\$0.00	\$0.00
Last Call Return (Automatic Call Back)	\$3.00	\$0.00
Simultaneous Ring	\$5.00	\$0.00
Remote Access to Call Forwarding	\$7.00	\$0.00
Repeat Dialing (Class Automatic Recall)	\$3.00	\$0.00
Selective Call Acceptance	\$3.00	\$0.00
Selective Call Forwarding	\$3.00	\$0.00
Selective Call Rejection	\$3.00	\$0.00
Speed Calling-30 numbers	\$4.00	\$0.00
Speed Calling-8 numbers	\$3.00	\$0.00

Effective: October 2, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.18 Business 2002, (Cont'd.)

I. Directory Listings

Recurring Charges:	Per Listing or Per Number Charge
Primary Listing	\$0.00
Additional Listing*	\$3.35
Reference Listing	\$3.35
Non-Listed Number	\$2.45
Non-Published Number	\$2.45

* Customers who purchased Additional Directory Listings before April 17, 1998, will still receive the \$1.00 per listing charge.

Non-Recurring Charges:	Per Listing or Per Number Charge
Primary Listing	\$0.00
All Others	\$13.50
Miscellaneous Charges, Bad Check Charge	\$20.00

Effective: July 15, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions

A. Deluxe XOption #1

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,120.50
(B)	\$1,310.63
(C)	\$1,507.50
(D)	\$2,725.88
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

B. Deluxe XOption #2

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,402.88
(B)	\$1,527.75
(C)	\$1,723.50
(D)	\$2,896.88
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

C. Deluxe XOption #3

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,350.00
(B)	\$1,540.13
(C)	\$1,737.00
(D)	\$2,955.38
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per cal

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

D. Deluxe XOption #4

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$1,599.75
(B)	\$1,723.50
(C)	\$1,920.38
(D)	\$3,093.75
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

E. Deluxe XOption #5

The following rates will no longer be available to Customers who enter into Service Order Agreements after November 25, 2003.

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$2,44.06
(B)	\$2,736.56
(C)	\$2,982.66
(D)	\$4,515.48
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

The following rates are available to Customers who enter into Service Order Agreements after November 25, 2003.

Metra XOption #5

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$2,002.50
(B)	\$2,595.94
(C)	\$2,842.03
(D)	\$4,374.84
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

F. Deluxe XOption #6

The following rates will no longer be available to Customers who enter into Service Order Agreements after November 25, 2003.

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$2,695.79
(B)	\$2,909.54
(C)	\$3,155.63
(D)	\$4,688.44
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

The following rates are available to Customers who enter into Service Order Agreements after November 25, 2003.

Metra XOption #6

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$2,442.66
(B)	\$2,768.91
(C)	\$3,015.00
(D)	\$4,547.81
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

G. Deluxe XOption #7

Non-Recurring Charge	\$999.00
Monthly Recurring Charge	
(A)	\$1,282.50
(B)	\$1,400.63
(C)	\$1,532.81
(D)	\$2,422.97
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

H. Deluxe XOption #8

Non-Recurring Charge	
(A)	\$ 77.00 per user
(B)	\$ 87.00 per user
(C)	\$ 97.00 per user
(D)	\$160.00 per user
Monthly Recurring Charge – 1st Ten Users	
(A)	\$770.00
(B)	\$870.00
(C)	\$970.00
(D)	\$1600.00
Monthly Recurring Charge – Each Additional User	
(A)	\$ 77.00 per user
(B)	\$ 87.00 per user
(C)	\$ 97.00 per user
(D)	\$160.00 per user
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

I. Deluxe XOption #12

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,280.38
(B)	\$3,256.88
(C)	\$4,875.75
(D)	\$6,736.50
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

J. Deluxe XOption #13

The following rates will no longer available to Customers who enter into Service Order Agreements after November 25, 2003.

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$3,465.00
(B)	\$4,604.06
(C)	\$6,494.06
(D)	\$8,685.00
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

The following rates are available to Customers who enter into Service Order Agreements after November 25, 2003.

Metra XOption #13

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$2,150.16
(B)	\$2,775.94
(C)	\$3,822.19
(D)	\$5,141.25
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: July 15, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

K. Deluxe XOption #14

The following rates will no longer be available to Customers who enter into Service Order Agreements after November 25, 2003.

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,388.38
(B)	\$3,300.75
(C)	\$4,918.50
(D)	\$6,780.38
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

The following rates are available to Customers who enter into Service Order Agreements after November 25, 2003.

Metra XOption #14

Non-Recurring Charge	\$800.00
Monthly Recurring Charge	
(A)	\$2,198.25
(B)	\$3,165.75
(C)	\$4,783.50
(D)	\$6,645.38
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

L. Deluxe XOption #15

The following rates will no longer be available to Customers who enter into Service Order Agreements after November 25, 2003.

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$3,585.31
(B)	\$4,674.38
(C)	\$6,564.38
(D)	\$8,755.31
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

The following rates are available to Customers who enter into Service Order Agreements after November 25, 2003.

Metra XOption #15

Non-Recurring Charge	\$1800.00
Monthly Recurring Charge	
(A)	\$2,150.16
(B)	\$2,775.84
(C)	\$3,822.19
(D)	\$5,141.25
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

M. Deluxe XOption #16

Non-Recurring Charge	\$999.00
Monthly Recurring Charge	
(A)	\$1,026.00
(B)	\$1,120.50
(C)	\$1,226.25
(D)	\$1,938.38
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.19 Deluxe XOptions, (Cont'd.)

N. Deluxe XOption M

Non-Recurring Charge	\$700.00
Monthly Recurring Charge	\$865.00
Additional minutes of local exchange calling	\$0.02 per MOU
Additional local exchange calls	\$0.06 per call

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.20 XO Integrated Access Service II*

A. Non-Recurring Charges

Single DS1 or ISDN PRI:	\$999.00
Capacity Exceeding DS1 or ISDN PRI:	ICB
Service Order Charge for additional features after initial order:	\$50.00

B. Monthly Recurring Charges

ISDN-PRI (per line):	\$556.88
Basic Business Line	\$26.27

Trunks: Per Channel

Basic Analog Trunk:	
In-Only	\$22.10
Out-Only	\$22.10
Two-Way	\$22.10

Advanced Analog Trunks:

In-Only w/DID	\$38.84
Two-way w/DID	\$38.84

Basic Digital Trunk:

Facility Charge	\$135.00
In-Only	\$26.27
Out-Only	\$26.27
Two-Way	\$26.27

Advanced Digital Trunk:

Facility Charge	\$121.50
In-Only w/DID	\$33.40
Two-way w/DID	\$33.40

Usage Charges per message	\$0.06
Enhanced Integrated Feature	\$6.95

**As of December 31, 2006, this product will only be available to current customers at their current location.*

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.21 Foreign Exchange Service

Access Type	MRC	NRC
Foreign Exchange Business Line	\$20.00	\$25.00
Foreign Exchange Centrex Line	\$20.00	\$25.00
Foreign Exchange ISDN-BRI	\$20.00	\$25.00
Foreign Exchange Trunk (per DS0 channel)	\$20.00	\$25.00
Foreign Exchange Full Switched T1	\$500.00	\$200.00
Foreign Exchange ISDN-PRI	\$500.00	\$200.00

4.22 Intercept Service

Intercept		\$0.00
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4.23 Number Referral Service

1 month:		\$10.00
2 months:		\$20.00
3 months:		\$30.00
6 months:		\$45.00
9 months:		\$55.00
12 months:		\$65.00

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.24 National Local Service

A. Basic Business Lines/Verizon Territory Features

	MRC
Optional Features:	
Call Forward Busy	\$1.00
Call Forward No Answer	\$1.00
Call Forward Variable	\$0.75
Speed Calling 8	\$0.75
Three Way Calling	\$2.75
Caller ID Name & Number	\$7.95

B. Basic Business Lines/SBC Territory Features

	MRC
Optional Features:	
Call Forward Busy	\$4.00
Call Forward No Answer	\$4.00
Call Forward Variable	\$0.75
Speed Calling 8	\$4.00
Three Way Calling	\$4.00
Caller ID Name & Number	\$9.50

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.24 National Local Service, (Cont'd.)

C. Private Branch Exchange (PBX) Trunks/SBC Territory

PBX Trunks	NRC
Two-Way	\$98.70
One-Way, out only	\$98.70
One-Way, in only	\$98.70
DID Termination	\$155.00
DID (block of 20)	\$150.00
DID (per block of 100)	\$366.80
Hunting	20.00
Feature Change Charge	\$10.00
PBX Trunks	MRC
Two-Way	\$43.95
One-Way, out only	\$43.95
One-Way, in only	\$43.95
Optional Features	
Hunting	\$10.00
DID Numbers	
DID Termination	\$19.00
Per Blocks of 20	\$4.14
Per Blocks of 100	\$18.90
Hunting	\$10.00

4.25 Emergency Redundancy Routing

Monthly Recurring Charge	\$29.00 per T1
Non-Recurring Charge	\$250.00 per T1

4.26 Non-Routine Installation

Non-Recurring Charge	ICB
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Effective: October 1, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.27 Historic Invoices

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$10.00
CSV/CD of CDR	\$25.00

4.28 Private Switch / Automatic Location Identification (PS/ALI)

Prices below do not include Federal, State or Local Taxes or Surcharges. Customer's initial load file is included in installation charge.

	NRC (Installation)	MRC
Up to 1,000 station records per Customer	\$4,375.00	\$200.00 per 1,000 records (or fraction thereof)
1,001- 4,000 station records per Customer	\$4,700.00	\$175.00 per 1,000 records (or fraction thereof)
4,001 or more station records per Customer	\$5,400.00	\$150.00 per 1,000 records (or fraction thereof)
License fee for each additional load file	\$600.00	

4.29 Access Recovery Charge

Total MRC	Charge Percentage	Total MRC	Charge Percentage
\$0.00-100.00	16.00%	\$7,500.01-10,000.00	5.00%
\$100.01-200.00	15.00%	\$10,000.01-20,000.00	4.70%
\$200.01-400.00	14.00%	\$20,000.01-30,000.00	4.50%
\$400.01-600.00	10.50%	\$30,000.01-40,000.00	4.30%
\$600.01-800.00	9.50%	\$40,000.01-50,000.00	4.10%
\$800.01-1000.00	8.50%	\$50,000.01-75,000.00	3.90%
\$1,000.01-1,500.00	7.50%	\$75,000.01-100,000.00	3.70%
\$1,500.01-2,500.00	7.00%	\$100,000.01-250,000.00	3.50%
\$2,500.01-5,000.00	6.50%	\$250,000.01-500,000.00	3.40%
\$5,000.01-7,500.00	5.25%	\$500,000.01 +	3.30%

4.30 Directory Assistance

Directory Assistance, Per Call	\$2.25
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Effective: October 31, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.31 Operator Assistance

Operator Assisted Surcharges:	Per Call
Third Number Billing	\$ 1.50
Collect Calling	\$ 0.75
Person to Person	\$ 2.50
Station to Station	\$ 1.25
 Operator-Completed Calls	 \$0.10 per minute

4.32 Local Line Rates

TIER ONE RATES - XO Basic Line Service - Local Only

No. Lines	Monthly	One Year	Two Years	Three years +
4-11	\$25.50	\$24.00	\$23.00	\$22.00
12-23	\$24.50	\$23.00	\$21.75	\$20.50
24-47	\$23.30	\$21.90	\$20.70	\$19.50
48+	\$22.60	\$21.25	\$20.10	\$18.95

TIER ONE RATES - XO Basic Line Service - Local and Long Distance

No. Lines	Monthly	One Year	Two Years	Three years +
4-11	\$24.50	\$23.00	\$22.00	\$21.00
12-23	\$23.50	\$22.00	\$20.75	\$19.50
24-47	\$22.30	\$20.90	\$19.70	\$18.50
48+	\$21.60	\$20.25	\$19.10	\$17.95

TIER ONE RATES - XO Plus Line Service - Local Only

No. Lines	Monthly	One Year	Two Years	Three years +
4-11	\$31.50	\$29.75	\$28.50	\$27.50
12-23	\$30.50	\$28.75	\$27.25	\$26.00
24-47	\$29.30	\$27.65	\$26.20	\$25.00
48+	\$28.60	\$27.00	\$25.60	\$24.45

TIER ONE RATES - XO Plus Line Service - Local and Long Distance

No. Lines	Monthly	One Year	Two Years	Three years +
4-11	\$30.50	\$28.75	\$27.50	\$26.50
12-23	\$29.50	\$27.75	\$26.25	\$25.00
24-47	\$28.30	\$26.65	\$25.20	\$24.00
48+	\$27.60	\$26.00	\$24.60	\$23.45

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.32 Local Line Rates, (Cont'd.)

TIER TWO RATES - XO Basic Line Service - Local Only

No. Lines	Monthly	One Year	Two Years	Three years
4-11	\$25.50	\$24.00	\$23.00	\$22.00
12-23	\$24.50	\$23.00	\$21.75	\$20.50
24-47	\$23.30	\$21.90	\$20.70	\$19.50
48+	\$22.60	\$21.25	\$20.10	\$18.95

TIER TWO RATES - Local and Long Distance

No. Lines	Monthly	One Year	Two Years	Three years
4-11	\$24.50	\$23.00	\$22.00	\$21.00
12-23	\$23.50	\$22.00	\$20.75	\$19.50
24-47	\$22.30	\$20.90	\$19.70	\$18.50
48+	\$21.60	\$20.25	\$19.10	\$17.95

TIER TWO RATES - XO Plus Line Service - Local Only

No. Lines	Monthly	One Year	Two Years	Three years
4-11	\$31.50	\$29.75	\$28.50	\$27.50
12-23	\$30.50	\$28.75	\$27.25	\$26.00
24-47	\$29.30	\$27.65	\$26.20	\$25.00
48+	\$28.60	\$27.00	\$25.60	\$24.45

TIER TWO RATES - XO Plus Line Service - Local and Long Distance

No. Lines	Monthly	One Year	Two Years	Three years
4-11	\$30.50	\$28.75	\$27.50	\$26.50
12-23	\$29.50	\$27.75	\$26.25	\$25.00
24-47	\$28.30	\$26.65	\$25.20	\$24.00
48+	\$27.60	\$26.00	\$24.60	\$23.45

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.32 Local Line Rates, (Cont'd.)

Monthly Recurring Charges (grandfathered after March 7, 1998)

Basic Local Line - Line Charge

Month-to-Month	\$23.50
1 year	\$22.00
3 year	\$19.50

XO PLUS Line Charge

Month-to-month	\$29.50
1 year	\$27.75
3 year	\$25.00

Optional Features:

*69	\$3.80
Call Forward Busy	\$0.75
Call Forward No Answer	\$0.75
Call Forward Variable	\$3.80
Call Hold ^{/1}	\$3.80
Calling Number Delivery	\$6.00
Calling Name Delivery	\$1.80
Calling Name/Number Delivery Blocking, per line	\$1.00
Call Park ^{/1/}	\$3.80
Call Pickup ^{/1/}	\$3.80
Call Waiting	\$7.00
Conference Three Way	\$3.80
Message Waiting	\$0.28
Serial Hunting	\$3.25
Speed Call (up to 8 numbers)	\$3.80
Speed Call (up to 30 numbers)	\$4.25
Multi Ring Non-Recurring Charges	\$17.00

Recurring Charges

First Additional Number	\$3.60
Second Additional Number	\$3.60
Third Additional Number	\$3.60
Flat Rate Local Calling, non recurring per line	\$11.00
Service Connection Charge (per line)	\$45.00

Effective: June 1, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 4 - PRICE LIST - CATEGORY ONE, (CONT'D.)

4.33 Supplemental Change Charge

NON-RECURRING CHARGES			
Timeframe of Change Request			
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to \$500.99	\$0.00	\$100.00	\$200.00
\$501.00 to \$2,000.99	\$0.00	\$200.00	\$350.00
\$2,001.00 and Up	\$0.00	\$300.00	\$500.00

4.34 Administrative Service Charge

Monthly Recurring Charge	<u>Per Billing Invoice</u> \$12.50
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Effective: July 15, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO

The following sections will apply to customers who are served by a Central Office where the former Allegiance Telecom of Ohio, Inc. has facilities and to existing Customers of XO Ohio, Inc. as of February 25, 2005.

Category Two - Sections 5.1 through 5.17

5.1 Central Office, Line and Trunk Features

Custom Calling Service Features:	Monthly Charge, per line	
		Business
Call Forwarding		\$4.00
Three-Way Calling		\$4.00
Call Forwarding Variable w/ remote access		\$4.00
Call Forwarding Busy Line Transfer		\$0.75
Call Forwarding Alternative Answer		\$0.75
Call Forwarding Busy Line/Alternative Answer		\$1.50
Per Attempt Rate		Business
Three Way Calling, per use		\$0.83
Advance Custom Calling Features:	NRC, per line	Monthly Charge, per line
	Business	Business
Repeat Dialing (Automatic Recall)	N/C	\$4.00
Calling Party Number Blocking	\$9.30	\$1.00
Caller ID with Name and Number	N/C	\$2.50
Caller ID Privacy	\$9.30	\$1.00
Automatic Callback	N/C	\$4.00
Speed Dial 8	N/C	\$5.00
Speed Dial 30	N/C	\$5.00
Distinctive Ring		
1 st add'l number	N/C	\$4.00
2 nd add'l number	N/C	\$3.95
Call Transfer	N/C	N/C
Message Waiting Indication	N/C	\$0.25
Custom Calling Feature Package	\$50.00	\$9.00
Per Attempt Rate		Business
Repeat Dialing (Automatic Recall), per use		\$0.83
Automatic Callback ring, per use		\$0.83
Central Office Features		MRC NRC
Remote Call Forwarding - (Business)		
Initial path		\$19.58 \$70.25
Each Add'l Path		\$16.88 \$70.25
Local Remote Call Forwarding (Business)		\$0.08 per call \$0.08 per call

Effective: February 20, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.2 Toll Free 8XX Service

	NRC	MRC
Switched Toll Free Line Charge, per 8xx number	\$10.00	\$12.00
Switched Toll Free 8XX, per Minute Charge		\$0.1144

5.3 Reserved for Future Use

5.4 DID Service For Voice Grade Channels

	NRC	MRC
DID Trunk Termination (per Trunk configured)	\$200.00	\$20.00
DID Number Charge (first 20)	\$174.20	\$5.63
DID Number Charge (each add'l 20)	\$54.20	\$5.63
Individual DID Number	\$0.00	\$0.25
DID Number Charge (first 100 and each add'l 100)	\$174.20	\$25.31

Effective: July 18, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.5 Network Switched Services

A. Recurring and Installation Charges

	Measured	Message
Local Analog PBX Trunk		
Access Area B	\$21.95	\$31.95
Access Area C	\$23.95	\$33.95
Access Area D	\$26.45	\$36.45
Central Office Connection Charge	\$14.50	\$14.50
Line Connection Charge	\$10.35	\$10.35

B. Local Digital PBX Trunk Service

Digital Trunk (per T-1)	MRC	NRC
Rate Zone 1	\$ 140.22	\$ 265.33
Rate Zone 2	\$ 144.89	\$ 265.33
Rate Zone 3	\$ 155.80	\$ 265.33
Channel Mileage Termination (per point of termination)		
Rate Zone 1	\$ 49.30	N/A
Rate Zone 2	\$ 49.30	N/A
Rate Zone 3	\$ 58.90	N/A
Channel Mileage (per T-1)		
Rate Zone 1	\$ 18.78	N/A
Rate Zone 2	\$ 18.78	N/A
Rate Zone 3	\$ 18.78	N/A
Digital Trunking Service (per T-1)	\$ 280.80	\$ 0.00
Clear Channel Capability	N/A	\$ 350.00
Digital PBX Package:		
One Year Term	\$ 550.00	N/A
Two Year Term	\$ 495.00	N/A
Three Year Term	\$ 440.00	N/A
Package Installation Fee	N/A	\$ 899.00
Trunk Change Charge	N/A	\$ 50.00

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.5 Network Switched Services, (Cont'd.)

C. Local ISDN PRI Service

Digital Trunk (per T-1)	MRC	NRC
Rate Zone 1	\$140.22	\$265.33
Rate Zone 2	\$144.89	\$265.33
Rate Zone 3	\$155.80	\$265.33
Channel Mileage Termination (per point of termination)		
Rate Zone 1	\$ 49.30	N/A
Rate Zone 2	\$ 49.30	N/A
Rate Zone 3	\$ 58.90	N/A
Channel Mileage (per T-1)		
Rate Zone 1	\$ 18.78	N/A
Rate Zone 2	\$ 18.78	N/A
Rate Zone 3	\$ 18.78	N/A
ISDN Prime	\$685.69	\$0.00
T1/PRI Reconfiguration Charge	N/A	\$ 75.00
Optional Features:		
Backup D Channel	\$120.00	\$ 200.00
Network Name Display, per trunk group	\$ 75.00	\$ 400.00
Network Ring Again, per trunk group	\$ 75.00	\$ 400.00
Caller ID – Name & Number (per PRI)	\$ 88.60	

Effective: July 18, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.5 Network Switched Services, (Cont'd.)

D. Integrated Access Bundled Package*

Monthly Recurring Charges

	Voice Channels			
	12	16	20	23
Rate Zone 1	\$390.45	\$412.45	\$434.45	\$456.45
Rate Zone 2	\$395.95	\$417.95	\$439.95	\$461.95
Rate Zone 3	\$423.45	\$445.45	\$467.45	\$489.45

Message Usage Package (Mandatory additive charge for customer with message usage.)

	Allowance	Charge
12 Channels	876 Calls a month	\$73.80
16 Channels	1,168 Calls a month	\$98.40
20 Channels	1,140 Calls a month	\$123.00
23 Channels	1,460 Calls a month	\$141.45

Non-Recurring Charges:

Integrated Access Set-Up Fee, (Applies when ordering new Integrated Access packages. Does not apply when upgrading or downgrading channels already established.)	\$899.00
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**As of December 31, 2006, this product will only be available to current customers at their current location.*

Effective: April 2, 2008

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.5 Network Switched Services, (Cont'd.)

E. Total Communications – 4 Line Rates

	Voice Channels	
	Incremental Line Charge	
	MRC	NRC
Measured Service		
Base Package	\$91.92	\$899.00
Access Area B Incremental Lines ¹	\$22.98	\$24.35
Access Area C Incremental Lines ¹	\$24.58	\$24.35
Message Service		
Base Package	\$111.60	\$899.00
Access Area B Incremental Lines ¹	\$27.90	\$24.35
Access Area C Incremental Lines ¹	\$29.50	\$24.35

F. Total Communications – 6 Line Total Communications Package

	Voice Channels	
	Incremental Line Charge	
	MRC	NRC
Measured Service		
Base Package	\$147.48	\$899.00
Access Area B Incremental Lines ¹	\$25.14	\$ 37.35)
Access Area C Incremental Lines ¹	\$26.84	\$ 37.35)
Access Area D Incremental Lines ¹	\$26.90	\$ 37.35
Message Service		
Base Package	\$167.40	\$899.00
Access Area B Incremental Lines ¹	\$25.39	\$ 37.35)
Access Area C Incremental Lines ¹	\$27.14	\$ 37.35)
Access Area D Incremental Lines ¹	\$27.10	\$ 37.35

G. Total Communications – With Digital Handoff

	Voice Channels	
	Incremental Line Charge	
	MRC	NRC
Measured Service		
Base Package	\$155.00	\$899.00
Access Area B Incremental Lines ¹	\$25.95	\$ 37.35)
Access Area C Incremental Lines ¹	\$25.95	\$ 37.35)
Access Area D Incremental Lines ¹	\$25.95	\$ 37.35

H. Integrated Services Charges

	MRC
Local Loop Expense Recoup	\$200.00

Effective: March 12, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.6 Public Telephone Surcharge

Surcharge, Per Call: \$0.50

5.7 Emergency Redundancy Routing

Monthly Recurring Charge \$29.00 per T1
 Non-Recurring Charge \$250.00 per T1

5.8 Non-Routine Installation

Non-Recurring Charge ICB

5.9 True Business SolutionsSM

	One Year Term	Two Year Term	Three Year Term
Base Package Includes	\$ 185.61	\$ 179.99	\$170.14
Incremental Line Package Includes	\$ 56.24	\$ 56.24	\$ 46.39
Feature Packages			
Standard Feature Package	\$ 6.75		\$ 5.40
Premium Feature Package	\$ 10.75		\$ 8.60
Voice Mail Feature Package			

	NRC
Basic Package Installation Fees	\$ 84.03
Incremental Line Package Installation Fees	\$ 28.01
Feature Package Installation Fees	No Charge

	True Business Long Distance Buckets	Incremental Charge Overage
200 Minute Long Distance Bucket	\$ 10.00	\$ 0.069
500 Minute Long Distance Bucket	\$ 23.75	\$ 0.069
1500 Minute Long Distance Bucket	\$ 67.50	\$ 0.069
2500 Minute Long Distance Bucket	\$ 100.00	\$ 0.049

Effective: February 20, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.10 PRI Bundled Package

PRI Bundled Package, Monthly Recurring	
One Year Term	\$ 745.31
Two Year Term	\$ 670.78
Three Year Term	\$ 596.25

5.11 You Choose Features Package

	One Year Term	Two Year Term
You Choose Features Package	\$ 10.00	\$ 9.00

5.12 True Business Total Communications and Digital Total Communications^{1*}

Monthly Recurring Charges	One Year Term	Two Year Term
Voice Package Price	\$ 146.10	\$ 131.70
Incremental Line Price	\$ 24.35	\$ 21.95

Non-Recurring Charges

Base Package Installation Fees	\$199
Incremental Voice Line Package Installation Fees ³	\$20

5.13 Historic Invoices

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$10.00
CSV/CD of CDR	\$25.00

5.14 JustCom Service

<u>Basic Package:</u>	<u>MRC:</u>	<u>NRC:</u>
	\$159.95	No Charge
<u>Each Additional Line:</u>	<u>MRC:</u>	<u>NRC:</u>
	\$39.95	No Charge

**As of December 31, 2006, this product will only be available to current customers.*

Effective: October 2, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.15 Access Recovery Charge

Total MRC	Charge Percentage	Total MRC	Charge Percentage
\$0.00-100.00	16.00%	\$7,500.01-10,000.00	5.00%
\$100.01-200.00	15.00%	\$10,000.01-20,000.00	4.70%
\$200.01-400.00	14.00%	\$20,000.01-30,000.00	4.50%
\$400.01-600.00	10.50%	\$30,000.01-40,000.00	4.30%
\$600.01-800.00	9.50%	\$40,000.01-50,000.00	4.10%
\$800.01-1000.00	8.50%	\$50,000.01-75,000.00	3.90%
\$1,000.01-1,500.00	7.50%	\$75,000.01-100,000.00	3.70%
\$1,500.01-2,500.00	7.00%	\$100,000.01-250,000.00	3.50%
\$2,500.01-5,000.00	6.50%	\$250,000.01-500,000.00	3.40%
\$5,000.01-7,500.00	5.25%	\$500,000.01 +	3.30%

5.16 Directory Assistance

Directory Assistance, Per Call \$2.25

5.17 Supplemental Change Charge

NON-RECURRING CHARGES			
Timeframe of Change Request			
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to \$500.99	\$0.00	\$100.00	\$200.00
\$501.00 to \$2,000.99	\$0.00	\$200.00	\$350.00
\$2,001.00 and Up	\$0.00	\$300.00	\$500.00

5.18 Administrative Service Charge

Monthly Recurring Charge Per Billing Invoice
 \$12.50

5.19 Directory Listings

A. Rates for Additional Listings

Business, per month: \$3.35

B. Non-Published Service

Non-published service charge, NRC: \$9.80
 Non-published service charge, per month: \$2.45

C. Non-Listed Service

Non-listed service charge, NRC: \$9.80
 Non-listed service charge, per month: \$2.45

Effective: February 20, 2012

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 5 - PRICE LIST - CATEGORY TWO, (CONT'D.)

5.19 Business Services Basic Business Lines

Business Services Basic Business Local Line	Measured	Message
Access Area B	\$43.58	\$44.99
Access Area C	\$46.39	\$49.20
Access Area D	\$52.02	\$53.42
Central Office Connection Charge	\$13.00	\$13.00
Line Connection Charge	\$24.35	\$24.35
Business Services Basic Business Multi-Line - Non-Hunting	Measured	Message
Access Area B	\$43.58	\$44.99
Access Area C	\$46.39	\$49.20
Access Area D	\$52.02	\$53.42
Business Services Basic Business Multi-Line - Hunting	Measured	Message
Access Area B	\$21.95	\$28.10
Access Area C	\$23.95	\$30.10
Access Area D	\$26.45	\$32.60
Central Office Connection Charge	\$13.00	\$13.00
Line Connection Charge	\$24.35	\$24.35

Effective: October 31, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 6 - PROMOTIONS

6.1 Customer Promotions

Promotional Services Offering: The Company may furnish services as set forth in this document (including, but not limited to 800, MTS, and Debit Cards) in connection with charitable, civic, or other public events, short-term government programs, business or professional conventions, trade shows, sporting events, or with emergencies such as those resulting hurricanes, tornadoes, earthquakes, floods, fires, or other catastrophic occurrences. Any promotional service offered will not exceed 90 days.

PIC Change Promotion: If a XO local exchange customer chooses to switch his/her message toll service provider to XO, the Company will waive that Customer's PIC Change Charge as outlined in XO's P.U.C.O. Tariff No. 5. This is a one-time fee waiver.

Installation Waiver Promotion: The Company reserves the right to waive charges (in whole or in part) and/or issue credits in response to a competitive situation.

At its option, the Company may fulfill this obligation by issuing credits, checks, coupons, certificates and/or an equivalent monthly percentage discount. The checks, coupons, or certificates must be cashed, used or presented by the customer by the Customer to whom it was issued before the expiration date the underlying offer and the check, coupon or certificate will be void.

Effective: October 31, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 6 - PROMOTIONS, (CONT'D.)

6.2 Retention Promotional Offering

From time to time, the Company may, in response to a competitive situation, offer the following promotion to its Customers whose Service Order Agreement is within thirty (30) days of expiration or to its Customers who are receiving month-to-month service and enter into a new Service Order Agreement, will receive a credit in the amount of one month of monthly recurring charges and usage for each year of the term of the Service Order Agreement if the Customer subscribes to local, intraLATA toll, and long distance or a credit equal to the amount of either monthly recurring charges or usage if the Customer subscribes to local and/or intraLATA toll for each year of the term of the Service Order Agreement. Customers will receive the credit on during the 12th month for a one-year term, the 12th and 24th months for a two-year term, and the 12th, 24th, and 36th months for a three-year term. This promotion applies to usage for local, intraLATA, Domestic Outbound, International, and Inbound Toll Free Services, and applies to access fees for Basic Lines, DID trunks, Flex Link DS1s, and DS1s. The promotion does not apply to DSL, DIA/IA, Audio Conferencing, Internet Products, features, voice mail, accounts with special off-tariffed or product document pricing, carrier accounts, or accounts with non current payment status. The awarded discount shall not exceed the averaged billing for the prior 12 month period and shall not exceed \$7,500 on applicable month (13, 25 or 37). In addition to the above, Customers who sign up under this promotion within seventy-two (72) hours of date of confirmation letter will receive a two (2) percent credit. The two (2) percent credit is calculated as two (2) percent of the last months bill multiplied by 12 months. This promotion cannot be combined with other promotional offers and will remain in effect until it either expires or is modified, cancelled, or revised.

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 6 - PROMOTIONS, (CONT'D.)

6.3 Three Free Month Promotion

Beginning August 5, 2005 and ending October 31, 2005, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit one month of Customer's Monthly Recurring Charges for each year of its new commitment on the following products: ISDN PRI, Digital PBX / Digital Switched T-1 Service, XOptions (7, 13, 15, & 16), True Business Total Communications and True Business Total Communications & Digital Total Communications.

The credited month of service will be applied as follows:

Commitment	Credited Months of Service
2 Year Term	13th and 25th Month
3 Year Term	13th, 25th, and 37th Month

The credited month is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited month(s) will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

6.4 Premium XOptions 5A, 6A, and 13A Promotion

Beginning on April 6, 2007 and ending on July 6, 2007, new and existing XOptions Customers who sign a one, two, or three year contract may be eligible for the following promotional rates on selected XOptions packages. All Service Order Agreements under this promotion must be signed on or before July 6, 2007. The promotional rates are valid for Premium XOptions 5A, 6A, and 13A and apply for the entire contract term. Each promotional Premium XOptions package will include unlimited local calling. All other Terms and Conditions of the Premium XOptions products apply. This promotion cannot be combined with any other Company Promotions.

The following restrictions apply to this offering: call-center applications are prohibited, including, but not limited to, auto-dialers; non-standard (e.g., excessive) internet connections and other data transmission are prohibited (services have been engineered to meet typical peak hour usage and anything beyond such use shall be considered non-standard); and any use not consistent with standard business use, as reasonably defined by the Company, is prohibited.

Premium XOptions 5A - Monthly Recurring Charges

1 Year Term	\$ 981.00
2 Year Term	\$ 929.00
3 Year Term	\$ 882.00

Premium XOptions 6A - Monthly Recurring Charges

1 Year Term	\$1,047.00
2 Year Term	\$ 992.00
3 Year Term	\$ 942.00

Premium XOptions 13A - Monthly Recurring Charges

1 Year Term	\$1,205.00
2 Year Term	\$1,141.00
3 Year Term	\$1,084.00

Effective: May 14, 2010

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 6 - PROMOTIONS, (CONT'D.)

6.5 Three Free Month Promotion II

Beginning April 19, 2007 and ending September 30, 2007, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit one month of Customer's Monthly Recurring Charges for each year of its new commitment on the following Category One products: ISDN PRI, Full Switched Digital T-1 Service, and XOptions (7, 13, 15, & 16).

The credited month of service will be applied as follows:

Commitment	Credited Months of Service
2 Year Term	13th and 25th Month
3 Year Term	13th, 25th, and 37th Month

The credited month is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited month(s) will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

6.6 XO Half Off the MRC Promotion

Beginning April 19, 2007 and ending September 30, 2007, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit 50% off of the Customer's monthly recurring charges for the first three full invoice cycles from activation date on the following Category One products: ISDN-PRI, Full Switched Digital T-1 Service, and XOptions (7, 13, 15, & 16).

The credit is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited months will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

6.7 Small Business Services Promotion

Beginning May 14, 2010 and ending July 14, 2010, XO will offer to current Small Business Services' customers the following promotion: waiver of the Administrative Service Charge. This waiver will continue while customer maintains its current account at its current level of service.. This promotion is not transferable or assignable.

Effective: October 1, 2011

OHIO LOCAL EXCHANGE SERVICES PRODUCT DOCUMENT

SECTION 6 - PROMOTIONS, (CONT'D.)

6.8 Small Business Services Rate Stabilization Promo

Beginning July 15, 2010 and ending August 1, 2010; XO will offer to current Small Business Services' customers the following promotion: stabilization of rates. Small Business Services' customers will maintain their rates that were in effect on July 14, 2010. This promotion will continue while customer maintains its current service on its current account with its current level of service. Small Business Services customers who change their service or term of service will no longer receive the benefits of this promotion. This promotion is not transferable or assignable.

6.9 Small Business Services 2011 Promotion

Beginning June 1, 2011 and ending June 15, 2011, existing Small Business Service customers will receive the following promotion offer for a period of 12 months. Customers receiving this promotion will not be subject to increases in the Administrative Service Charge. This promotion will continue while the customer maintains its current account at its current level of service and end on September 30, 2011. This promotion is not transferable or assignable.

6.10 Small Business Services Administrative Service Charge Promotion

Beginning October 1, 2011 and October 15, 2011, XO will offer to its Small Business Services customers a discounted Administrative Service Charge rate of \$7.50 per month. This discounted rate will be offered to these customers until May 31, 2012. At the expiration of this promotion, these customers will receive Administration Service Charge at an undiscounted rate. This promotion will continue while the customer maintains its current account at its current level of service. This promotion is not transferable or assignable.