

TITLE PAGE

CONNECTICUT
LOCAL EXCHANGE TARIFF
OF
SAGE TELECOM, INC.

This tariff contains the descriptions, regulations and rates applicable to the provision of local exchange and intraLATA services, within the State of Connecticut, provided by Sage Telecom, Inc. (“Company” or “the Company”), with principal offices at 3300 E. Renner Road, Suite 350, Richardson, TX 75082-2800, for services furnished within the State of Connecticut. This tariff is on file with the Connecticut Department of Public Utility Control, and copies may be inspected, during normal business hours, at the Company’s principal place of business.

(T)

Issued: March 2, 2010

Effective: March 7, 2010

Issued By:
John Debus
Sr. Vice President, CFO, Treasurer
Sage Telecom, Inc.
3300 E. Renner Road, Suite 350
Richardson, Texas 75082-2800

CTL1001

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
1	2 nd		39	2 nd		52	Original
2	69 th	*	39.1	1 st		53	Original
3	Original		39.2	3 rd		54	1 st
4	1 st		39.3	3 rd		55	1 st
5	Original		39.4	3 rd		56	Original
6	2 nd		39.5	4 th		57	Original
7	1 st		39.6	6 th		58	Original
8	Original		39.7	1 st		59	Original
9	1 st		39.8	4 th		60	Original
10	Original		39.9	Original		61	5 th
11	1 st		39.10	5 th		62	2 nd
12	2 nd		39.11	6 th		63	2 nd
13	2 nd		39.12	3 rd		64	2 nd
14	1 st		39.13	3 rd		65	2 nd
15	Original		39.14	4 th		66	14 th
16	Original		39.15	2 nd		66.1	4 th
17	Original		39.16	1 st		67	3 rd
18	Original		39.17	3 rd		68	6 th
19	Original		39.18	2 nd		69	2 nd
20	4 th		39.19	2 nd		70	4 th
21	1 st		39.20	1 st	*	70.1	1 st
22	1 st		40	4 th		71	3 rd
23	2 nd		40.1	2 nd		72	6 th
24	Original		40.2	Original		73	1 st
25	1 st		40.3	1 st		74	6 th
26	2 nd		40.4	Original		75	12 th
27	2 nd		41	3 rd		76	6 th
28	4 th		42	2 nd		77	8 th
29	Original		43	5 th		78	6 th
30	1 st		44	3 rd		79	2 nd
31	1 st		45	1 st		80	4 th
32	1 st		46	Original		81	7 th
33	2 nd		47	Original		81.1	2 nd
34	Original		47.1	1 st		82	2 nd
35	Original		48	Original		83	3 rd
36	5 th		49	Original		84	2 nd
37	3 rd		50	Original		85	7 th
38	2 nd		51	1 st			

* - indicates those pages included with this filing

TABLE OF CONTENTS

	<u>Page No.</u>
TITLE PAGE	1
CHECK SHEET	2
TABLE OF CONTENTS	3
TARIFF FORMAT SHEET	5
APPLICABILITY OF TARIFF	6
SECTION 1 - DEFINITIONS	7
 SECTION 2 - RULES AND REGULATIONS	 11
2.1 Undertaking of Sage	11
2.2 Use of Service	11
2.3 Limitations	12
2.4 Liabilities of Sage.....	14
2.5 Responsibilities of the Customer.....	16
2.6 Application for Service	18
2.7 Establishing Credit, Deposits and Advance Payments	19
2.8 Payment of Charges	21
2.9 Interruption of Service.....	23
2.10 Restoration of Service	24
2.11 Disconnection of Service by Business Customer	24
2.12 Cancellation for Cause	25
2.13 Notice and Communication.....	27
2.14 Taxes, Surcharges and Utility Fees	28
2.15 Customer Billing Inquiries	28
2.16 Access to Telephone Relay Service	28
 SECTION 3 - DESCRIPTION OF SERVICES	 29
3.1 Telecommunications Services	29
3.1.1 General	29
3.1.2 Local Exchange Service	30
3.1.3 Exchanges and Local Service Areas.....	34
3.1.4 Local Service Plans	36
3.1.5 Non-Recurring Service Charges.....	42
3.1.6 Operator Assisted Services (intraLATA)	44
3.1.7 Telephone Directory Assistance.....	46
3.1.8 Custom Calling Features	48
3.1.9 Caller ID Service.....	53
3.1.10 Multi-Line Hunting Service	55
3.1.11 Maintenance of Service	56
3.1.12 Individual Case Basis (ICB) Arrangements	56
3.1.13 9-1-1 Telecommunication Service	57
3.1.14 Toll Restriction Service.....	59
3.1.15 Dual Service	60
3.1.16 Connecticut Lifeline Program	61
3.1.17 Connecticut Telephone Connection Assistance Program (CTCAP)	64

TABLE OF CONTENTS, (CONT'D)

	<u>Page No.</u>
SECTION 4 - RATES AND CHARGES	66
4.1 Local Exchange Service	66
4.1.1 Non-Recurring Service Charges.....	66
4.1.2 Monthly Local Service Plan Charges	67
4.1.3 IntraLATA Rates	67
4.1.4 Operator Assisted Service Rates	67
4.1.5 Telephone Directory Service Rates (Per Month).....	69
4.1.6 Custom Calling Features Rates (Monthly Rates Unless Otherwise Noted)	70
4.1.7 Caller ID Service	71
4.1.8 Multi-Line Hunting Service Rate	71
4.1.9 Maintenance Visit Charge	71
4.1.10 Individual Case Basis (ICB) Arrangements	72
4.1.11 Toll Restriction Service	72
4.1.12 Dual Service	72
4.1.13 Connecticut Lifeline Support Amounts.....	72
4.2 Inbound Only Toll Free Service (8xx)	73
4.3 Connecticut Service Fund	73
SECTION 5 - PROMOTIONS AND DISCOUNTS	74
5.0 General	74
5.1 Tell-A-Friend Promotion.....	74

(T)

 TARIFF FORMAT SHEET

1. Page Numbering. Page numbers appear in the upper-right corner of the page. Pages are numbered sequentially. New pages may occasionally be added to the tariff. When a new page is added, the page appears as a decimal. For example, a new page added between pages 34 and 35 would be 34.1.
2. Page Revisions Numbers. Page Revision Numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page revision on file with the Connecticut Department of Public Utility Control (“DPUC”). For example, the fourth revised Page 34 cancels the third revised Page 34. Because of deferrals, notice periods, etc., the most current page number on file with the DPUC is not always the tariff page in effect. Business Customers should consult with check sheet for the page currently in effect.
3. Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
 - 1.
 - 1.1.
 - 1.1.1.
 - 1.1.1.A.
 - 1.1.1.A.1.
 - 1.1.A.1.(a)
 - 1.1.1.A.1.(a)(I)
 - 1.1.1.A.1.(a)(I)(i)
 - 1.1.1.A.1.(a)(I)(i)(1)
4. Check List of Effective Pages. When a tariff filing is made with the DPUC, an updated Check List of Effective Pages (“Check List”) accompanies the tariff filing. The Check List lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check List is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the Check List if these are the only changes made to it (i.e., the format, etc.). Customers should refer to the latest Check List to find out if a particular page is the most current page on file with the DPUC.
5. Symbols Used in This Tariff.
 - (C) - To signify changed regulation.
 - (D) - To signify discontinued rate or regulation.
 - (I) - To signify increased rate.
 - (M) - To signify a move in the location of text.
 - (N) - To signify new rate or regulation.
 - (R) - To signify reduced rate.
 - (S) - To signify reissued matter.
 - (T) - To signify a change in text but no change in rate or regulation.

APPLICABILITY OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by Sage Telecom, Inc., hereinafter referred to as the Company, to Customers within the state of Connecticut. Sage's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This tariff is on file with the Connecticut Department of Public Utility Control. In addition, this tariff is available for review at the main office of Sage Telecom, Inc. at 3300 E. Renner Road, Suite 350, Richardson, TX 75082-2800.

(T)

Issued: March 2, 2010

Effective: March 7, 2010

Issued By:
John Debus
Sr. Vice President, CFO, Treasurer
Sage Telecom, Inc.
3300 E. Renner Road, Suite 350
Richardson, Texas 75082-2800

CTL1001

SECTION 1 – DEFINITIONS AND ABBREVIATIONS

Account - Either a Customer's physical location or individual Service represented by a unique account number within the Billing Hierarchy. Multiple Services each with a unique account number may be part of one physical location.

Alternative Local Exchange Carrier ("ALEC") or Competitive Local Exchange Carrier ("CLEC") - means any entity or person providing local exchange services in competition with an ILEC or LEC.

Application for Service - The Sage order process that includes technical, billing and other descriptive information provided by the Customer that allows Sage to provide requested communications Services for the Customer and Customer's Authorized Users. Upon acceptance by Sage, the Application for Service becomes a binding contract between the Customer and Sage for the provision and acceptance of Services.

Authorization Code - A multi-digit code that enables a Customer to access Sage's network and enables Sage to identify the Customer's use for proper billing. Also called a Personal Identification Code or PIN.

Authorized User - A person, firm, or corporation, who is authorized by the Customer to be connected to the Service of the Customer.

Billing Hierarchy - Allows Customers to combine multiple accounts and Services into a single billing structure. Business Customers can choose whether to have all Services invoiced together, invoiced separately, or in any combination thereof. In addition, the Business Customer may specify where the invoices are to be sent and who is to receive them.

Business Hours - The phrase "Business Hours" generally means the time beginning at 8:00a.m. and ending at 5:00p.m., local time at the place of Company operation, Monday through Friday excluding holidays.

Business Office - The phrase "business office" means the primary location where the business operations of Sage are performed and where a copy of Sage's tariff is made available for public inspection. The address of the business office is 3300 E. Renner Road, Suite 350, Richardson, TX 75082-2800.

(T)

Called Station - The terminating point of a call (i.e., the called number).

Calling Station - The originating point of a call (i.e., the calling number).

Calling Area - A specific geographic area so designated for the purpose of applying a specified rate structure.

Carrier - The term "Carrier" means Sage Telecom.

Central Office - The premises of the Company or another local exchange carrier containing one or more switches where Customer or End User station loops are terminated for purposes of interconnection to other station loops, trunks or access facilities.

SECTION 1 – DEFINITIONS AND ABBREVIATIONS, (CONT'D)

Company – Used throughout this tariff to indicate Sage Telecom, Inc.

Competitive Local Exchange Carrier (“CLEC”) or Alternative Local Exchange Carrier (“ALEC”) - means any entity or person providing local exchange services in competition with an ILEC or LEC.

Company - The term “Company” means Sage Telecom.

Customer - The person, firm, company, corporation, or other entity, having a communications requirement of its own that is responsible for the payment of charges and for compliance with this Tariff. See “End User”.

Customer-Provided Equipment - Telecommunications equipment provided by a Customer used to originate calls using Sage’s service located at the originating location.

Day - The term “day” generally means the time beginning at 8:00 a.m. and ending at 5:00 p.m., local time at the place of Company operation, Monday through Friday excluding holidays.

Delinquent or Delinquency - An account for which payment has not been made in full on or before the last day for timely payment.

Digital Transmission - Information transmitted in the form of digitally encoded signals.

DPUC - Connecticut Department of Public Utility Control.

End User - The ultimate user of the telecommunications services and who orders service and is responsible for payment of charges due in compliance with the Company’s price list regulations. See “Customer”.

Exchange Area - A group of lines in a unit generally smaller than a LATA established by the Company or other local exchange carrier for the administration of communications service in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

Facility (or Facilities) - Any item or items of communications plant or equipment used to provide or connect to Sage Services.

FCC - Federal Communications Commission.

Holiday - The term “holiday” means 8:00 A.M. to, but not including, 11:00 P.M. local time at the originating city on all Company-specific holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. When holidays fall on Saturdays or Sundays, the holiday rate applies unless a larger discount would normally apply.

SECTION 1 – DEFINITIONS AND ABBREVIATIONS, (CONT'D)

Incumbent Local Exchange Carrier (“ILEC”) or Local Exchange Carrier (“LEC”) - is any local exchange carrier that was as of February 8, 1996 deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. 69.601(b) of the FCC’s regulations.

Incomplete Call - Any call where voice transmission between the calling party and the called station is not established (i.e., busy, no answer, etc.).

Interexchange Carrier (IXC) - A common carrier that provides long distance domestic and international communication services to the public.

Local Access Transport Area (“LATA”) - A geographical area for the provision and administration of communications services existing on February 8, 1996, as previously established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192; or established by a Bell operating company after February 8, 1996 and approved by the FCC; or another geographic area designated as a LATA in the National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4.

Local Exchange Company (LEC) - A company that furnishes local exchange telephone services.

Local Exchange Service - is an arrangement which connects the residential End User’s location to the LEC’s network switching center, thereby allowing End User to transmit and receive local calls within the End User’s local calling area, or mandatory expanded area service (EAS) area, as defined by State commissions or, if not defined by State commission, then defined in the LEC’s State Tariffs.

Location - A physical premise to or from which Sage provides Service.

NXX - The designation for the first three digits of a local telephone number where N represents 2-9 and X represents 0-9.

Night/Weekend - The words “night/weekend” mean 11:00 p.m. to, but not including, 8:00 a.m. local time in the originating city, all day on Saturday, and all day Sunday, except from 5:00 p.m. to, but not including, 11:00 p.m.

Non-business Hours - The phrase “non-business hours” means the time period after 5:00 p.m. and before 8:00 a.m., Monday through Friday, all day Saturday, Sunday, and on holidays. (T)

NPA - An Area Code, otherwise called numbering plan area. (T)

SECTION 1 – DEFINITIONS AND ABBREVIATIONS, (CONT'D)

Other Common Carrier - The term “other common carrier” denotes a specialized or other type of common carrier authorized by the Federal Communications Commission to provide domestic or international communications services.

Premises - A building, portion of a building in a multi-tenant building, or buildings on a continuous property not separated by a highway. May also denote a customer-owned enclosure or utility vault located above or below ground on private property or on Customer acquired right-of-way.

Primary Interexchange Carrier (PIC) - The interexchange carrier (IXC) designated by the Customer as its first routing choice and primary overflow carrier for routing of 1+ direct dialed and operator assisted non-local calls.

Regular Billing - A standard bill sent in the normal monthly Sage billing cycle. This billing consists of one bill for each account assigned to the Customer with explanatory detail showing the derivation of the charges.

Residential Service - The phrase “residential service” means telecommunication services used primarily as non-business service.

Services - Sage’s regulated common carrier communications services provided under this Tariff.

SNET – Southern New England Telephone Company

Subscriber - The term “Customer” is synonymous with the term “subscriber”.

Switch - The term “switch” denotes an electronic device that is used to provide circuit sharing, routing, and control.

Timely Payment - A payment on a Customer’s account made on or before the due date.

Underlying Carrier - A provider of interstate and intraLATA telecommunications services from whom Sage acquires facilities or services that it utilizes to provide Sage services to Customers.

SECTION 2 - RULES AND REGULATIONS

2.1. Undertaking of Sage

2.1.1. Sage undertakes to provide local exchange and intraLATA telecommunications services within the State of Connecticut on the terms and conditions and at the rates and charges specified herein. The Company's intrastate interexchange services are only provided to customers subscribed to the Company's local exchange services.

2.1.2. Sage installs, operates and maintains the communication Services provided hereunder in accordance with the terms and conditions set forth under this Tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer to allow connection of a Customer's location to the Sage network. The Customer shall be responsible for all charges due for such service arrangements.

2.1.3. Sage's Services and facilities are intended to be available twenty-four (24) hours per day, seven (7) days per week. (T)

2.2. Use of Service

2.2.1. Services provided under this Tariff may be used only for the transmission of communications in a manner consistent with the terms of this Tariff and regulations of the Federal Communications Commission.

2.2.2. Services provided under this Tariff shall be refused or discontinued to a Customer without notice in the event of a national or local emergency in which the Company has reason to believe that its services may be used for causing terrorist acts or harm to citizens.

2.2.3. Services provided under this Tariff shall not be used for unlawful purposes. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such services are being used in violation of the law.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.3. Limitations

- 2.3.1. Service is offered subject to the availability of the necessary facilities or equipment, or both facilities and equipment, and subject to the provisions of this Tariff. The obligation of Sage to provide Service is dependent upon its ability to procure, construct, and maintain facilities that are required to meet the Customer's order for Service. Sage will make all reasonable efforts to secure the necessary facilities. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company. Where all of the necessary facilities are no longer available on a continuing basis or can no longer meet the Company's intended service quality levels on a twenty-four (24) hours per day, seven (7) days per week basis, the Company shall provide written notice to the Customer of the need to transition off of the Company's service. Such written notice shall, where possible, offer a continuation of Company service for no more than thirty (30) additional days.
- 2.3.2. Sage reserve the right to limit or to allocate the use of existing facilities, or to additional facilities offered by Sage, when necessary because of lack of facilities, relevant resources, or due to causes beyond Sage's control. In addition, Sage reserves the right to discontinue Service when the Customer is using the Service in violation of law or the provisions of this Tariff.
- 2.3.3. Sage does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission nor for failure to establish connections.
- 2.3.4. Sage reserves the right to refuse service to Customers due to insufficient or invalid charging information.
- 2.3.5. Sage may block calls that are made to certain cities or central office exchanges, or use certain Authorization Codes as Sage, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of Service.
- 2.3.6. Sage will use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. Sage may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer. Sage shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, Sage will give the Customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at time that will cause the least inconvenience. When Sage is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

(N)
|
|
|
|
(N)

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.3. Limitations (cont'd)

- 2.3.7. Sage may refuse, suspend, limit, or cancel the customer's ability to receive inbound collect calls immediately and without prior notice in the event that usage of collect calling and/or third party number calls is suspected to be fraudulent or beyond the customer's ability to pay. The customer's ability to receive or complete such calls shall be reinstated upon receipt of payment for all current charges.
- 2.3.8. Sage may refuse, suspend, limit, or cancel a customer's service, without prior notice, in the event that the usage or acts of the customer are such to indicate intention to defraud the Company, to abuse or harass others, or to partake in similar activities. This includes fraudulently placing and receiving calls and/or providing false credit information, or misrepresentation of the customer's identity for the purpose of obtaining basic local exchange service. (T)
(T)
- 2.3.9. Abuse, fraudulent use, harassment, and like terms includes, but are not limited to situations described in preceding Sections 2.3.5, 2.3.7, 2.3.8 or following: (T)
(T)
- 2.3.9.A. the use of service or facilities of the Company for a call or calls anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass employees of the Company and/or others;
- 2.3.9.B. the use of profane, obscene, or otherwise threatening language; (T)
- 2.3.9.C. the impersonation of another with fraudulent intent;
- 2.3.9.D. the use of the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service;
- 2.3.9.E. the use of the service for any purpose other than as a means of communication;
- 2.3.9.F. the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without the payment of the applicable local message charge or message toll charge; and
- 2.3.9.G. the obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain, local or message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or part, of the regular charge for such service.
- 2.3.9.H. when the customer is known to have planned or participated in terrorism or in acts that may cause harm to citizens.
- 2.3.9.I. when the Company has reason to believe that its services may be used for causing terrorist acts or harm to citizens.
- 2.3.9.J. The Company reserves the right to block services to any Subscriber location without any liability whatsoever, in the event that the Company detects or reasonably suspects fraudulent or unlawful use of the Services at said location.
- 2.3.10. The Company may refuse to provide Service at an address where Service has been discontinued for non-payment of bills for any Service subject to this Tariff if it is determined that the nonpayment customer or real users of the Service still reside at the address.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.3. Limitations (cont'd)

- 2.3.11. The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.
- 2.3.12. Pursuant to a wholesale supplier's contractual provision, Sage will limit up to ten lines per service location. (T)
- 2.3.13. No Company services specified herein shall be provided until after the Company has completed, to its satisfaction, testing of such services and of Company systems, processes and procedures. (T)

2.4. Liabilities of Sage

- 2.4.1. Sage's liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the installation, provision, termination, maintenance, repair, or restoration occurring in the course of furnishing service, channels, or other facilities, and not caused by the negligence of the subscribers, commences upon activation of service. In no event does Sage's liability exceed an amount equivalent to the amount paid by the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects occur. For the purposes of computing such amount, a month is considered to have thirty (30) days. Credit will be calculated pursuant to Section 2.9 of this Tariff.
- 2.4.2. When the facilities of other carriers are used in establishing connections to points not reached by Sage's facilities, Sage is not liable for any act or omission of the other carrier(s). The Customer will indemnify and save harmless Sage from any third-party claims for such damages referred to in Section 2.4.1.
- 2.4.3. In no event will Sage be responsible for consequential damages or lost profits suffered by a Customer as a result of interrupted or unsatisfactory service. Sage will not be liable for claims or damages resulting from or caused by: (i) Customer's fault, negligence or failure to perform Customer's responsibilities; (ii) claims against Customer by another party; (iii) any act or omission of any other party; or (iv) equipment or service furnished by a third party.
- 2.4.4. Sage does not guarantee or make any warranty with respect to any equipment provided by it or leased on the Customer's behalf where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. The Customer shall indemnify and hold Sage harmless from any and all loss, claims, demands, suits or other actions, or any liabilities whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or persons, for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so used.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.4. Liabilities of Sage (cont'd)

- 2.4.5. Sage is not liable for any defacement of, or damage to, the premises of a Customer resulting from the furnishing of services or the attachment of equipment, instruments, apparatus, and associated wiring furnished by Sage on such Customer's premises or by the installation or removal thereof, when such defacement or damage is not the result of Sage negligence. No agents or employees of other participating carriers shall be deemed to be agents or employees of Sage without written authorization. The Customer will indemnify and save harmless Sage from any claims of the owner of the Customer's premises or other third party claims for such damages.
- 2.4.6. Sage and Customer shall be excused from performance under this Tariff and under the application for service for any period, and to the extent that the party is prevented from performing any service pursuant hereto, in whole or in part, as a result of delays caused by the other party or an Act of God, governmental agency, war, civil disturbance, court order, lockouts or work stoppages or other labor difficulties, third party nonperformance (including the failure of performance for reasons beyond the control of common carriers, interexchange carriers, local exchange carriers, suppliers and subcontractors), or other cause beyond its reasonable control, including failures or fluctuations in electrical equipment, and such nonperformance shall not be deemed a violation of this Tariff or of the application for service or grounds for termination of service. Both parties retain all rights of recourse against any third parties for any failures which may create a force majeure condition for the other party.
- 2.4.7. Sage is not liable for any damages, including toll usage charges, the Customer may incur as a result of the unauthorized use of its telephone facilities. This unauthorized use of the Customer's facilities includes, but is not limited to, the placement of calls from the Customer's premises, and the placement of calls through Customer-provided equipment that are transmitted or carried on the Sage network.
- 2.4.8. Where there is a connection via Customer-provided terminal equipment or Customer-provided communications systems, the point of demarcation shall be defined as the Sage facility that provides interconnection. Sage shall not be held liable for Customer-provided access media or equipment. Any maintenance service or equipment arrangements shall be addressed on an individual case basis.
- 2.4.9. Sage will not be responsible if any changes in its service cause hardware or software not provided by Sage to become obsolete, require modification or alternation, or otherwise affect the performance of such hardware or software.
- 2.4.10. The Company shall use reasonable efforts to make services available by the estimated service date. The Company shall not be liable for any damages whatsoever resulting from delays in meeting the estimated service date due to delays resulting from normal installation procedures. Such delays shall include, but not be limited to delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals, delays in actual construction work being done by our vendor(s), and any delays due to any LEC where the Company is relying solely upon such LEC to meet such estimated due date which is beyond the Company's control.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.4. Liabilities of Sage (cont'd)

2.4.11. With respect to the services, materials and equipment provided hereunder, Sage makes no promises, agreements, understandings, representations or warranties, expressed or implied, and hereby expressly disclaims all warranties, expressed or implied, not stated in this Tariff, and in particular disclaims all warranties of merchantability and fitness for a particular purpose.

2.5. Responsibilities of the Customer

2.5.1. The Customer must initiate a service order pursuant to Section 2.6 of this Tariff.

2.5.2. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by Sage, except upon the written consent of Sage. The equipment Sage provides or installs at the Customer premises for use in connection with the service Sage offers shall not be used for any purpose other than for which it was provided.

2.5.3. The Customer shall ensure that the equipment and/or system is properly interfaced with Sage's facilities or service. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Sage will permit such equipment to be connected with its channels without the use of protective interface devices.

2.5.4. The Customer shall be responsible for securing its telephone equipment against being used to place fraudulent calls using Sage's service. The Customer shall be responsible for payment of all applicable charges for services provided by Sage and charged to the Customer's accounts, even where those calls are originated by fraudulent means either from Customer's premises or from remote locations.

2.5.5. Sage shall be indemnified and held harmless by the Customer against claims of libel, slander, or the infringement of copyright, or for the unauthorized use of any trademark, trade name, or service mark, arising from the material transmitted over Sage's service, against claims for infringement of patents arising from, combining with, or using in connection with, service, Sage's apparatus and systems of the Customer; against all other claims arising out of any act or omission of the member in connection with Sage's service. The Customer shall be liable for:

2.5.5.A. Loss due to theft, fire, flood, or other destruction of Sage's equipment or facilities on Customer's premises.

2.5.5.B. Reimbursing Sage for damages to facilities or equipment caused by the negligence or willful acts of the Customer's officers, employees, agents or contractors.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.5. Responsibilities of the Customer (cont'd)

2.5.5. (cont'd)

2.5.5.C. Charges incurred with interconnect or local operating companies for service or service calls made to the Customer's premises or on the Customer's leased or owned telephonic equipment unless Sage specifically authorizes said visit or repairs in advance of the occurrence and Sage agrees in advance to accept the liability for said repairs or visit.

2.5.5.D. Payment for all Sage service charges incurred through usage or direct action on the part of the Customer.

2.5.6. The Customer may be required to verify in writing that it is duly authorized to order service at all locations designated by the Customer for service, and assumes financial responsibility for all locations designated by the Customer to receive Sage's services. If the verification (i.e., a letter of authorization) cannot be produced within five (5) calendar days of the request, the presubscription of the Customer's locations are considered unauthorized.

2.5.7. The Customer shall not use the Sage name, logo or trademark in any promotional materials, contracts, Tariffs, service bills, etc., without expressed written authorization from Sage. The Customer shall not use the Sage name, logo or trademark in any pre-sale activities. The Customer is prohibited from using Sage's name or trademark on any of the Customer's products or services.

2.5.8. Customer may not assign or transfer any of its rights or services ordered without the prior written consent of Sage. Sage may assign any service orders to its parent company or any affiliate. Sage will notify Customers of any such assignment.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.6. Application for Service

- 2.6.1. Applicants wishing to obtain service must initiate a service order which may include the Customer's authorization for Sage to instruct other carriers and vendors and the appropriate LEC to provide certain services on the Customer's behalf. Sage will obtain the proper authorization from the Customer where necessary, pursuant to DPUC regulations.
- 2.6.2. An Application for Service may be changed by Customer upon written notice to Sage, subject to acceptance and confirmation by Sage, provided that a charge shall apply to any change when the request is received by Sage after notification by Sage of the acceptance and confirmation. Such charge shall be the sum of the charges and costs for access facilities and other services and features and the lesser of (i) the monthly recurring rate for each service component that has been canceled as a result of the change times the appropriate minimum service period, plus the applicable installation or non-recurring charges, and (ii) the costs incurred by Sage in accommodating each change, less net salvage. The costs incurred by Sage will include the direct and indirect cost of facilities specifically provided or used, the costs of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.
- 2.6.3. Where the Customer or applicant cancels an Application for Service prior to the start of installation of service, lease of network elements, or prior to the start of special construction, no charge applies. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by Sage shall apply, but in no case shall such charge exceed the charge for the minimum period of the service ordered, including applicable installation charges, if any. The costs incurred by Sage will include the direct and indirect costs of facilities specifically leased, provided or used; the cost of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.7. Establishing Credit, Deposits and Advance Payments

2.7.1. Credit Requirement

2.7.1.A.. Sage may require an applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the end-user from complying with Sage's policy regarding the prompt payment of bills.

2.7.1.B. For the purposes of this rule, "applicant" is to be defined as a person who applies for service for the first time or reapplies at a new or existing location after a previous discontinuance of service; "customer" is defined as someone who is currently receiving service.

2.7.2. Reestablishment of Credit

Any applicant who previously has been an end-user of Sage and whose service has been discontinued for nonpayment of bills shall be required, before service is rendered, to pay all amounts due Sage or execute a deferred payment agreement.

2.7.3. Deposits and Interest

2.7.3.A.. In cases where Sage requires a deposit, such deposits will be calculated as follows:

2.7.3.B. The amount of the deposit shall not exceed an amount equal to two (2) months local exchange charges and/or two (2) months toll charges determined by actual or anticipated usage. Where local exchange charges are billed in advance, the deposit shall include only one (1) month's such charges. Sage's plan may allow customers to pay deposits in installments.

2.7.3.C. A present end-user may be required to post a deposit as a condition of continued service if undisputed charges have become delinquent, with delinquent meaning a payment not received on or before the due date as posted on the bill, in two (2) out of the last twelve (12) billing periods or if the end-user has had service disconnected during the last twelve (12) months or has presented a check to Sage that was subsequently dishonored.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.7. Establishing Credit, Deposits and Advance Payments (cont'd)

2.7.3. Deposits and Interest (cont'd)

2.7.3.D. Interest on cash deposits shall be paid by Sage at no less than the rate calculated pursuant to DPUC rules or, in the absence of applicable rules, the interest rate shall be established the first day of January of each year to equal the average of the weekly percent annual yields of one (1) year U. S. Treasury Securities for September, October and November of the preceding year. The interest rate shall be rounded to the nearest basis point.

2.7.3.E. Sage shall provide payment of accrued interest for all end-users annually by negotiable instrument or by credit against current billing. The deposit shall cease to draw interest on the date it is returned or credited to the end-user's account.

2.7.3.F. The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the end-user within thirty (30) days after settlement of the consumer's account, either in person or by mailing it to the end-user's last known address.

2.7.3.G. Sage will keep records to show the name, account number, and address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Sage shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost. Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied. The deposit made by the end-user with Sage at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for payment of monthly bills or other proper charges.

2.7.4 Advance Payments

At the time an application for service is made, an applicant may be required to pay an estimated advance payment amount for the first month's service charges and/or the service connection and/or equipment charges plus applicable taxes, fees, and surcharges as well as nonrecurring charges for any required special construction. The advance payment will be applied to the customer's first invoice. Any resulting credit balance or remaining balance owed will be reflected on the customer's first invoice.

(T)

Advance payments received by Sage in funds other than Credit Card, Moneygram, or Western Union Quick Collect may delay service implementation for up to 5 business days after payment is honored. The amount of the advance payment is credited to the Customer's account on the first invoice rendered. An advance payment may be required in addition to a deposit.

(T)

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.8. Payment of Charges

- 2.8.1. The Customer is responsible for the payment of all charges for facilities and services furnished by Sage to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.
- 2.8.2. For billing of monthly charges, service is considered to be established upon the day in which Sage notifies the Customer of installation and testing of the Customer's services.
- 2.8.3. Usage charges will be billed monthly in arrears. Customer will be billed for all usage accrued beginning immediately upon access to the service. Customers will be billed for usage occurring during their specific 30-day billing cycle, which for purposes of computing charges shall be considered a month. The rates charged to a Customer will be the rates in effect on the first day of the Customer's billing cycle.
- 2.8.4. Monthly charges for all access service components, provided hereunder, are billed in advance of service and reflect the rates in effect as of the date of the invoice. A Customer's first invoice may contain charges from previous periods for service provided from the date of installation through the current invoice period. Invoices are available electronically and in paper form at the Customer's discretion. The Paper Invoice Fee of \$0.99 per month shall be waived for any Customer who elects Sage's Green Electronic Billing Option and forgoes receipt of paper bills. (N)
|
(N)
- 2.8.5. Bills are due and payable as specified on the bill. Bills may be paid by mail or in person at the business office of Sage or an agency authorized to receive such payment. All charges for service are payable only in United States currency. Payment may be made by cash, check, money order, cashier's check, or certain major credit cards. Customer payments are considered prompt when received by Sage or its agent by the due date on the bill. Amounts not paid within sixteen (16) days after the mail date of invoice will be considered past due. If Sage becomes concerned at any time about the ability of a Customer to pay its bills, Sage may require that the Customer pay its bills and make such payments in cash or the equivalent of cash.
- 2.8.6. If any portion of the payment is not received by Sage by the due date, or if any portion of the payment is received by Sage in funds that are not immediately available upon presentment, then a late payment penalty may be assessed. Charges greater than \$50.00 left unpaid after the due date are subject to a late payment charge of \$5.00. If the payment due date falls on a Saturday, Sunday, legal holiday or other day when the offices of the Company are closed, the date for acceptance of payments prior to assessment of any late payment fees shall be extended through to the next business day. The late payment penalty shall apply to all customers.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.8. Payment of Charges (cont'd)

2.8.7. Any disputed charge may be brought to Sage’s attention by verbal or written notification. In the case of a billing dispute between the Customer and Sage that cannot be settled to their mutual satisfaction, the undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection. The Customer may request an in-depth investigation into the disputed amount and a review by a Sage manager. During the period that the disputed amount is under investigation, Sage shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, Sage may discontinue service. In the event the dispute is not resolved, Sage shall inform the customer that the customer has the option to pursue the matter with the DPUC.

2.8.8. The Customer is responsible to pay Sage for all toll calls or other third party charges resulting from the origination of calls to points outside the local exchange and for charges or calls billed to the Customer’s number.

2.8.9. Sage may assess up to a twenty dollar (\$20) charge for each returned check or credit card chargeback. The Company may refuse to honor any Customer's personal check, draft, or other instrument if, in the preceding twelve (12) months, the Customer had twice submitted payments through the use of personal checks, drafts, or other instruments that were subsequently dishonored. Exceptions shall be made when the payment(s) had been dishonored due to bank error.

(N)
|
|
|
(N)

2.8.10. If service is suspended/disconnected by Sage in accordance with the provisions of the Tariff and later restored, restoration of service will be subject to all applicable installation charges. In addition to the installation charges, the customer will be required to pay all charges due, including the charges for the period of denial.

2.8.11. When circumstances prevent customers from paying their invoices in full, Sage may make special accommodations to assist customers by setting up a regular payment plan. Payment plans are only set up at the request of the customer. Payment plans are intended to function as a short-term solution and will be reviewed and approved on an individual case basis.

2.8.12. All payments received by Sage will first be allocated to tariffed basic local exchange telephone service. For purposes of this allocation, basic local exchange telephone service shall be flat rate, single party residential and business local exchange telephone service, including primary directory listings; tone dialing service; access to operator services; access to directory assistance services; access to 911 service where provided by a local authority; dual party relay service; the ability to report service problems seven days a week; availability of an annual local directory; access to toll services, and lifeline and tel-assistance services.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.8. Payment of Charges (cont'd)

2.8.13 Multi-Account, Multi-Brand and Multi-Affiliate Credit and Collections Practices

The Company may collect on behalf of itself and/or its affiliates or brands in one or more transactions as permitted by law. In an effort to satisfy any outstanding account balance(s) of the Customer for previously-billed products or services, the Company may apply any credit balances of the Customer from one of the Customer's existing or previous accounts to another of the same Customer's existing or previous accounts and the Company may apply any credit balances of the Customer from one Company affiliate or brand to another. In all such instances, the Customer shall remain responsible for any remaining unsatisfied balances, for any fees or taxes, and for any additional balances incurred.

(T)

2.9. Interruption of Service

2.9.1. Credit allowance for the interruption of service that is not due to Sage's testing or adjusting, negligence of the Customer or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth herein. It shall be the obligation of the Customer to notify Sage immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer or end-user shall ascertain that the trouble is not being caused by any action or omission by the Customer within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to Sage's facilities.

2.9.2. For purposes of credit computation, every month shall be considered to have 720 hours.

2.9.3. The Customer shall be credited for an interruption at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" - outage time in hours

"B" - total monthly charge for affected facility

2.9.4. If written notice of a dispute as to charges is not received by the Company within 30 days of the date a bill is issued, such charges shall be deemed to be correct and binding on the Customer.

2.9.5. Cellular and other wireless transmission and Internet-based calling is subject to interruptions including but not limited to, dropped calls, interrupted calls, unintelligible calls, one-way audio and other problems created by factors beyond Company's control. Under no circumstances will Company provide credit or payment of any kind for calls that experience problems related to cellular or other wireless transmissions or for calls that experience problems related to Internet-based communications including but not limited to those calls that transcend wireline and Voice over Internet Protocol ("VoIP") networks.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.10. Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

2.11. Disconnection of Service by Customer

2.11.1. By giving advance written notice, Customer may disconnect service at any time following its minimum service requirement(s).

2.11.2. Sage will have up to 30 days to complete disconnect. Customer will be responsible for all charges for 30 days or until disconnect is effected, whichever is sooner. This 30 day period will begin upon receipt of the written notification from the Customer. However, in the event that Customer continues to utilize Sage's services beyond the date upon which the services are to be disconnected, the Customer will be liable for the usage charges incurred.

2.11.3. For nonusage sensitive charges, Customer will be liable for the entire monthly recurring charge during the month Customer's service terminates.

2.11.4. If the Customer disconnects service prior to the end of a term plan, the termination liabilities associated with the term plan will apply.

2.11.5. If a customer purchases Sage's bundled offering and subsequently disconnects Sage's local service and purchases local service from a different carrier, the customer can contact Sage to obtain the proper PIC code for the third-party provider of long-distance services.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.12. Cancellation for Cause

2.12.1. Sage, by giving prior written notice to the Customer or applicant, may cancel the application for or discontinue service without incurring any liability for any of the following reasons:

2.12.1.A. For non-residential customers, nonpayment of any tariffed charges due to Sage for service for more than 16 days beyond the mail date of the bill for such service. In the event Sage terminates service for nonpayment, the Customer may be liable for all reasonable costs of collection including reasonable court costs, expenses and fees; or

2.12.1.B. For non-residential customers, nonpayment of any tariffed charges due to Sage for service for more than 16 days beyond the mail date of the bill on any Sage account regardless of whether the application or service being canceled is related or unrelated to the account or service for which the sum is past due; or

2.12.1.C. For residential customers, nonpayment of tariffed basic local exchange telephone service as defined in Section 2.8.12 due to Sage for service more than 16 days beyond the mail date of the bill for such service. Service may be terminated for nonpayment of the basic local exchange telephone service, or any costs arising based on the listing of services in Section 2.8.12. If the customer subscribes to a package of bundled services that includes some amount of toll minutes, and the customer does not pay the bill in full, Sage reserves the right to remove the toll services from the packaged bundle and institute toll blocking. If the customer then does not pay for toll services incurred after toll blocking is instituted, full service may be disconnected. In addition, if a customer incurs fees associated with operator service use or directory assistance use and does not make full payment for those services, service may be terminated for nonpayment. In the event Sage terminates service for nonpayment, the Customer may be liable for all reasonable costs of collection including reasonable court costs, expenses and fees; or

(T)

2.12.1.D. For residential customers, nonpayment of tariffed basic local exchange telephone service due to Sage for service for more than 16 days beyond the mail date of the bill on any Sage account regardless of whether the application or service being canceled is related or unrelated to the account or service for which the sum is past due; or

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.12. Cancellation for Cause

2.12.1. (cont'd)

- 2.12.1.E. A violation of or a failure to comply with, any regulation of this Tariff. The discontinuance of service(s) by Sage pursuant to this section does not relieve the Customer of any obligation to pay Sage for charges due and owing for service(s) furnished up to the time of discontinuance; or
 - 2.12.1.F. Sage confirms that both a phone number and mailing address are no longer valid for the Customer; or
 - 2.12.1.G. Sage is prohibited from furnishing service by order of a court or other government authority having jurisdiction; or
 - 2.12.1.H. Avoidance of toll blocking by incurring long distance charges after toll blocking was implemented due to non-payment of long distance charges; or
 - 2.12.1.I. Failure to make deferred payment arrangements by the suspend/disconnect date.
- 2.12.2. Sage, without giving prior written notice, may discontinue service without incurring any liability for:
- 2.12.2.A. Tampering with Sage Telecom's equipment; or
 - 2.12.2.B. Evidence of theft of Sage Telecom service; or
 - 2.12.2.C. Other acts to defraud Sage Telecom.
- 2.12.3. If service is terminated by Sage for any cause set forth above and the Customer has subscribed to service under a term plan, the Customer will be charged the termination liability associated with the term plan.
- 2.12.4. Service may also be discontinued if the Customer fails to post the deposit required by the Tariff.
- 2.12.5. If service is disconnected for nonpayment, the Customer may restore service by full payment in cash or cash-like funds. There is a charge for restoration of service after disconnection; if, however, the equipment necessary for service has been removed, a complete installation fee will apply.

(T)

SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.13. Notice and Communication

- 2.13.1. The Customer shall designate on the Application for Service an address to which Sage shall mail or deliver all notices and other communications, except that Sage may also designate a separate address to which Sage's bills for service shall be mailed.
- 2.13.2. Sage shall designate on the Application for Service an address to which the Customer shall mail or deliver all notices and other communications, except that Sage may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.13.3. All notices or other communications required to be given pursuant to this Tariff shall be made in writing to Sage at 3300 E. Renner Road, Suite 350, Richardson, TX 75082-2800 or by calling (214) 495-4700. Notices and other communications of either party, and all bills mailed by Sage, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U. S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first. (T)
- 2.13.4. Sage or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

SECTION 2 - RULES AND REGULATIONS, (CONT'D)**2.14. Taxes, Surcharges and Utility Fees**

Customer is responsible for the payment of all federal, state and local taxes, surcharges, utility fees, or other similar fees (i.e., gross receipts tax, sales tax, municipal utilities tax, 911 surcharges or fees) that may be levied by a governing body or bodies in conjunction with or as a result of the service furnished under this Tariff. These charges will appear as separate line items on the Customer's bill and are not included in the rates contained in this Tariff. There shall be added to the Customer's bill for service, an additional charge equal to the pro rata share of any occupation, franchise, business, license, excise privilege or other similar charge or tax, now or hereafter imposed upon the gross receipts or revenue of Sage by any municipal taxing body or municipal authority whether by statute, ordinance, law or otherwise, and whether presently due or to hereafter become due. The charge applicable to each Customer will appear as a separate line item on the Customer's regular monthly bill and shall be determined on a basis equal to the tax levied by each municipal taxing body or municipal authority.

2.14.1. Municipal Franchise Fees

Residential, non-residential and point-to-point access lines provided pursuant to this tariff are subject to a municipal franchise fee as established for the city in which the end user of the access lines is located. Effective with the charges billed on or after March 1, 2000, the monthly recurring municipal charge will be equal to a monthly amount developed using criteria as recommended by your local municipality with information supplied to this local certificated telecommunications provider (CTP). The fee should be assessed as a per-line-charge on the end user bill. This municipal charge results from implementation of House Bill 1777 – Telecommunications Franchise Law which allows all municipalities to be compensated by CTPs for right-of-way usage. The fee has been developed and/or allocated across rate classifications according to local municipal guidelines.

2.15. Customer Billing Inquiries

Any customer who has a question regarding his/her telephone bill may contact Sage toll free at (888) 449-4940, or at 3300 E. Renner Road, Suite 350, Richardson, TX 75082-2800. (T)

2.16. Access to Telephone Relay Service

When required by the DPUC, Sage will participate in telephone relay service for handicapped or hearing impaired Customers, and will comply with all regulations and requirements relating thereto.

2.17. Public Switched Network Recovery Charge

The Public Switched Network Recovery Charge is a monthly recurring charge which is applied on a per customer access line basis. This fee is intended to recover costs to access the public switched network for local service.

2.18. Connecticut Telecommunications Relay Service

The Connecticut Telecommunications Relay Service fee recovers the Company's cost for the Connecticut Telecommunications Relay Service program for the handicapped or hearing impaired. This fee will be applied on a per line basis.

SECTION 3 - DESCRIPTION OF SERVICES**3.1. Telecommunications Services**

3.1.1. General - Telecommunications Services consist of the services offered pursuant to this Tariff, either individually or in combination. Intrastate interexchange services are only provided in conjunction with the Company's local exchange services, and no alternative arrangements will be made to provide these services to a customer that is not subscribed to the Company's local exchange service. Each service is offered via Sage's facilities, conventional network elements purchased from other local exchange carriers, or via resale of facilities of other local exchange carriers for the transmission of one-way or two-way communications, unless otherwise noted. A connection to Sage's switching network enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access Sage's Local and intraLATA calling services as set forth in this Tariff;
3. access intrastate, interstate and international calling services provided by Sage and other certified common carriers;
4. access toll-free telecommunications services such as 800 NPA;
5. access 9-1-1 service for emergency calling; and
6. access other operator and directory assistance services.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.2. Local Exchange Service - Service provides Residential and Business Customers with the ability to originate calls from a Sage-provided access line to all other stations on the public switched telephone network bearing the designation of any central office exchanges included in the Customer's local calling area. Calls to destinations outside the local calling area but within the same state and LATA will be charged the intraLATA toll rates. IntraLATA services are available on a switched basis only.

Following are types of orders for Local Exchange Service that Sage will accept:

Conversions

(D)

(D)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.2. Local Exchange Service (cont'd)

New Installations

Following are types of new line installations that Sage Telecom will perform:

- 1. Additional new lines for Sage Telecom customers who have service or are in the process of converting existing service at that location to Sage Telecom.
- 2. Physical move of lines and service for existing Sage Telecom customers to a new location.

(D)
|
|
|
(D)

- 3. Installation of lines at locations that have never had local telephone service.

(T)

- 4. New installations where the customer is not converting existing local telephone service.

(T)

Residential and Business Customers may choose from one of the Local Service Plans in Section 3.1.4 and are assessed a flat monthly fee based on their local service plan(s) and originating exchange that entitles the customer to unlimited usage.

3.1.2.A. Business Services - Business Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff with the following modifications, limitations and restrictions:

- 1. Business Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage, unless otherwise requested by customer to be unblocked.
- 2. Service is furnished only for use by the Business Customer, guests, employees and business associates.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.2. Local Exchange Service (cont'd)

3.1.2.A. Business Services

3. Business service offerings that include unlimited usage are available to business customers with ten or fewer business lines. Unlimited long distance offers apply only to domestic direct-dialed live voice calls. Inbound calls using Sage Inbound Only Toll Free Service (8xx), operator-assisted calls, calling card calls, information service calls and other similar calls are not included and incur additional charges. Certain applications, e.g., auto-dialing, broadcast FAX, modem to modem, long distance Internet or Intranet access, call center and certain switching applications are not permitted above incidental levels under unlimited service plans. Customers not complying with the terms of the plan will be transitioned to a per-minute rated plan.

(N)

|
|
|
|
|
|
|
|
|

(N)

4. Service is available whenever the use of the service is primarily or substantially of a business, professional institution or otherwise occupation nature, or where the listing required is such as to indicate business use. Business rates are applicable to:

(T)

a. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private or parochial schools, hospitals, nursing homes, libraries, institutions, churches and all other establishments of a strictly business nature.

b. Any location where a business designation is provided or when a title indicating a trade, occupation or profession is listed.

c. Service terminating solely on the answering service facilities of a telephone answering firm will carry business rates.

d. Residential locations where the Business customer has no regular business telephone service and the use of the service by the Business Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.2. Local Exchange Service (cont'd)

3.1.2.B. Residential Services - Residential Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff and is not available to those locations governed by Section 3.1.2.A.

1. Residential Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage, unless otherwise requested by the customer to be unblocked.

2. Residential service offerings that include unlimited usage are limited to use for residential voice applications. This includes service offerings providing for unlimited local usage, unlimited intraLATA usage and/or unlimited interLATA usage. No commercial use of any form is permitted for such unlimited service offerings. Incidental calling for dial-up Internet access, for data and fax type applications and for other restricted uses reflected in this tariff is permitted up to a maximum of 1200 minutes within any consecutive thirty-day period; any such usage beyond this threshold shall be presumed to be non-residential in nature. If, at any time, the Company determines that the Customer's usage is non-residential or is not consistent with use for residential voice applications, the Company may immediately take actions to enforce adherence to this tariff and to the Company's Statement of Terms and Conditions of Service that are applicable to interLATA and international long distance. Such actions may include the transition to a higher tier within the customer's existing service plan and the application of the High Usage Charge as specified in Section 4.1.14, following.

(T)
(T)

The High Usage Charge is applicable to all Residential service plans whenever usage thresholds established in Section 4.1.14, following, are exceeded, including plans that offer unlimited usage and plans that do not offer unlimited usage. The existence of the High Usage Charge shall be communicated to the Customer in advance of its initial application, and shall thereafter apply automatically whenever the threshold is exceeded. Upon request, usage information will be provided pursuant to Section 4.1.14, following.

(N)
|
|
|
|
(N)

For residential service offerings that include unlimited usage, the Company will notify the Customer in writing when the previous month's usage exceeds that normally associated with residential voice applications. Such written notice will inform the Customer that a higher tier rate will apply if, after two additional months, the usage remains above usage thresholds established in the existing service plan. Customers whose excessive usage levels resulted in a higher rate will, upon request, qualify for the lower-tier rate(s) after three consecutive months of usage below usage thresholds established in the existing service plan. The High Usage Charge is a separate element and applies independently of any unlimited plan rate tier.

(T)

(N)
(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.3. Exchanges and Local Service Areas

3.1.3.A. Sage provides residential and business telecommunications services, as described in this tariff, within the SNET exchanges within the State of Connecticut. The Company hereby mirrors the Map and Legal Description tariffs of SNET, listed below to identify its service territory. Any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed maps and legal descriptions on an individual exchange basis will be filed with the commission for approval.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.3. Exchanges and Local Service Areas (cont'd)

3.1.3.A. (cont'd)

EXCHANGE	CLASS	EXCHANGE	CLASS	EXCHANGE	CLASS
ANSONIA-DERBY	4	LAKEVILLE	1	ROCKVILLE	4
BRANFORD	4	LEBANON	1	SEYMOUR	4
BRIDGEPORT	3	LEDYARD	2	SHARON	1
BRISTOL	2	LITCHFIELD	1	SIMSBURY	4
CANAAN	1	LYME	2	SOUTHINGTON	3
CANTERBURY	1	MADISON	3	STAFFORD SPRINGS	1
CANTON	4	MANCHESTER	5	STORRS	1
CHESHIRE	4	MERIDEN	5	STAMFORD	3
CLINTON	3	MIDDLETOWN	5	THOMASTON	2
COLCHESTER	2	MILFORD	5	TORRINGTON	2
COLUMBIA	4	MOODUS	2	TRUMBULL	4
CORNWALL	1	MYSTIC	2	WALLINGFORD	4
COVENTRY	4	NAUGATUCK	4	WASHINGTON	1
DANBURY	2	NEW BRITAIN	5	WATERBURY	4
DANIELSON	1	NEW CANAAN	3	WATERTOWN	2
DARIEN	3	NEW HAVEN	5	WESTPORT	2
DEEP RIVER	1	NEW LONDON	2	WILLIMANTIC	2
EAST HAMPTON	5	NEW MILFORD	2	WILTON	2
ENFIELD	4	NEWTOWN	3	WINDSOR	4
ESSEX	1	NIANTIC	2	WINDSOR LOCKS	5
FAIRFIELD	3	NORFOLK	1	WINSTED	1
FARMINGTON	5	NORTH THOMPSON	1	WOLCOTT	3
GEORGETOWN	3	NORWALK	3		
GLASTONBURY	4	NORWICH	2		
GUILDFORD	4	OLD GREENWICH	2		
HADDAM	4	OLD SAYBROOK	1		
HARTFORD	5	PAWCATUCK	2		
HARWINTON	2	PLAINFIELD	1		
HUNTINGTON	5	PLAINVILLE	5		
JEWETT CITY	1	PUTNAM	1		
KENT	1	REDDING	2		
KILLINGWORTH	3	RIDGEFIELD	2		

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.3. Exchanges and Local Service Areas (cont'd)

3.1.3.B. Local Calling Scopes

The Company hereby mirrors the local calling scopes as described in Section 4 of SNET's Exchange Access Service Tariff. Any future modifications to these local calling scopes will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed local calling scopes on an individual exchange basis will be filed with the commission for approval.

3.1.4. Local Service Plans

3.1.4.A. Residential Service

All service plans are subject to the application of the High Usage Charge pursuant to Section 4.1.14, following, and to other charges pursuant to this tariff.

1. Simply Savings

The Simply Savings includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service - Free
- The following Custom Calling Features Free:

Call Again	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Missed Call Dialing	Caller ID Deluxe

- 100 Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. Effective April 1, 2006, customers will receive 120 free Sage 1+ long distance minutes each month.

Eligibility: Residential customers in the originating SNET exchanges listed in Section 3.1.3.A.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month. Effective September 30, 2006 the residential Sage Simply Savings Plan has been discontinued for new Sage Customers. Residential customers with this service prior to September 30, 2006 may remain on this plan.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

2. Simply Savings PLUS

The Simply Savings PLUS includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service - Free
- The following Custom Calling Features Free:

Call Again	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Missed Call Dialing	Caller ID Deluxe

- 250 Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. Effective April 1, 2006 customers will receive 300 free Sage 1+ Long Distance minutes each month.

Eligibility: Residential customers in the originating SNET exchanges listed in Section 3.1.3.A.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month. Effective August 1, 2006 the residential Sage Simply Savings Plus Plan has been discontinued for new Sage Customers. Residential customers with this service prior to August 1, 2006 may remain on this plan.

(T)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

3. Simply Savings COMPLETE

(T)

The Simply Savings COMPLETE includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service
- Basic Voicemail Service
- The following Custom Calling Features:

Call Again	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Missed Call Dialing	Caller ID Deluxe

- 750 Sage 1+ long distance minutes each month. See section 3.1.4 for rules and regulations.

Eligibility: Residential customers listed in Section 3.1.3.A. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the seven hundred and fifty (750) minutes of Sage 1+ long distance minutes each month. Effective August 1, 2006 the residential Sage Simply Savings Complete Plan has been discontinued for new Sage Customers. Residential customers with this service prior to August 1, 2006 may remain on this plan.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

4. Simply Savings Choice

Simply Savings Choice includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service
- The following Custom Calling Features:

(T)

Call Again	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Missed Call Dialing	Caller ID Deluxe

- Any one of the following features packages

Voice Mail – includes Sage Basic Voice Mail

Home Wire Maintenance – includes Sage inside wire maintenance coverage

Privacy Package – includes Non-Published service

Eligibility: Residential customers listed in Section 3.1.3.A. Effective August 1, 2006 the residential Sage Simply Savings Choice Plan has been discontinued for new Sage Customers. Residential customers with this service prior to August 1, 2006 may remain on this plan.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)**3.1. Telecommunications Services (cont'd)****3.1.4. Local Service Plans (cont'd)****3.1.4.A. Residential Service (cont'd)****5. Vacation Service**

Vacation Service allows customers a discount when they are not using their local residential bundled service. Customers will be eligible for Vacation Service after two months of service and if their account is in good standing. The minimum period for Vacation Service is one month and the maximum length of time the discount can be applied is six consecutive months per year. Customers can only receive the discount one time per year based on the customer's anniversary date. A one time fee applies to initiate the Vacation Service. The Vacation Service may be disconnected upon notification by the customer or at the end of six months, whichever occurs first. Lines on the Vacation Service will be blocked from making long distance calls during the period of the discount.

(A) Nonrecurring Charge \$25.00

(B) Monthly Recurring Discount for Initial Line

50% Off of the bundled service monthly rate. Credit amount does not include any additional charges for optional features, long distance, or other services & fees. **(T)**

(C) Monthly Recurring Discount for Each Additional Line

50% Off of the bundled service monthly rate. Credit amount does not include any additional charges for optional features, long distance, or other services & fees. **(T)**

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

6. Sage Simply Savings Unlimited

The Sage Simply Savings Unlimited Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- The following Custom Calling Features – Free:

Repeat Dialing	Call Waiting
Call Screen	Speed Calling 8
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See
MultiRing	

- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.
- Discounts on additional services:
Basic Voice Mail - \$4.95
Enhanced Voice Mail - \$5.95
eSageLink Dial Up - \$9.95

Eligibility: This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited Sage 1+ long distance minutes each month. Effective November 1, 2009 this plan is no longer available for new customers. Residential customers with this service prior to November 1, 2009 may remain on this plan.

(N)
|
|
(N)

Sage Simply Savings Unlimited cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

7. Sage Simply Savings Preferred

The Sage Simply Savings Preferred Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- A choice of any of the following Custom Calling Features – Free:

Repeat Dialing	Call Waiting
Call Screen	Speed Calling 8
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See
MultiRing	

- 300 Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands. Rate for additional minutes is at a discounted \$0.04 rate.
- Discounts on additional services:
Basic Voice Mail - \$4.95
Enhanced Voice Mail - \$5.95
eSageLink Dial Up - \$12.95

Eligibility: This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month. Effective November 1, 2009 this plan is no longer available for new customers. Residential customers with this service prior to November 1, 2009 may remain on this plan.

(N)
|
(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

8. Sage Simply Savings Essentials

The Sage Simply Savings Essentials Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Call Waiting Service - Free
- A choice of 1 of the following Custom Calling Features – Free:
Wait & See
Three-Way Calling
Call Forwarding
- 90 Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands

Eligibility: This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month. Effective November 1, 2009 this plan is no longer available for new customers. Residential customers with this service prior to November 1, 2009 may remain on this plan.

(N)
|
(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

9. Sage Simply Savings Essentials - Features

The Sage Simply Savings Essentials – Features Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Call Waiting Service - Free
- A choice of 1 of the following Custom Calling Features – Free:
 - Wait & See
 - Three-Way Calling
 - Call Forwarding
- Choice of one of the following offers:
 - Basic Voicemail - \$4.95
 - Enhanced Voicemail - \$5.95
 - eSageLink Dial Up internet - \$12.95
 - Sage Security Package including:
 - Toll Restriction, Anonymous Call Rejection, Wait & See, Three-Way Calling, Call Screen, and Call Forwarding

Eligibility: This plan is available to residential customers only. Effective November 1, 2009 this plan is no longer available for new customers. Residential customers with this service prior to November 1, 2009 may remain on this plan.

(N)
|
|
(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

10. Winback Credits

Residential Winback customers who return to Sage and subscribe to any currently available Simply Savings, EZChoice Plan, ValueChoice Plan, Nationwide Plan, or international plan, are eligible for a credit on their bundled service. To be eligible in a Winback situation, the customer must have previously had local service with Sage, switched their service to another local service provider, and is now returning to Sage as a customer. Customers must choose Sage as their intraLATA and interLATA carrier to qualify and have a zero balance on their previous Sage account. . This credit may not be combined with any other Sage promotional offer or credit.

(T)
(T)

Customers who qualify will receive notice of this offer through Sage marketing campaigns. This offer includes a one-time credit equal to the amount of their bundle price on their first bill from Sage Telecom. Credit amount does not include any additional charges for optional features, long distance, or other services.

11. Win/Winback Bundle Credit

Residential Win/Winback customers who subscribe to any currently available ValueChoice plan, Nationwide plan, or EZChoice plan are eligible for a credit on their bundled service. To be eligible in a Winback situation, the customer must have previously had local service with Sage, switched their service to another local service provider, and is now returning to Sage as a customer. Winback customers must have a zero balance on their previous Sage account. All Win/Winback customers must choose Sage as their intraLATA and interLATA carrier to qualify and must be current with no past due amount at the time the credit is issued. This credit may not be combined with any other Sage promotional offer or credit.

Customers who qualify will receive notice of this offer through Sage marketing campaigns. This offer includes a one-time credit equal to the amount of their bundle price on their fourth bill from Sage Telecom. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

12. Recurring Credit Card Discount

Any Sage customer who initiates recurring credit card payments for their Sage phone bill is eligible for a monthly credit on their bundled service. To be eligible, the customer must return a completed recurring credit card authorization form from their Sage invoice with a valid credit card. Effective February 29, 2008 this discount is no longer available. (N)

Customers who qualify will receive a one dollar discount on their phone bill for twelve months. Customer must be actively paying through recurring credit card at the time of the award in order to receive the credit. (N)

13. Customer SAVE - \$5 Off For 3 Months

Current Sage customers who contact Sage Telecom about discontinuing their service beginning October 1, 2006 may be eligible for a SAVE credit on their bundled service if they agree to keep their phone services with Sage Telecom. To be eligible in a SAVE situation, the customer must have local service with Sage for at least two (2) months and be in good standing. This credit may not be combined with any Sage promotional offer.

Customers who qualify will receive a credit of \$5 off their bundle price on the next three bills dated after the service is applied. Credit amount does not include any additional charges for optional features, long distance, or other services.

14. Customer SAVE - \$10 Off For 3 Months

Current Sage customers who contact Sage Telecom about discontinuing their service beginning October 1, 2006 may be eligible for a SAVE credit on their bundled service if they agree to keep their phone services with Sage Telecom. To be eligible in a SAVE situation, the customer must have local service with Sage for at least two (2) months and be in good standing. This credit may not be combined with any Sage promotional offer.

Customers who qualify will receive a credit of \$10 off their bundle price on the next three bills dated after the service is applied. Credit amount does not include any additional charges for optional features, long distance, or other services.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

15. Customer SAVE – Unlimited Long Distance for 3 Months

Current Sage customers who contact Sage Telecom about discontinuing their service beginning October 1, 2006 may be eligible for a SAVE long distance offer if they agree to keep their phone services with Sage Telecom. To be eligible in a SAVE situation, the customer must have local service with Sage for at least two (2) months and be in good standing. This credit may not be combined with any Sage promotional offer.

Customers who qualify will receive unlimited long distance minutes on the next three bills dated after the service is applied. Credit amount does not include any additional charges for optional features or other services.

16. Unlimited Long Distance for 5 Months Offer

New residential customers who subscribe to any currently available ValueChoice, Simply Savings Preferred or ValuePlus Plans are eligible for this offer. Customers must choose Sage as their intraLATA and interLATA carrier to qualify. Customers may not combine this credit with any other promotions or offers. (T)

Customers who qualify receive notice of this offer through Sage marketing campaigns. This offer includes free unlimited long distance for the first five (5) months of service on all direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands and outside the customer's local (free) calling area.

17. \$5 Off Simply Savings Preferred

New residential customers who subscribe to any currently available Sage EZChoice, EasyCall, ValuePlus, ValueChoice, PremierCall, or Simply Savings Preferred plans are eligible for this offer. Customers must choose Sage as their intraLATA and interLATA carrier to qualify. Customers may not combine this credit with any other promotions or offers. (T)

Customers who qualify receive notice of this offer through Sage marketing campaigns. This offer includes a \$5 credit off their monthly service charge on their first six bills from Sage Telecom. Credit amount does not include any additional charges for optional features, long distance, or other services. Customer must be current with no past due balance at the time of the award in order to receive the credit.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

18. Sage Select

Sage Select is a program offered to qualifying residential Sage customers. To qualify for the Sage Select program, a Sage customer must be subscribed to a bundled Sage product which includes local, intraLATA and interLATA long distance services and a minimum of two features. Customers must have had an active account with Sage for a minimum of nine (9) consecutive months and have paid the full amount due for each invoiced month on or before the monthly invoice due date. In order to remain a member of Sage Select, customers must keep their account in good payment standing. Effective November 1, 2007 new customers entering the Sage Select program will need to establish an auto pay method of payment in order to enter the Sage Select program. This would include recurring credit card payment or recurring e-check payments.

Sage Select benefits include:

- Service anniversary gift;
- Ongoing plan optimization assistance;
- Free holiday long distance calling (Thanksgiving Day, Mother's Day, Father's Day, and Valentine's Day);
- Installation Fee waiver for additional lines and moves.

Sage reserves the right to cancel or modify this program at any time.

(N)

(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

19. Uniendo Familias Plan

The Uniendo Familias Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Call Waiting Service - Free
- A choice of one of the following Custom Calling Features – Free:
 - Wait & See
 - Three-way Calling
 - Call Forwarding
- Rate for domestic long distance minutes is at \$0.10 per minute. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

Eligibility: This plan is available to residential customers only. Effective December 16, 2009 the residential Uniendo Familias Plan has been discontinued for new Sage Customers. Residential customers with this service prior to December 16, 2009 may remain on this plan.

- Metropolitan or Regional calling where available at an additional charge

20. Customer SAVE - \$10 Off For 2 Months

Current Sage residential customers who contact Sage Telecom about discontinuing their service beginning November 1, 2008 may be eligible for two credits of \$10 each on their phone bill if they agree to keep their phone services with Sage Telecom. To be eligible, the customer must have local service with Sage for at least six (6) months, be in good standing, and have a grandfathered service plan, one of the Simply Savings plans, or one of the Sage EZChoice, EasyCall, ValuePlus, ValueChoice, or PremierCall plans. This credit may not be combined with any Sage promotional offer. (T)

Customers who qualify will receive a credit of \$10 off their bundle price on the first bill after the service is applied and a second credit of \$10 on the third bill after the service is applied. Credit amount does not include any additional charges for optional features, long distance, or other services. Customer must be in good standing at the time the credit is issued to receive the credit. Sage reserves the right to cancel this promotion at any time.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

21. Free 2 Month SAVE Offer

Beginning February 1, 2008, current Sage Customers who contact Sage Telecom about discontinuing their service may be eligible for the Free 2 Month SAVE Offer on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least six (6) months, be in good payment standing, and have either a grandfathered service plan, a business type of service, a type of Simply Savings Plan, or one of the Sage EZChoice, EasyCall, ValuePlus, ValueChoice, or PremierCall plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE Offer per twelve (12) month period. (T)

Customers who qualify will receive two (2) monthly credits each equal to the amount of their monthly service plan bundled rate on their fourth and seventh invoice after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive the credit. Effective January 1, 2010, this plan is no longer available to new customers.

22. Free Month SAVE Offer

Beginning February 1, 2008, current Sage Customers who contact Sage Telecom about discontinuing their service may be eligible for the Free Month SAVE Offer on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least six (6) months, be in good payment standing and have either a grandfathered service plan, a business type of service, a type of Simply Savings Plan, or one of the Sage EZChoice, EasyCall, ValuePlus, ValueChoice, or PremierCall plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE Offer per twelve (12) month period. (T)

Customers who qualify will receive a credit equal to the amount of their monthly service plan bundled rate on their fourth invoice after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive the credit.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

23. \$5 Off First Bill

New residential and/or business Customers switching their service to Sage Telecom may be eligible for the \$5 Off First Bill credit on their first Sage Telecom bill. To be eligible, the Customer must establish new local service with Sage Telecom and purchase one of the currently available Simply Savings plans, international plans or business service. This credit may not be combined with any other Sage promotions or offers. This \$5 Off First Bill Offer is available for one (1) residential or business line per account.

Customers who qualify will receive a credit equal to \$5 off their first invoice. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services.

24. \$10 Premium SAVE Offer

Current Sage residential Customers who contact Sage Telecom about discontinuing their service may be eligible for the \$10 Premium SAVE Offer on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least six (6) months, be in good payment standing and have a premium service plan, such as Simply Savings Preferred, Simply Savings Unlimited, ValuePlus, ValueChoice, or PremierCall. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$10 Premium SAVE Offer is available for one (1) residential line per account. (T)

Customers who qualify will receive a credit equal to \$10 off their monthly service plan bundled rate on their first six (6) invoices after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

25. \$5 SAVE Offer – 1 Year

Current Sage residential Customers who contact Sage Telecom about discontinuing their service may be eligible for the \$5 SAVE Offer – 1 Year on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least twelve (12) months, be in good payment standing and have a grandfathered service plan, one of the Simply Savings plans, or one of the Sage EZChoice, EasyCall, ValuePlus, ValueChoice, or PremierCall plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$5 SAVE Offer – 1 Year is available for one (1) residential line. (T)

Customers who qualify will receive a credit equal to \$5 off their monthly service plan bundled rate on their first twelve (12) invoices after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

26. Discounted Move Offer

Current Sage residential and/or business Customers who are moving their Sage phone service may be eligible for the Discounted Move Offer. Customer must have local service with Sage for at least four (4) months, be in good payment standing and have either a grandfathered service plan or a Simply Savings Plan. This credit may not be combined with any other Sage promotions or offers.

Customers who qualify will receive a credit of 50% off the current tariffed installation charge. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time that the credit is issued to receive the credit. Customer is limited to the Discounted Move Offer three (3) times per twelve (12) month period. Sage reserves the right to cancel this offer at any time.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

27. Win-back Credit - Two Months Free

This offer is available to Win-back residential Customers who subscribe to any currently available Simply Savings plans. To be eligible for a Win-back offer, the Customer must have previously had local service with Sage, then switched their service to another local service provider and is now returning to Sage as a Customer with local service. This offer is limited to one (1) line per account. Customers may not combine this offer with any other Sage promotions or offers.

Customers who qualify will receive up to two (2) credits for their monthly service plan bundled rate. One credit will appear on their first bill from Sage Telecom; the second will appear on their twelfth bill from Sage Telecom. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount reflects the monthly service plan bundled rate for their current service bundle and does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be an active Customer and be current with no past due balance at the time of each award in order to receive both credits. Sage reserves the right to cancel this offer at any time.

28. Customer SAVE Move Offer

Current residential and/or business Sage Customers who are moving their Sage phone service may be eligible for the Customer SAVE Move Offer. Customer must have local service with Sage for at least four (4) months, be in good payment standing and have either a grandfathered service plan, a Simply Savings Plan, or one of the Sage EZChoice, EasyCall, ValuePlus, ValueChoice, or PremierCall plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. (T)

Customers who qualify will receive a credit equal to the current tariffed installation charge. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time that the credit is issued to receive the credit. Sage reserves the right to cancel this offer at any time. Effective January 1, 2010, this plan is no longer available to new customers.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

28. EasyCall Plan

The EasyCall Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Call Waiting - Free

Rate for domestic long distance minutes is at \$0.10 per minute. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

Eligibility: Effective November 15, 2010 this plan is no longer available for new customers. Residential customers with this service prior to November 15, 2010 may remain on this plan. This plan is available to residential customers only.

29. ValuePlus Plan

The ValuePlus Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- A choice of all of the following Custom Calling Features – Free:

Call Waiting	
Call Screen	Speed Calling 8
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See
- Two hundred (200) Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.
- Discounted price for additional services:
 - Sage Voice Mail - \$1.99
 - eSageLink Dial Up - \$9.95
- Metropolitan calling where available at an additional charge

Eligibility: Effective December 15, 2010 this plan is no longer available for new customers. Residential customers with this service prior to December 15, 2010 may remain on this plan. This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month.

(N)
|
(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

30. PremierCall Plan

The PremierCall Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- The following Custom Calling Features – Free:

Call Waiting	Speed Calling 8
Call Screen	Three-Way Calling
Call Forwarding	Wait & See
Automatic Callback	
- Twelve hundred (1200) Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.
- Discounts on additional services:

Basic Voice Mail - \$1.99
eSageLink Dial Up - \$9.95

Eligibility: Effective July 1, 2010 this plan is no longer available for new customers. Residential customers with this service prior to July 1, 2010 will be grandfathered. This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free Sage 1+ long distance minutes each month.

(N)
|
(N)

PremierCall Plan cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned.

- 2-Way Metropolitan calling where available at an additional charge

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

31. Online \$10 Discounted Installation SAVE Offer

New residential Customers switching their service to Sage Telecom after February 19, 2010 may be eligible for the Discounted Installation SAVE Offer. To be eligible, the Customer must establish new local service with Sage Telecom and purchase a Sage EZChoice, EasyCall, ValuePlus, ValueChoice, or PremierCall plan through the Sage website or an eligible online partner website. This credit may not be combined with any other Sage offers.

(T)

Customers who qualify will have their initial service installation payment discounted to \$10. This discount is available for up to two (2) lines per Customer. Sage reserves the right to cancel this offer at any time.

32. Sage Nationwide Calling

The Sage Nationwide Calling plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling*
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- The following Custom Calling Features – Free:

Call Waiting	Priority Call
Call Block	Speed Calling 8
Call Forwarding	Three-Way Calling
Call Return	Call Waiting ID

- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the Continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.
- Discounted additional services:
Basic Voice Mail - \$1.99

Eligibility: This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited Sage 1+ long distance minutes each month.

Sage Nationwide Calling cannot be used for long distance access to the Internet, or for business purposes such as telemarketing or autodialing. Unlimited long distance only applies to the telephone line on which this plan is assigned.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

33. \$10 Off 3 Months Offer

New residential customers that switch their service to Sage Telecom and subscribe to any ValuePlus, ValueChoice, or Sage Nationwide Calling plan are eligible for this offer. Customers must choose Sage as their intraLATA and interLATA carrier to qualify. Customers may not combine this credit with any other promotions or offers. (T)

Customers who qualify will receive a credit equal to \$10 off of their service plan bundled rate on their first three invoices from Sage Telecom. The then-effective tariff rate will apply in full each month thereafter. Credit does not include any additional charges for optional features, long distance, taxes, fees, surcharges, usage charges, or other services. Customer must be in good payment standing at the time each credit is issued to receive the discount. This offer is limited to one (1) line per account. Sage reserves the right to cancel this offer at any time.

34. Sage EZChoice Plan

The Sage EZChoice Plan includes the following bundles of services:

- Basic Local Exchange Service, including unlimited local voice calling.
- Caller ID Service - Free
- Call Waiting - Free

Rate for domestic long distance minutes is \$0.10 per minute. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alsaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

Eligibility: This plan is available to residential customers only.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential Service (cont'd)

35. ValueChoice Plan

The ValueChoice Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service - Free
- Sage Home Wire Maintenance - Free
- A choice of any of the following Custom Calling Features - Free

Call Waiting	Call Screen
Speed Calling 8	Call Forwarding
Three-Way Calling	Automatic Callback
Wait and See	

- Two hundred (200) Sage 1+ long distance minutes each month applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

- Discounted price for additional services:
 - Sage Voice Mail - \$1.99
 - eSageLink Dial Up - \$9.95

Eligibility: This plan is available to residential customers only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free Sage 1+ long distance minutes each month.

36. \$0.99 SAVE Offer – 1 Year

Current Sage residential or business customers who contact Sage Telecom about discontinuing their service may be eligible for the \$0.99 SAVE Offer – 1 Year on their monthly service plan bundled rate if they agree to keep their phone service with Sage Telecom. To be eligible, the Customer must have local service with Sage and be in good payment standing. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$0.99 SAVE Offer – 1 Year is available for one (1) line.

Customers who qualify will receive a credit equal to \$0.99 off their monthly service plan bundled rate on their first twelve (12) invoices after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

(N)

(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business

All service plans are subject to the application of the High Usage Charge pursuant to Section 4.1.14, following, and to other charges pursuant to this tariff.

1. Business Choice Plan

The Business Choice Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling (T)
- Multi-Line Hunting Service – Free
- Caller ID Service - Free
- The following Custom Calling Features Free:

Call Again	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Missed Call Dialing	Caller ID Deluxe

- 100 Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. Effective April 1, 2006 customers will receive 120 free Sage 1+ Long Distance minutes each month.

Eligibility: Business customers in the originating SNET exchanges listed in Section 3.1.3.A. This plan is no longer available to new customers after September 5, 2008.

Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business (cont'd)

2. Sage Business Advantage Pro

The Sage Business Advantage Pro plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- A choice of any of the following Custom Calling Features – Free:

Caller ID	Call Waiting
Call Forwarding	Three-Way Calling
Call Waiting ID	Multiline Hunting
- Additional monthly services:
 - Basic Voice Mail - \$8.00 per line
 - Enhanced Voice Mail - \$15.00 per line
 - Business Wire Maintenance - \$5.45 per line
- Rate for domestic long distance minutes is at \$0.10 per minute. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

Eligibility: This plan is available to business customers only in originating AT&T exchanges. This plan is no longer available to new customers after July 6, 2009.

(N)
(N)3. Business Nationwide Long Distance

Business Nationwide Long Distance includes the following long distance service options:

- Free minutes toward direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.
- Five cent long distance rate for all minutes over the free minutes included in the package

More than one package can be purchased per account.

Eligibility: These packages are available to business customers with Sage Business Advantage Pro local service only. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the free minutes of Sage 1+ long distance minutes each month. This plan is no longer available to new customers after July 6, 2009.

(N)
(N)

Available Packages:

- Business Nationwide 120 – includes 120 free 1+ minutes
- Business Nationwide 600 – includes 600 free 1+ minutes
- Business Nationwide 1400 – includes 1400 free 1+ minutes
- Business Nationwide 2400 – includes 2400 free 1+ minutes

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)**3.1. Telecommunications Services (cont'd)****3.1.4. Local Service Plans (cont'd)****3.1.4.B. Business (cont'd)****4. Business Win-back Free Month Credit**

This offer is available to Win-back business Customers who subscribe to any currently available plan. To be eligible for a Win-back offer, the Customer must have previously had local service with Sage, then switched their service to another local service provider and is now returning to Sage as a Customer with local service. Customers must choose Sage as their intraLATA and interLATA long distance carrier to qualify and may not combine this offer with any other Sage promotions or offers.

Customers who qualify will receive a one-time credit for their monthly service plan bundled rate on their first bill from Sage Telecom. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good standing at the time of the credit is issued to receive the credit. The Business Win-back Free Month Credit is available on up to four (4) business lines per account. Sage reserves the right to cancel this offer at any time.

5. Business Free Month Offer

This offer is available to new Sage business Customers who subscribe to any currently available business plan. Customers must choose Sage as their intraLATA and interLATA long distance carrier to qualify. This credit may not be combined with any other Sage promotions or offers.

Customers who qualify will receive a credit equal to the amount of their monthly service plan bundled rate on their third invoice after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive the credit. The Business Free Month Offer is available on up to four (4) business lines per account. Sage reserves the right to cancel this offer at any time.

(N)

(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business (cont'd)

6. Free Month Business SAVE Offer

Current Sage business Customers who contact Sage Telecom about discontinuing their service may be eligible for the Free Month Business SAVE Offer on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least six (6) months, be in good payment standing and have a business type of service. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period.

Customers who qualify will receive a credit equal to the amount of their monthly service plan bundled rate on their first invoice after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. This offer is available on up to two (2) lines on a single business account. Customer must be in good payment standing at the time the credit is issued to receive the credit.

(D)

7. Business Multi-line Discount

Business Customers who subscribe to Sage Business Value are eligible for a discount on their bundled service for all lines after their first line per account. To be eligible, the Customer must have at least two (2) active business lines on the same account. Discount can be applied on up to nine (9) lines.

Customers who qualify will have their monthly service plan bundled rate discounted by 20 percent of the monthly recurring rate per line. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services.

(N)

(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.B. Business (cont'd)

8. Sage Business Value

The Sage Business Value plan includes the following bundled services:

- Basic Local Exchange Service, including unlimited local voice calling
- A choice of any of the following Custom Calling Features – Free:

Caller ID	Call Waiting
Call Forwarding	Multi-Line Hunt
Call Waiting ID	

- One hundred eighty (180) Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands. Rate for additional minutes is at a discounted \$0.05 rate.

Eligibility: This plan is available to business customers only in originating AT&T exchanges.

- Metropolitan or Regional calling where available at an additional charge of \$24.00 per line.

(N)

(N)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.C. Free Sage 1+ Long Distance

Sage Local Service Plans that include free Sage 1+ long distance minutes will be governed by the following rules and regulations.

1. The per minute rate for all direct dialed, 1+ long distance or 1+ intraLATA toll calls is \$0.05 per minute unless otherwise noted, and applies to calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands and outside the customer's local (free) calling area. The duration of each call is rounded to the next full minute.
2. Customer calls made with their free minutes will be marked as FREE in the long distance portion of their Sage bill. Calls where free minutes are used for some portion of the call will be marked with a symbol based on the type of free minutes used. Unused minutes in a billing period are lost.

The free minutes do not apply to calling card calls, operator assisted calls, and calls made to Directory Assistance.

(T)
|
|
|
|
(T)
|
(D)
|
|
|
|
(D)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.5. Non-Recurring Service Charges - Service charges may apply to all residential and business customers who subscribe to any of Sage's local service plans or request a move and/or change of certain types of telecommunications services.

- 3.1.5.A. The Installation Charge is a per order, nonrecurring charge that applies as follows:
1. Installation of local exchange service to a customer's premises for the first time.
 2. Installation of additional local exchange access lines to a customer's premises.
 3. A change in location of customer's equipment or service from one premise to another.
 4. A restoration of service due to suspension/disconnection from nonpayment of bill for telecommunications services.

(T)
|
|
|
|
(T)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.5. Non-Recurring Service Charges (cont'd)

3.1.5.B. An Order Processing Fee applies as follows, on a per order basis:

1. A telephone number change made at the customer's request.
2. A change to/from the company's Regional Service.
3. The addition or deletion of any Custom Calling Feature listed in Section 3.1.8; Caller ID Service listed in Section 3.1.9; Multi-Line Hunting Service listed in Section 3.1.10; Toll Restriction Service listed in Section 3.1.14; or Accounting Codes listed in Section 3.1.15.
4. A change of bill cycle dates made at the customer's request.
5. The splitting of single accounts into multiple bills at the customer's request.
6. Changes to customer service plan that have not been solicited by Sage Telecom.
7. A name change, at the customer's request, to the account name, Caller ID, or the directory listing.

3.1.5.C. A Copy of Call Records Fee applies when a customer requests a copy of these records for their own personal use. A Copy of Call Records is not a copy of the customer's invoice. Call Records include numbers called, duration of calls, and timing of such calls from incoming and outgoing of local, long distance, international, and operator service calls. A Copy of Call Records is \$25.00 per customer request for up to 3 months of Call Records.

(T)
|
|
|
(T)

3.1.5.D. A Referral Message Fee applies to active Sage customers who request a referral message as a result of a telephone number change or disconnection of a telephone number.

3.1.5.E. A Reconnect Fee will be applied on a per line basis for service that is restored due to suspension from nonpayment of bill for telecommunications services.

3.1.5.F. A Duplicate Invoice Charge will be applied on a per invoice basis to a Customer who requests a copy of a bill that has already been issued to such Customer, unless the Customer informs the Company, within 15 days of the issuance of the bill, that the original bill was not received. If a Customer or the Customer's representative, thereafter, requests additional copies of bills, a charge will apply for each requested bill.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.6. Operator Assisted Services (IntraLATA)

3.1.6.A. Operator Handled Calling - Operator Handled Calling Service is provided to Customers and Users of Sage's local exchange service. In addition to charges that would otherwise apply pursuant to other Sections of this Tariff, each operator call will be assessed a charge(s) as set forth within.

1. Person-to-Person - Calls completed with the assistance of a Sage operator to a particular person, station, department or PBX extension specified by the calling party.
2. Station-to-Station - Operator assisted calls other than Person-to-Person, including intraLATA collect and third party billed calls. Collect calls to coin telephones and transfers of charges to coin telephones will not be accepted. (T)

3.1.6.B. Directory Assistance - A service provided to Customers and Users of Sage's local exchange service that allows them to obtain directory assistance by calling the Directory Assistance operator (dialing 0-411).

1. Directory Assistance charges apply for all requests for which Sage's facilities are used. A maximum of two requested telephone numbers is permitted per Directory Assistance call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.
2. Non-published telephone numbers are not available from Directory Assistance Service.
3. No credit will be given for requested numbers that are non-published, or for requested telephone numbers that are not found in the directory.
4. Customers who qualify for an exemption from Directory Assistance charges through the DPUC for the Blind will not be charged for this service after Sage is in receipt of paperwork from the DPUC verifying their status. Credits will not be issued for Directory Assistance calls made prior to receipt of paperwork by Sage Telecom.
5. A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call;
6. To receive a credit, the Customer must notify the Sage operator or Business Office of the problem experienced.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.6. Operator Assisted Services (intraLATA)

3.1.6.C. Directory Assistance Call Completion - Provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

(D)

(D)

3.1.6.D. Busy Line Verification and Line Interrupt Service - Upon request of a calling party, the Company will verify a busy condition on a called line.

1. The operator will determine if the line is clear or in use and report to the calling party.
2. The operator will interrupt the call on the called line only if the calling party indicates an emergency.
3. A charge will apply when:
 - (a) The operator verifies that the line is busy.
 - (b) The operator verifies that the line is available for incoming calls.
 - (c) The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.6. Assisted Services (intraLATA) (cont'd)

3.1.6.D. Busy Line Verification and Line Interrupt Service (cont'd)

1. No charge will apply:

- (a) When the calling party advises that the call is to or from an official public emergency agency.
- (b) Under conditions other than those specified within, preceding.

2. Busy verification and interrupt service is furnished where and to the extent that facilities permit. The Customer shall identify and save Sage harmless against all claims that may arise from either party to the interrupted call or any person.

3.1.7. Telephone Directory Service - Sage, through its interconnection agreement SNET, will provide telephone directory services to its Customers. This includes listings in SNET's White Pages directory and directory assistance database. Services indicated by an * may be subject to set-up charges for newly created listings. The following telephone directory services are offered:

3.1.7.A Primary Listing – Primary directory listing in both SNET White Pages and Directory Assistance database. The listing is the actual name of the customer to whom the service is rendered, with the following exceptions:

1. For residential customers, the listing may be in the name of a member of the customer's family or household. A dual name listing may be provided for two (2) persons who share the same surname and reside at the same address (i.e., John and Jane Doe), or for a person known by two first names.
2. For business customers, the listing may be in the name of the business or of a member, officer, employee, or representative of the business. The listing may also include the name of a division, branch or department.
3. In the case of a business line operating at a residence, a dual name listing may be provided as described in #1 above.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)**3.1. Telecommunications Services (cont'd)****3.1.7. Telephone Directory Service (cont'd)**

- 3.1.7.B. White Pages Directory(s) - This service provides for the annual delivery of the White Pages directory. One (1) directory per residential household and one (1) directory per business line will be provided at no charge. Additional directories can be purchased at the request of the customer.
- 3.1.7.C. Non-Listed Service - For customers who desire their telephone numbers to be omitted from SNET's White Pages directory, but NOT the directory assistance database.
- 3.1.7.D. Non-Published Service - For customers who desire their telephone number to be omitted from SNET's White Pages directory, as well as the directory assistance database.
- 3.1.7.E. Regular Extra Listing* - An additional listing tied to the same number and address as the primary listing. For residential customers, the listing may be the names of members of the customer's family or of other persons residing in the customer's household. For business customers, additional listings may be requested for such things as names of partners or members of the firm, officers of a corporation, or the names of employees of the customer.
- 3.1.7.F. Extra Line Listing* - Extra line material may be provided in the alphabetical directory when, in the opinion of Sage Telecom, it facilitates the use of telephone service. Ordinarily, an extra line will be provided only when a customer has more than one listed telephone. An extra line consists of five words or any fraction thereof. When a customer needs more than five words to properly direct calls, he may arrange for two or more extra lines. If the customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information appear on the same line, two extra listing charges apply.
- 3.1.7.G. Alternate Listing* - Listing of an alternate telephone number to be called in case no answer is received at the primary call number or indicating an alternate telephone number to be called during certain periods or under certain circumstances in preference to the primary call number is permitted for customers to all classes of service. A phrase necessary to direct the method of calling and giving the number to call may be provided as an alternate listing.
- 3.1.7.H. Foreign Listing* - Used when a customer desires a listing in a directory published in an exchange other than the exchange serving the customer.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.7. Telephone Directory Service (cont'd)

- 3.1.7.I. Secretarial Listing* - A customer engaged in furnishing service of a secretarial nature may contract for telephone secretarial listings for the benefit of patrons under the following conditions: (A) No physical facilities shall be provided for the use of such patrons or tenants, other than public telephone service; (B) The customer subscribing for the secretarial listings is not to permit the use of his telephone service by such patrons; (C) Secretarial listings will be accepted only upon written authorization to Sage Telecom from the patron to be listed.
- 3.1.7.J. Additional Listing for Rotary Number Group* - Where a customer is served by two or more main lines in a series completion group arranged for a hunting operation, additional listings may be provided on any of the lines other than the first number in the group.
- 3.1.7.K. Residence Signature Listing – Distinctive directory listings available to residential customers.
- 3.1.7.L. Residence Family Space Listings* – Allows a residential customer to list the name or nickname of the household members in the directory. The listing is set apart from the preceding and following directory listings by white space and a border forming a box around the listing. Listings may be the names or nicknames of members of the customer's family or other persons residing in the customer's household. The number of names allowed is limited to the number of letters available on two lines.
- 3.1.7.M. Residence Personality Logo – Allows a residential customer to add a logo to a primary or an extra listing and enclose that listing in a box frame. The customer will choose from a list of logos prepared by THE SOUTHERN NEW ENGLAND TELEPHONE COMPANY.

(T)
(T)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)**3.1. Telecommunications Services (cont'd)****3.1.8. Custom Calling Features**

3.1.8.A. Service Offerings available to Customer's and End Users of Sage's local exchange service on local access lines only, subject to availability from the central office serving the customer:

1. Call Again - Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, Call Again will keep trying to call the number for a maximum of thirty (30) minutes, beginning with the customer's activation of Call Again, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. Call Again is available as a monthly plan or on a per use basis. Per use functionality is automatically provisioned on all lines. The customer may request to have Call Again taken off its lines.
2. Call Blocker - Enables the customer to block calls from pre-selected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list of up to 31 telephone numbers. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a recorded announcement.
3. Call Forwarding - Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between his Call Forwarding-equipped telephone and the telephone to which the call is being forwarded.

Includes Busy Line and Don't Answer features, as defined below. Customer may decline these additional features.

Call Forwarding - Busy Line allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network.

Call Forwarding - Don't Answer allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

4. Missed Call Dialing - Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, Missed Call Dialing will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Missed Call Dialing in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. This service will not function if the calling party's telephone number has been Call Forwarded. Also, this service will not function from a line that does not have an associated telephone number, e.g., multi-line hunting groups. Missed Call Dialing is available as a monthly plan or on a per use basis. Per use functionality is automatically provisioned on all lines. The customer may request to have the per use functionality taken off its lines.
5. Call Trace - Enables the customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, Call Trace will record the incoming call detail (not the conversation). A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The customer will not be provided the results of the trace (i.e., the telephone number traced). Such call detail may be provided only to law enforcement authorities upon proper request.

For further action to be taken, the customer is required to contact Sage Telecom via the telephone number provided in the Call Trace announcement.

At its opinion or upon receipt of proper request from a law enforcement agency, Sage will set up a temporary tracing arrangement using Call Trace or manual trap and trace where Call trace is not available at no charge to the customer when in the judgment of Sage or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

6. Call Waiting - Alerts a customer who is using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or terminating call.
7. Caller ID Deluxe Options - Allows customers to identify the name and/or number of an incoming caller when they are already speaking on the telephone and receive another phone call. Where facilities permit, Caller ID Deluxe Options service will display the name and/or number of the person calling on the customer's Customer Premises Equipment (CPE). Using this information, the customer may then decide how they want to handle the second caller from a menu choice known as Disposition Codes. The Disposition Codes appear on the customer's CPE as menu options. The available options for the disposition of the second caller include:
 - Talk to the second caller.
 - Provide the caller with a busy announcement.
 - Forward the call to a "wait a minute" or "call me back" message.
 - Route the new call to a voice mail box.
 - Allow the caller to join the conversation in progress.

Caller ID Deluxe Options is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting, Caller ID Name and Number, and Caller ID Deluxe.
- b. Customer wishing to route new calls to a voice mailbox must also subscribe to voice mail and the appropriate call forwarding service.
- c. Customers are responsible for furnishing their own compatible CPE, which should include the functionality necessary to execute the features of Caller ID Deluxe options.
- d. Available only where central office facilities permit.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

8. Caller ID Deluxe - Allows customers to subscribe to a part of the Caller ID Deluxe Options service. When a person is already speaking on the telephone and receives another phone call, Caller ID Deluxe service will allow for the display of the name and/or number of the new caller on the customer's CPE. This service allows the customer to decide if he wants to answer the new incoming call.

Caller ID Deluxe is offered subject to the following limitations:

- a. Customers must also subscribe to Call Waiting and Caller ID Name and Number.
 - b. Customers are responsible for furnishing their own compatible CPE, which should include the Caller ID capability necessary to display the calling party's name and/or number.
 - c. Available only where central office facilities permit.
9. Star Ring - Star Ring service permits a customer to establish up to three telephone numbers on the same access line and to distinguish calls to each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.

When a Star Ring customer subscribes to any Call Forwarding feature, dependent numbers can either be forwarded to the same number as the master number or receive no forwarding treatment at all.

When a Star Ring customer subscribes to Call Waiting, incoming calls to the master number will activate the standard Call Waiting tone. Incoming calls to the dependent numbers will activate a distinctive Call Waiting tone per dependent number.

A directory listing is furnished per telephone number. When a customer requests the dependent numbers to be non-published or non-listed, Sage Telecom will provide without charge. However, if the master number and all dependent numbers are non-published and/or non-listed, the appropriate monthly rate is applicable to the master number.

(T)

(T)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

10. Priority Call Ringing - Provides the customer with a distinctive ring or distinctive Call Waiting tone (if the customer has subscribed to Call Waiting and Priority Call Ringing), when the customer is called from pre-selected telephone numbers. The customer can construct or modify a telephone number screening list. Priority Call Ringing will screen incoming calls against the customer's list and provide the distinctive ring for telephone numbers on the list.
11. Remote Access to Call Forwarding - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "*" and "#". All charges incurred to access the remote number will be billed appropriately.
12. Priority Call Forwarding - Provides the customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. The customer may construct or modify a telephone number screening list. Priority Call Forwarding will screen incoming calls against the customer's list and forward only those calls from telephone numbers on the list. The maximum amount of telephone numbers available for each customer's list may vary depending on switch type. The Priority Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Priority Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

13. Speed Calling - Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Residential customers may store up to eight (8) telephone numbers. Business customers may store up to thirty (30) telephone numbers.

14. Three-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.

3.1.8.B. Calling features are subject to availability of facilities and compatibility with central office equipment, access lines, and customer premises equipment.

3.1.8.C. Call Again, Call Blocker, Missed Call Dialing, Call Trace, Priority Call Ringing, Priority Call Forwarding and Caller ID are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the Calling Party Number (CPN) and are linked by appropriate facilities.

3.1.8.D. Services with call forwarding capabilities (including Call Forwarding, Call Forwarding-Busy Line, Call Forwarding-Don't Answer) cannot be used on a continual basis to expand the local calling scope beyond that available to a customer's premise.

3.1.9. Caller ID Service - Display of Calling Number and/or Name on customer provided equipment. Available to Customers and End Users of Sage's local exchange service on local access lines only. Service includes:

3.1.9.A. Calling Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring.

3.1.9.B. Calling Name Delivery - Enables the Caller ID subscriber to identify the calling party by a displayed name before the call is answered. The displayed name is the name associated with the CPN. When a Calling Name Delivery equipped line is on-hook, the Calling Party Name is transmitted across the line during the silent interval between the first and second ring.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.9. Caller ID Service (cont'd)

3.1.9.C. Anonymous Call Rejection - Allows customer to automatically reject all calls that have been marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

3.1.9.D. Calling Name and Number Blocking - Any Sage Telecom calling party may prevent the delivery of CPN and of Calling Party Name to the called party by dialing an access code (*67 on their touch-tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code activated per call blocking is available at no charge. If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Per-Line Blocking will be available free of charge to:

(C)

- 1) shelters for domestic violence intervention, non-profit crisis intervention centers and help lines;
- 2) Federal, State and local law enforcement agency offices;
- 3) subscribers who have an immediate, verifiable safety concern with disclosure of their telephone number or name through Caller ID or Caller ID Deluxe, and provide either written verification by a shelter for victims of domestic violence that the subscriber is a client, a staff member or volunteer worker at the shelter, or written verification by a law enforcement agency that the subscriber has filed a complaint with the law enforcement agency concerning harassment, threats or other similar circumstances;
- 4) subscribers who self-certify in writing that; i) identification of their telephone number or name to called parties who subscribe to Caller ID or Caller ID Deluxe would create a risk to their safety or the personal safety of members of their household or business or others authorized to use their telephone and; ii) that the ability to block identification of the telephone number or name as each call is dialed is not adequate to protect their safety or that of members of their household or business or others authorized to use their telephone. The subscriber's certification must be sworn before an individual authorized to administer oaths.
- 5) subscribers who have non-published or non-listed telephone service.

(M, N)

Per-Line Blocking will be available on a subscription basis to any subscriber who does not meet the requirement for free per-line blocking.

(M, N)

Material previously located on this page now appears on Page 55.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.9. Caller ID Service (cont'd)

3.1.9.D. (cont'd)

Caller ID subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the Calling Number and/or Calling Name transmission.

Subscribers will automatically be provided with both Calling Number and Calling Name delivery, subject to availability in the central office that is servicing the subscriber. If the combination of the two is not available, the subscriber will receive whatever is available, either Calling Number OR Calling Name.

Caller ID features are subject to availability of facilities and compatibility with central office equipment (for both the calling and the called parties), access lines, and customer premises equipment.

Caller ID information will not be displayed under the following conditions: (a) if the called party is off-hook; or (b) if the called party answers during the first ring interval.

3.1.10. Multi-Line Hunting Service - This service is used to establish hunting arrangements between two or more of a customer's local exchange service access lines, and is available to Business and Residential Customers. Customers may choose from one of the following hunt group arrangements:

3.1.10.A. Series Hunting - The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.

3.1.10.B. Circle Hunting - Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered, the hunting will continue until it reaches the access line that was originally called.

3.1.10.C. Preferential Hunting - Individual access lines in an access line hunt group may have an associated preferential hunt list. This hunt list specifies a hunting sequence over a predetermined subset or preferential arrangement of up to 18 access lines before proceeding to hunt through the remaining access line hunt group.

Each hunt group arrangement is subject to availability in the customer's serving central office switch. All of the lines in a hunt group arrangement must be of the same class of service (i.e., same local calling plan).

Material appearing on this page was previously located on Page 54.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

- 3.1.11. Maintenance of Service - The Customer shall be responsible for the payment of all related charges for each service call by a Sage employee or contractor to the customer's premises where the service difficulty or trouble results from the use of terminal equipment, communications systems or premises cable and wire on the customer's side of the demarcation point.
- 3.1.11.A. Trouble Ticket Trip Fee - Applies for each dispatch during a normally scheduled work day where a technician is on duty. A normally scheduled work day is defined as 8AM to 5PM, Monday through Friday. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each technician. This charge also applies to dispatches during a normally scheduled work day where the technician(s) could not access the premises.
- 3.1.11.B. Emergency Service Call Charge – Applies for each dispatch outside a normally scheduled work day where an off duty technician is called in to perform the work. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each technician.
- 3.1.11.C. NID Move Charge – Applies for each dispatch related to relocating the customer's Network Interface Device (NID). This charge is in addition to either the Standard or Emergency Repair Charge, which will be determined based on the time of the dispatch.
- 3.1.12. Individual Case Basis (ICB) Arrangements - For special situations, rates for specialized services will be determined on an Individual Case Basis and specified by agreement between Sage and the Customer.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.13. 9-1-1 Telecommunication Service - All terms and conditions set forth in this Section are applicable to the services as defined in this Tariff.

3.1.13.A. Service Overview

1. When requested by local government authorities, the Company will provide 9-1-1 Telecommunications Service (9-1-1 Service) for the purpose of voice reporting emergencies by the public.
2. A Public Safety Answering Point (PSAP) is the answering point for a 9-1-1 call. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAP's answer first; Secondary PSAP's receive calls on a transfer basis only.
3. Any person dialing 9-1-1 from a telephone that is usable for local exchange telephone network access and arranged to provide 9-1-1 Service will be automatically connected to the appropriate Public Safety Answering Point (PSAP) for that telephone.
4. For the purposes of this Tariff, a Responding Agency is an agency that is prepared to provide one or more specific emergency services via calls received from a PSAP.
5. 9-1-1 calls originated from Sage's Local Exchange Service access facilities shall be completed to the appropriate PSAP without a charge being assessed to the calling party by Sage.
6. 9-1-1 Service may be classified as one of two types: Basic Service and Enhanced Service.
 - (a) Basic 9-1-1 Service provides for routing all 9-1-1 calls originated by telephone having telephone numbers beginning with a given central office prefix code or codes to a single PSAP that is prepared to receive those calls. Basic 9-1-1 Service has certain inherent features and optional features that may or may not be available with Enhanced 9-1-1 Service.
 - (b) Enhanced 9-1-1 Service provides certain features such as selective routing of 9-1-1 calls to a specific PSAP that is selected from the various PSAP serving Business Customers within that central office area. Enhanced 9-1-1 Service has certain other inherent and optional features that may or may not be available with Basic 9-1-1 Service.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.13. 9-1-1 Telecommunication Service (cont'd)

3.1.13.B. Regulations (These regulations apply to both Basic and Enhanced Service, as appropriate.)

1. This offering is limited to the provision and use of the digits 9-1-1 as the Universal Emergency Telephone Number (Code).
2. 9-1-1 Service is one-way service only.
3. Sage shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits 9-1-1 or to any other person who may be affected by the dialing of the digits 9-1-1. Sage's entire liability arising out of the provision of 9-1-1 Service under this tariff shall be limited as set forth in this Section and in the Rules.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.14. Toll Restriction Service - An optional, central office activated, service which prohibits anyone from originating a direct dialed (1+) or an operator assisted (0 or 0+) outgoing long distance call from a designated local exchange access line. Any such calls, when attempted, will be routed to a central office announcement which will inform the user that long distance calls are restricted from that line.

Toll Restriction Service will be provided as follows:

- 3.1.14.A. Toll Restriction Service can be placed on any Sage local access line where the customer has subscribed to one of Sage Telecom's local service plans.
- 3.1.14.B. Any local access lines with Toll Restriction Service ARE eligible for any free 1+ minutes allowable under Sage's Toll/Long Distance Promotion.
- 3.1.14.C. For business multi-line hunt groups, each local access line in the hunting group must be equipped with Toll Restriction Service.
- 3.1.14.D. Toll Restriction Service will not be provided on PBX trunks, at such time as Sage offers PBX-type service.
- 3.1.14.E. Toll Restriction Service is subject to availability in the central office serving the Sage customer.
- 3.1.14.F. The types of outbound long distance calls that are restricted are as follows:
 - 1. Any direct dialed 1+ long distance call. Examples include (1+Area Code+xxx-xxxx), (1+xxx-xxxx), (five-digit carrier access code + 1+xxx-xxxx), or (five-digit carrier access code + 1+Area Code+xxx-xxxx).
 - 2. Any local or long distance 0+ or 0 call, even in the event of an emergency. Examples include (0+Area Code+xxx-xxxx), (0+xxx-xxxx), (five-digit carrier access code + 0+xxx-xxxx), or (five-digit carrier access code + 0+Area Code+xxx-xxxx).
 - 3. Any Directory Assistance call for local or long distance numbers. Examples include (1+411) and (1+555-1212).
 - 4. Any call placed to a local DIAL 976 telephone number. Example (976-xxxx).
 - 5. Any call to an emergency telephone number if it is a long distance call.
- 3.1.14.G. The customer indemnifies and saves harmless Sage Telecom from any and all claims, losses and damages that may be caused by Toll Restriction Service.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.15. Dual Service

Dual Service, as part of an outside/physical move of telephone service, provides Sage business customers the ability to have service at both the old and the new location at the same time.

1. At the time a service order is placed to physically move telephone service, the customer may specify a period of time, not to exceed 30 days, that they want to receive Dual Service.
2. Dual Service can be provided as long as the customer's new location is served by the same Central Office, which is normally the case when the customer is able to keep their existing phone number(s).
3. Dual service begins on the Service Order Completion (SOC) date of the new service, and extends for the number of days specified by the customer at the time of the order.
4. The number of days specified by the customer at the time of the order CANNOT be changed.
5. When Dual Service is disconnected after the specified period of time, there may be a slight outage. The outage, if there is one, should not be significant.
6. The per line rate of \$45 is the same whether the service period is one day or 30 days. This is a non-recurring charge.
7. This service replaces coordinated moves. Coordinated (i.e. after hours) move are no longer an option.

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

3.1.16. Tell-A-Friend Plan

For referred customers who initiate service between June 8, 2009 and March 31, 2010, the Tell-A-Friend Plan provides two credits of \$50 each to local exchange service customers of Sage for referring a local exchange service customer to Sage and who choose Sage as their long distance carrier. Referring customers can earn two credits for each customer referred, provided they meet all terms and conditions of the program. (T)

To qualify for the first \$50 credit, referred customer must initiate service with Sage Telecom between June 8, 2009 and March 31, 2010 and remain a Sage local exchange service customer in good standing for a minimum of ninety (90) days with a standard class of service. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to ninety (90) days from their service date or if either the referring or referred customer has not maintained good payment standing. (T)

To qualify for the second \$50 credit, referred customer must initiate service with Sage Telecom between June 8, 2009 and March 31, 2010 and remain a Sage local exchange service customer in good standing for a minimum of twelve (12) months with a standard class of service. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to twelve (12) months from their service date or if either the referring or referred customer has not maintained good payment standing. (T)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

[Reserved for Future Use}

(D)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

[Reserved for Future Use}

(D)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

[Reserved for Future Use}

(D)

SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D)

3.1. Telecommunications Services (cont'd)

[Reserved for Future Use]

(D)

SECTION 4 - RATES AND CHARGES

4.1. Local Exchange Service - The following rates and charges are applicable to Residential and Business Customers.

4.1.1. Non-Recurring Service Charges

Service Charge Type	Residence	Business
Installation Charge	\$ 65.00	\$ 75.00
Copy of Call Records*: Per customer request for up to 3 months of Call Records	\$25.00	\$25.00
Order Processing Fee:		
Telephone Number Change	\$ 25.00	\$ 25.00
All Others	\$ 9.50	\$ 9.50
Referral Message Fee	\$ 10.00	\$ 10.00
Reconnect Fee	\$ 65.00	\$ 75.00
Duplicate Invoice Charge	\$ 5.00	\$ 5.00

(T)

* This fee applies to requests from customers for a copy of call records. Copies requested by law enforcement with a valid legal subpoena are at no charge.

(T)

4.1.2. Monthly Local Service Plan Charges - All rates are per line.

4.1.2.A. Residential

	<u>Monthly Rate</u>
Simply Savings	\$29.99
Simply Savings PLUS	\$35.24
Simply Savings COMPLETE	\$41.99
Simply Savings Choice	\$29.99
Sage Simply Savings Unlimited – All Zones	
Tier 1 (0 – 1200 mou/month threshold)	\$41.99
Tier 2 (1201 - 2400 mou/month threshold)	\$60.99
Tier 3 (2401 + mou/month threshold)	\$99.99
Sage Simply Savings Preferred	\$32.99
All Zones	
Sage Simply Savings Essentials	\$27.99
All Zones	
Sage Simply Savings Essentials – Features	\$27.99
All Zones	
Uniendo Familias Plan	
All Zones	\$29.99
PremierCall Plan	
All Zones	\$41.99
EasyCall Plan	\$23.99
ValuePlus Plan	\$31.99
Sage Nationwide Calling All Zones	
Tier 1 (0 - 1200 mou/month threshold)	\$39.99
Tier 2 (1201 - 2400 mou/month threshold)	\$59.99
Tier 3 (2401 + mou/month threshold)	\$99.99

Issued: June 10, 2011

Effective: June 15, 2011

Issued By:
John Debus
Sr. Vice President, CFO, Treasurer
Sage Telecom, Inc.
3300 E. Renner Road, Suite 350
Richardson, Texas 75082-2800

CTL1105

SECTION 4 - RATES AND CHARGES

4.1. Local Exchange Service (cont'd)

4.1.2. Monthly Local Service Plan Charges

4.1.2.A. Residential (cont'd)

Sage EZChoice Plan	
All Zones	\$23.99
ValueChoice	
All Zones	\$29.99

4.1.2.B. Business

	<u>Monthly Rate</u>
Business Choice Plan	\$ 39.99
Sage Business Advantage Pro	\$ 34.99
Business Nationwide 120	\$ 4.99
Business Nationwide 600	\$ 17.99
Business Nationwide 1400	\$ 29.99
Business Nationwide 2400	\$ 34.99
Business Value	\$ 37.00 (I)
Business Value with Metropolitan Calling	\$ 60.00

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.1. Local Exchange Service (cont'd)

4.1.3. IntraLATA Rates

4.1.3.A. Per minute rate: \$ 0.15 (For customers who do not select Sage as both their InterLATA and IntraLATA carrier. All calls are rounded up to the next full minute.)

Per IntraLATA carrier change to carrier other than Sage Telecom	Charge
For customers with Sage Home Service Package or Sage Business Service Packager	\$ 7.50 per line
For all other Local Service Plans	\$ 7.50 per line

4.1.3.B. Per minute Rate: \$0.05 (For customers who have selected Sage for InterLATA and IntraLATA carrier unless otherwise noted. All calls are rounded up to the next full minute.)

Discount* Rate per Minute \$0.04

*Discount is available on select plans as identified in this tariff.

A discounted per minute rate is available on the EasyCall Plan at the customer's request for a monthly recurring charge of \$4.00.

Discounted Rate per Minute \$0.05

4.1.4. Operator Assisted Service Rates

4.1.4.A. Operator Handled Calling

In addition to applicable usage charges, the following operator-assisted charges will apply:

Person-to-Person

Local \$ 1.00 per call
IntraLATA \$ 1.00 per call

Station-to-Station

Local \$ 3.00 per call
IntraLATA \$ 3.00 per call

(I)

The term "Local" is meant to mean a call placed to a point within the customer's local calling area as defined by the applicable local service plan.

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.1. Local Exchange Service (cont'd)

4.1.4 Operator Assisted Service Rates (cont'd)

4.1.4.B. Directory Assistance Service

Directory Assistance

Local/IntraLATA Direct Dialed (1-411)

\$1.99 per call

(I)

Local/IntraLATA Via Operator (0-411)

\$1.99 per call

(I)

InterLATA Directory Assistance Calls (1 + (Area Code) 555-1212)

\$1.99 per call

4.1.4.C. Busy Line Verification and Line Interrupt Service

Busy Line Verification

\$ 3.00 per request

Line Interrupt

\$ 3.00 per request

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.1. Local Exchange Service (cont'd)

4.1.5 Telephone Directory Service Rates (Per Month)

Service Type	Rate
Non-Listed Service	
Primary Line	\$ 2.00
Additional Line	\$ 2.00
Non-Published Service	\$ 3.35
Regular Extra Listing	
Residential	\$ 1.50
Business	\$ 2.15
Extra Line Listings	
Residential	\$ 1.50
Business	\$ 2.15
Alternate Listings	
Residential	\$ 1.50
Business	\$ 2.15
Foreign Listings	
Residential	\$ 1.50
Business	\$ 2.15
Cross-Reference Listings	\$ 2.50
Secretarial Listing	\$ 3.00
Additional Listing for Rotary Number Group	\$ 2.50
Residence Signature Listing	\$ 3.00
Residence Family Space Listing	\$ 7.00
Residence Personality Logo	\$ 5.00

(D)

(D)

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.1 Local Exchange Service (cont'd)

4.1.5. Telephone Directory Service Rates_ (cont'd)

* Set-up Charges for newly created listings apply as follows:

	<u>Rate</u>
Residential	\$10.00
Business	\$15.00

4.1.6. Custom Calling Features Rates (Monthly rates unless otherwise noted.)

4.1.6.A Rates below are for all Sage EZChoice, EasyCall, ValuePlus, ValueChoice and PremierCall plans (T)

Feature	Residential Rate
Anonymous Call Rejection	\$3.75
Call Again	\$3.75
Call Again (per occurrence)	\$1.90
Call Blocker	\$3.75
Call Forwarding	\$3.75
Missed Call Dialing	\$1.90
Missed Call Dialing (per occurrence)	\$ 1.00
Call Trace (per occurrence)	\$3.75
Call Waiting	\$3.75
Caller ID Deluxe Options	\$3.75
Caller ID Deluxe	\$1.00
Star Ring	\$3.75
Priority Call Ringing	\$3.75
Remote Access to Call Forwarding	\$3.75
Priority Call Forwarding	\$3.75
Speed Calling	\$3.75
Three-Way Calling	\$3.75
Three-Way Calling (per occurrence)	\$1.90

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.1 Local Exchange Service (cont'd)

4.1.6 Custom Calling Features Rates (Monthly rates unless otherwise noted.)

4.1.6.B Rates below are for all other Sage service plans

Feature	Residential Rate	Business Rate
Anonymous Call Rejection	\$ 0.00	\$ 0.00
Call Again	\$ 5.25	\$ 6.25
Call Again (per occurrence)	\$ 1.90 (I)	\$ 1.90 (I)
Call Blocker	\$ 5.25	\$ 6.25
Call Forwarding	\$ 5.25	\$ 6.25
Missed Call Dialing	\$ 5.25	\$ 6.25
Missed Call Dialing (per occurrence)	\$ 1.90 (I)	\$ 1.90 (I)
Call Trace (per occurrence)	\$ 5.25	\$ 6.25
Call Waiting	\$ 5.25	\$ 6.25
Caller ID Deluxe Options	\$ 5.25	\$ 6.25
Caller ID Deluxe	\$ 1.00	\$ 1.00
Star Ring	\$ 4.70	\$ 7.70
Priority Call Ringing	\$ 5.25	\$ 6.25
Remote Access to Call Forwarding	\$ 5.25	\$ 6.25
Priority Call Forwarding	\$ 5.25	\$ 6.25
Speed Calling	\$ 5.25	\$ 6.25
Three-Way Calling	\$ 5.25	\$ 6.25
Three-Way Calling (per occurrence)	\$ 1.90 (I)	\$ 1.90 (I)

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.1. Local Exchange Service (cont'd)

4.1.7. Caller ID Service

Rates below are for all Sage service plans

	<u>Monthly Rate</u>
Residential	\$ 8.25
Business	\$ 9.75
Per Line Block	\$2.00*

(N)

4.1.8. Multi-Line Hunting Service Rate

Per local access line additive to monthly Local Exchange service plan rates:

	<u>Monthly Rate</u>
Residential	\$ 3.59
Business	\$ 3.59

4.1.9. Maintenance Visit Charge

<u>Charge Type</u>	<u>Rate</u>
Trouble Ticket Trip Fee	\$75.00
Emergency Service Call Charge	\$300.00
NID Move	\$100.00 plus Standard or Emergency charge

* Customers who do not qualify for the free Per Line Block service.

(N)

SECTION 4 - RATES AND CHARGES, (CONT'D)

4.2. Inbound Only Toll Free Service (8xx) (T)

4.2.1. The rate per minute is \$ 0.10. A \$0.50 per call surcharge will apply to all calls placed from a payphone.

4.2.2. The duration of each call is rounded up to the nearest minute.

4.3. Connecticut Service Fund

4.3.1. General

a. The Connecticut Service Fund Surcharge is a monthly rate that recovers the company's costs of the Lifeline and Telecommunications Relay Service (TRS) programs.

4.3.2. Rates and Charges

a. The following rate will be revised annually.

	<u>Monthly Rate</u>
Per line or Trunk	\$0.05

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.0 General - From time to time, Sage Telecom may elect to offer promotions and discounts to all similarly situated residential and business Customers. In some cases, the Customer may be required to retain the service for a specific period in order to qualify for the promotion.

Sage Telecom will provide written notice to the Commission no less than three (3) days prior to beginning of each promotion period identifying the promotion, identifying the areas offered, the beginning and ending dates of the promotion, and the specific type of waiver or credit. If facilities permit, all residence and/or business Customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residential or business services.

5.1 **[Reserved for Future Use]**

(D)

5.2 **[Reserved for Future Use]**

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.6 **[Reserved for Future Use]**

5.7 **[Reserved for Future Use]**

(D)

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS**5.11 Tell-A-Friend Plan Promotion**

For referred customers who initiate service between April 1, 2010 and January 1, 2012, the Tell-A-Friend Plan provides two credits of \$75 each to local exchange service customers of Sage for referring a local exchange service customer to Sage and who choose Sage as their long distance carrier. Referring customers can earn two credits for each customer referred, provided they meet all terms and conditions of the program. (T)

To qualify for the first \$75 credit, referred customer must initiate service with Sage Telecom between April 1, 2010 and January 1, 2012, and remain a Sage local exchange service customer in good standing for a minimum of ninety (90) days with a standard class of service. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to ninety (90) days from their service date or if either the referring or referred customer has not maintained good payment standing. (T)

To qualify for the second \$75 credit, referred customer must initiate service with Sage Telecom between April 1, 2010 and January 1, 2012, and remain a Sage local exchange service customer in good standing for a minimum of twelve (12) months with a standard class of service. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to twelve (12) months from their service date or if either the referring or referred customer has not maintained good payment standing. (T)

5.12 [Reserved for Future Use]**5.13 [Reserved for Future Use]**

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.14 **[Reserved for Future Use]**

(D)

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.15 **[Reserved for Future Use]**

5.16 **[Reserved for Future Use]**

5.17 **[Reserved for Future Use]**

(D)

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.21 **[Reserved for Future Use]**

(D)

5.22 **[Reserved for Future Use]**

5.23 **[Reserved for Future Use]**

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.24 **[Reserved for Future Use]**

5.25 **[Reserved for Future Use]**

5.26 **[Reserved for Future Use]**

5.27 **[Reserved for Future Use]**

(D)

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.28 **[Reserved for Future Use]**

(D)

5.29 **[Reserved for Future Use]**

5.30 **[Reserved for Future Use]**

(D)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.31 **[Reserved for Future Use]**

(D)

5.32 **[Reserved for Future Use]**

5.33 **[Reserved for Future Use]**

(D)