

TITLE PAGE**LOCAL EXCHANGE AND INTRASTATE INTEREXCHANGE
TELECOMMUNICATIONS SERVICES**

This tariff applies to the resold and facilities-based local exchange and intrastate interexchange telecommunications services furnished by Sage Telecom, Inc. ("Sage" or "Company") in the State of Ohio. This tariff applies to residential and business customers. This tariff is on file with the Public Utilities Commission of Ohio (PUCO), and copies may be inspected, during normal business hours, at the Company's principal place of business, 805 Central Expressway South, Suite 100, Allen, Texas 75013. This tariff complies with PUCO rules and Ohio statutes applicable to the Company.

Issued: May 22, 2003

Effective: June 23, 2003

Issued By:
Robert W. McCausland
Vice President, Regulatory Affairs
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

CHECK SHEET

Pages 1 through 61, inclusive of this Tariff are effective as of the date shown. Revised sheets as named below contain all changes from the original tariff that are in effect on the date thereof.

<u>Page</u>	<u>Number of Revisions Except as Indicated</u>
1	Original
2	Seventy-Eighth*
3	Fifty-Eighth*
4	First
5	First
6	Original
7	Second
7.1	Original
8	First
8.1	Original
9	First
9.1	Original
10	Fourth
11	Third
11.1	Original
12	Original
13	First
14	Original
15	Second
16	Sixth
16.1	Original
17	Third*
18	Fourth
19	Original
20	Original
21	Third
22	Second*
23	Third*
23.1	Third
24	First
25	Original
26	Original
27	Original
28	Eighth
29	Sixth
29.1	Fifth
29.2	Fourth
29.3	Fifth
29.4	Fourth
29.5	Fifth
29.6	First
29.7	Third
29.8	Third
29.9	Second
29.10	Third
29.11	Second
29.12	Second
29.13	Third
30	Fifth

*New or revised filing

Issued: March 18, 2009

Effective: April 17, 2009

Issued By:
Robert W. McCausland
Vice President and Secretary
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

OHL0904

CHECK SHEET (cont'd)

<u>Page</u>	<u>Number of Revisions Except as Indicated</u>
31	Eleventh
32	Fifth
33	Original
34	Second*
35	First
36	Second
36.1	First
37	Original
38	Original
39	Original
40	Original
41	Second
42	Original
43	Original
44	First
45	Third
46	Second
47	Second
48	Second
49	Fifth
50	Third
51	Second
52	Second
53	First
54	First
55	Ninth
55.1	Fourth
55.2	Fourth
55.3	Fifth
55.4	First
55.5	Fifth
55.6	Third
55.7	Fourth
55.8	Second
55.9	Third
55.10	Fourth
55.10.1	Original
55.11	First
55.12	First
55.13	Third
56	Sixteenth
56.1	Third
57	Tenth*
58	Second
59	Fifth*
60	Sixth
61	Fourth

*New or revised filing.

Issued: March 18, 2009

Effective: April 17, 2009

Issued By:
Robert W. McCausland
Vice President and Secretary
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

OHL0904

TABLE OF CONTENTS

	<u>Page No.</u>	
TITLE PAGE	1	
CHECK SHEET	2	
TABLE OF CONTENTS	4	
TARIFF FORMAT SHEET	6	
SECTION 1 - DEFINITIONS	7	
SECTION 2 - RULES AND REGULATIONS	10	
2.1 Undertaking of Sage.....	10	
2.2 Use of Service	10	
2.3 Limitations	10	
2.4 Liabilities of Sage.....	11	
2.5 Responsibilities of the Customer.....	13	
2.6 Application for Service	14	
2.7 Establishing Credit, Deposits and Advance Payments	15	
2.8 Payment of Charges	15	
2.9 Interruption of Service.....	17	
2.10 Restoration of Service	17	
2.11 Disconnection of Service by Customer	17	
2.12 Cancellation for Cause	18	
2.13 Use of Company's Service by Others	19	
2.14 Notice and Communication.....	19	
2.15 Taxes, Surcharges and Utility Fees	20	
2.16 Customer Billing Inquiries	20	
SECTION 3 - DESCRIPTION OF SERVICES	21	
3.1 Local Exchange Telecommunications Services	21	
3.1.1 General	21	
3.1.2 Service Description	21	
3.1.3 Service Areas and Local Calling Scopes.....	24	
3.1.4 Local Service Plans	28	
3.1.5 Non-Recurring Service Charges.....	31	
3.1.6 Operator Assisted Services.....	31	
3.1.7 Telephone Directory Service.....	34	
3.1.8 Custom Calling Features	36	
3.1.9 Caller ID Service.....	40	
3.1.10 Multi-Line Hunting Service	41	
3.1.11 Maintenance of Service.....	41	
3.1.12 Individual Case Basis (ICB) Arrangements	42	
3.1.13 9-1-1 Telecommunication Service	42	
3.1.14 Toll Restriction Service.....	43	
3.1.15 Tell-A-Friend Program.....	44	
3.1.16 Number Intercept Treatment	44	
3.1.17 Service Connection Assistance	45	
3.2 Directory Assistance	48	(CT)
3.3 Operator Services	48	(CT) (RT) (RT)

TABLE OF CONTENTS (cont'd)

	<u>Page No.</u>	
SECTION 4 - RATES AND CHARGES	49	
4.1 Local Exchange Service	49	
4.1.1 Non-Recurring Service Charges	49	
4.1.2 [Reserved for Future Use]	49	(CT)
4.1.3 Operator Assisted Service Rates	50	
4.1.4 Telephone Directory Service Rates	50	
4.1.5 Custom Calling Features Rates	51	
4.1.6 Caller ID Service	51	
4.1.7 Multi-Line Hunting Service Rate	51	
4.1.8 Maintenance Visit Charge	52	
4.1.9 Individual Case Basis (ICB) Arrangements	52	
4.1.10 Toll Restriction Service	52	
4.1.11 Tell-A-Friend Program	52	(RT)
		(RT)
 SECTION 5 - PROMOTIONS AND DISCOUNTS	 55	
5.0 General	55	
 SECTION 6 – PRICE LIST	 56	
6.1 Local Exchange Service	56	
6.1.1 Non-Recurring Service Charges	56	
6.1.2 [Reserved for Future Use]	56	(CT)
6.1.3 Operator Assisted Service Rates	57	
6.1.4 Telephone Directory Service Rates	57	
6.1.5 Custom Calling Features Rates	58	
6.1.6 Caller ID Service	58	
6.1.7 Multi-Line Hunting Service Rate	58	
6.1.8 Maintenance Visit Charge	59	
6.1.9 Individual Case Basis (ICB) Arrangements	59	
6.1.10 Feature Packaging	59	
6.1.11 Tell-A-Friend Program	59	(RT)
		(RT)
6.2 Directory Assistance	60	(CT)
6.3 Operator Services	61	(CT)
6.4 Miscellaneous Services	61	(AT)
6.5 High Usage Charge	61	(AT)

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 Public Utilities Commission of Ohio. 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 Commission is not always the tariff page in effect. Customers should consult with check sheet for the page currently in effect.
3. Paragraph Numbering Sequence. There are nine (9) 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 Sheet of Effective Pages. When a tariff filing is made with the Commission, an updated Check Sheet of Effective Pages (“Check Sheet”) accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet 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 Sheet if these are the only changes made to it (i.e., the format, *etc.*). Customers should refer to the latest Check Sheet to find out if a particular page is the most current page on file with the Commission.
5. Symbols Used in This Tariff.
 - (AT) To signify addition to text.
 - (C) To signify a correction.
 - (CP) To signify a change in practice.
 - (CR) To signify a change in rate.
 - (CT) To signify a change in Text.
 - (DR) To signify a discontinued rate.
 - (FC) To signify a change in format lettering or numbering.
 - (MT) To signify moved text.
 - (NR) To signify a new rate.
 - (RT) To signify a removal of text.

SECTION 1 - DEFINITIONS

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.

Agency – For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

(AT)
(AT)

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 or constructively-ordered communications Services for the Customer and Customer’s Authorized Users. Upon acceptance by Sage, the Application for Service or Constructive Order becomes a binding contract between the Customer and Sage for the provision and acceptance of Services.

(CT)
|
(CT)

Attendant – An operator of a PBX console or telephone switchboard.

(AT)

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, corporation, or other entity that is authorized by the Customer to be connected to the service of the Customer.

(CT)
(CT)

Basic Local Exchange Service – Basic Local Exchange Service means end user access to and usage of telephone company-provided services that enable a customer, over the primary line serving the customer’s premises, to originate or receive voice communications within a local service area. Basic Local Exchange Service is further defined in OH Rule 4901:1-6-01.

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

Business Hours - The phrase “business hours” means the time after 8:00A.M. and ending at 5:00 P.M., local time at the place of the Company operation, Monday through Friday excluding holidays.

(CT)
(CT)

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 805 Central Expressway South, Suite 100, Allen, Texas 75013-2789.

Call Initiation – The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

(AT)
(AT)

(MT)

|
|
|
|

Material previously located on this page now appears on Page 7.1.

(MT)

SECTION 1 - DEFINITIONS

<u>Called Station</u> - The terminating point of a call (<i>i.e.</i> , the called number).	(MT)
<u>Calling Station</u> - The originating point of a call (<i>i.e.</i> , the calling number).	(MT)
<u>Call Termination</u> – The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.	(AT) (AT)
<u>Calling Area</u> - A specific geographic area so designated for the purpose of applying a specified rate structure.	(MT)
<u>Carrier</u> - The term “Carrier” means Sage Telecom, Inc.	(MT, CT)
<u>Central Office</u> –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.	(MT,CT)
<u>Competitive Local Exchange Carrier</u> (“CLEC”) or Alternative Local Exchange Carrier (“ALEC”) - means any entity or person providing local exchange services in competition with an ILEC or LEC.	(MT, CT)
<u>Commission</u> – Public Utilities Commission of Ohio (PUCO)	(MT)

Material appearing on this page was previously located on Page 7.

SECTION 1 – DEFINITIONS (cont'd)

Company - The term “Company” means Sage Telecom, Inc. (CT)

Customer - The person, firm, partnership, corporation or other entity that uses service under the terms and conditions of this tariff and is responsible for the payment of charges. (CT)
(CT)

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” means 8:00 A.M. to, and ending at, 5:00 P.M. local time at the originating city, Monday through Friday, excluding Company specific holidays. (CT)

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.

Discretionary Service – Any services sold as an add-on to customer’s basic local exchange service, including, but not limited to voice mail, Caller ID, Call Waiting, Call Forwarding. (AT)

Emergency – A situation that appears to present immediate danger to a person or property.

Emergency Service – (Enhanced 911) – Allows customers to reach appropriate emergency services, including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer’s address and telephone information will be provided to the primary E911 provider for display at the Public Safety Answering Point (PSAP).

E911 Customer – A municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at a minimum, for emergency police and fire services through the use of one telephone number, 911 and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

E911 Service Area – The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance. (AT)

End User - Any person, firm, partnership, corporation or other entity that uses the service of the Company under the terms and conditions of this tariff. (CT)
(CT)

Error – A discrepancy or unintentional deviation by the Company from what is correct or true. An “error” can also be an omission in records. (AT)
(AT)

Exchange - 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 services in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications services within that area. (CT)
|
(CT)

(MT)
|
(MT)

Material previously located on this page now appears on Page 8.1.

SECTION 1 – DEFINITIONS (cont'd)

<u>Exchange Access Line</u> – A central office line furnished for direct or indirect access to the exchange system.	(AT)
<u>Facility (or Facilities)</u> - Any item or items of communications plant or equipment used to provide or connect to Sage Services.	(MT) (MT)
<u>FCC</u> - Federal Communications Commission.	(MT)
<u>Final Account</u> – The statement submitted at the close of a customer’s account reflecting the final account balance.	(AT)
<u>Holiday</u> - 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.	(MT) (MT)
<u>ICB</u> – Individual Case Basis. All ICB’s will be made available to the Commission upon request.	(AT)
<u>Incumbent Local Exchange Carrier</u> (“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.	(MT)
<u>Incomplete Call</u> - Any call where voice transmission between the calling party and the called station is not established (<i>i.e.</i> , busy, no answer, etc.).	(MT)
<u>Interexchange Carrier (“IXC”)</u> - A long distance telecommunications services provider that furnished services between exchange areas irrespective of the type(s) of facilities or technologies used.	(MT, CT) (MT, CT)
<u>Investigative or Law Enforcement Officer</u> – An officer of the United States, a state or a political subdivision of the United States which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.	(AT)
<u>Last Number Redial</u> – Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.	(AT)
<u>Local Access Transport Area (“LATA”)</u> - A geographic 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 any other geographic area designated as a LATA in the National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4.	(MT, CT) (MT, CT)

Material appearing on this page was previously located on Page 8.

SECTION 1 – DEFINITIONS (cont'd)

Local Exchange Company (“LEC”) - A company that furnishes intraLATA telecommunication services. (CT)

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.

Local Service – Telephone exchange service within a local calling area. (AT)

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. (CT)

NPA - Numbering Plan Area or area code. (CT)

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. (CT)

PBX – A private branch exchange. (AT)

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. (CT)
(CT)

Presubscription – An arrangement whereby a Customer may select and designate to the Company an Exchange Carrier it wishes to access, without an access code, for completing intraLATA and interLATA toll calls. The selected Exchange Carrier is referred to as the End User’s Primary Interexchange Carrier (PIC). (AT)
(AT)

Primary Interexchange Carrier (“PIC”) - The interexchange carrier to which a switched access line is presubscribed.

Private Branch Exchange Service – Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines of a switchboard or dial apparatus. (AT)
|
|

Rate Center – Company-designated service locations from which service is rendered or rated. |
|

Recurring Charges – The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service. (AT)
(MT)

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. |
(MT)

Material previously located on this page now appears on Page 9.1.

SECTION 2 - RULES AND REGULATIONS**2.1. Undertaking of Sage**

- 2.1.1. Sage undertakes to provide local exchange and interexchange telecommunications services within the State of Ohio on the terms and conditions and at the rates and charges specified herein. The Company's intrastate interexchange services are only provided to customer's 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.
- 2.1.3. Sage's Services and facilities are intended to be available twenty-four (24) hours per day, seven (7) days per week. (CT)

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 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 or provision of this Tariff consistent with the requirements and procedures in compliance with MTSS Rules 4901-1-5-06 and 4901-1-5-17.

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. (AT)
- 2.3.2. Sage reserves 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, consistent with MTSS Rules 4901:1-5-17. Pursuant to a wholesale supplier's contractual provision, Sage will limit up to ten lines per service location. (AT)
- 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 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, consistent with MTSS Rules 4901:1-5-17.

Issued: January 26, 2009

Effective: February 25, 2009

Issued By:
Robert W. McCausland
Vice President and Secretary
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

OHL0902

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.3. Limitations (cont'd)

2.3.5. 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.

2.3.6. 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.

2.3.7. Abuse or fraudulent use, harassment, and like terms include, but is not limited to situations described in Sections 2.3.5, 2.3.6, 2.12.7 or following: (CT)
(CT)

2.3.7.1 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;

2.3.7.2 the use of profane, obscene, or otherwise threatening language; (CT)

2.3.7.3 the impersonation of another with fraudulent intent;

2.3.7.4 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;

2.3.7.5 the use of the service for any purpose other than as a means of communication;

2.3.7.6 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

2.3.7.7 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.

2.3.7.8 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.

2.3.7.9 any use of service or known plans to use the service in a manner contrary to the security of the United States of America or contrary to the safety or security of its citizens;

Service may be disconnected during normal business hours on or after the date specified in the notice of disconnection. Except for instances involving harm to the network, safety or security of others, or matters involving National Security, or as directed by Law Enforcement, service shall not be disconnected on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.3. Limitations (cont'd)

- 2.3.8 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. (AT)
- 2.3.9 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. (AT)

2.4 Liabilities of Sage (MT)

- 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 the Application for Service by the customer. Unless caused by the negligence or willful misconduct of the company, its liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the period during which the call was affected. Credit will be calculated pursuant to MTSS Rule 4901:1-5-16.
- 2.4.2. Reserved for future use.
- 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. (MT)

Material appearing on this page was previously located on Page 11.

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 (as approved by the Commission), governmental agency, war, civil disturbance, court order, or any other act beyond its reasonable control authorized and covered by MTSS 4901:1-5-16, 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 third-party 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 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 those allowed by MTSS Rule 4901:1-5-16.

SECTION 2 - RULES AND REGULATIONS (cont'd)**2.5. Responsibilities of the Customer** (cont'd)

- 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.
 - 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.
- This section is not applicable to a service order for one single-dwelling unit or for one business location.
- 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.

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 Commission regulations. Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.
- 2.6.2. When a customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

Where the Company has notified a customer or prospective customer of the possibility that special expenses may be incurred in connection with provisioning their service, and then the Company does incur such expenses. Expenses could include special construction, or where the special arrangements of facilities or equipment have begun before the Company received a cancellation notice. The charge will be equal to the costs actually incurred, less net salvage.

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, pursuant to MTSS Rule 4901:1-5-13.

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.

(RT)
(RT)**2.7.3. Deposits**

To safeguard its interests, the Company may, in accordance with MTSS Rules 4901:1-17 and 4901:1-5-13 of the Ohio Administrative Code, require a Customer to establish credit and make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges.

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. Sage will provide notice to its customers regarding rate increases and rates in effect during the billing cycle consistent with MTSS Rules 4901:1-5-7 and -15.

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. Customers will have the option to spread local exchange telephone service installation charges over a period of three months.

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.8. Payment of Charges (cont'd)

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 fourteen (14) days after the mail date of invoice will be considered past due. In the event that a postmark on a customer's payment received after the due date is not discernible, a three day mailing period will be presumed. If the last calendar day for remittance falls on a Sunday, legal holiday, or other day when the offices of Sage are not open to the general public, the final payment date shall be extended through the next business day.

2.8.6. If any portion of the payment is not received by Sage, or if any portion of the payment is received by Sage in funds that are not immediately available, then a late payment penalty may be assessed. Charges greater than \$50.00 left unpaid sixteen (16) days after the mail date of the invoice are subject to a late payment charge of \$6.00. The late payment penalty shall apply to all customers. The late payment penalty will not be placed on the customer's account until the next bill cycle.

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 pursuant to MTSS Rule 4901:1-5-17. 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 Public Utilities Commission. The complaint may be filed at the following address:

Service Monitoring and Enforcement Department
Public Utility Commission of Ohio
180 East Broad Street, Tenth Floor
Columbus, Ohio 43215-3793

(CT)

(CT)

The Customer may also contact the Commission via email at www.puco.ohio.gov or by toll-free at 1-800-686-7826 or for TDD-TTY at 1-800-686-1570 from 8:00am to 5:30 pm (EST) weekdays. Residential customers may also contact the Ohio Consumer's Counsel for assistance with complaints and utility issues by toll-free at 1-877-742-5622 from 8:00am to 5:30 pm (EST) weekdays or at www.pickocc.org.

(CT)

|

|

|

(CT)

2.8.7. 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.

2.8.8. Sage may assess up to a maximum rate of a forty dollar (\$40.00) 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.

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.8. Payment of Charges (cont'd)

(MT)

2.8.9. If service is suspended/disconnected by Sage in accordance with MTSS Rule 4901:1-5-17, and later restored, restoration of service will be subject to MTSS Rules 4901:1-5-7, 1-5-13, and 1-5-17. Unless prevented by circumstances beyond the Company's control or unless a customer requests otherwise, the Company shall restore service by 5:00 P.M. on the next business day following either:

- a. If service is suspended, receipt by the company or its authorized agent of the full amount in arrears for which service was suspended, in addition to payment of the Reconnection Fee.
- b. If service was disconnected, receipt by the Company or its authorized agent of the full amount in arrears for which the service was disconnected, in addition to applicable installation charges consistent with MTSS Rules 4901:1-5-7 and 1-5-13, or upon verification by the company that conditions which warranted disconnection of service have been eliminated; in all cases the Company will comply with MTSS Rule 4901:1-5-13 and 1-5-17 for establishment and disconnection of service; or
- c. If the service is suspended or disconnected, agreement by the company and the customer on a deferred payment plan and a payment, if required, under the plan.

(MT)

Material appearing on this page was previously located on Page 16.

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.8. Payment of Charges (cont'd)

2.8.9 (cont'd)

(CT)

Before restoring service, the company may not insist upon payment of any amount that has not been included on a notice of disconnection.

2.8.10 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.

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

(AT)

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 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.

(AT)

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. In the event of a service disruption, the Customer should notify Sage immediately. 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.

No credit is allowed in the event that service must be interrupted in order to provide routine service quality or related investigations.

The Company agrees to allow credit allowances consistent with MTSS Rule 4901:1-5-16.

Credit for interruption shall commence after the customer notifies the company of the interruption or when the company becomes aware thereof, and ceases when service has been restored.

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.

SECTION 2 - RULES AND REGULATIONS (cont'd)

2.11. Disconnection of Service by Customer

- 2.11.1. By giving notice, Customer may disconnect service at any time following applicable minimum service requirement(s). The Company will comply with the requirements under the MTSS Rule 4901:1-5-17 for disconnection of service by customer.
- 2.11.2. The Customer will be responsible for all usage charges through the date of disconnection. For nonusage sensitive charges, Customer will be liable for the prorated monthly recurring charge up to the effective date of the cancellation or termination.

2.12. Cancellation for Cause

- 2.12.1 The Company may discontinue all service, discontinue a portion of service, or cancel an application for service without incurring any liability pursuant to Rule 4901: 1-5-17 of the Ohio Administrative Code.
- 2.12.2 Service may be discontinued in compliance with MTSS Rule 4901:1-5-17. Service may be discontinued during normal business hours after the date specified in the notice of discontinuance. Service shall not be discontinued on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such a day.
- 2.12.3 At least 24 hours preceding a discontinuance, the Company shall make reasonable efforts to contact the Customer to advise it of the proposed discontinuance and what steps must be taken to avoid it.
- 2.12.4 The company is prohibited from disconnecting any customer's local exchange service for nonpayment of charges incurred by the customer for toll service.
- 2.12.5 Disconnection notices issued by the company pursuant to Rule 4901:1-5-17, must inform the customer facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service (which shall not be greater than the past due balance). It must also inform the customer of the company's legal obligation to provide "local only" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
- 2.12.6 Partial payments by a customer to the company will be apportioned by the company to its regulated local service charges first before being applied by the company to any toll charges and will be apportioned to regulated telephone service charges first before being applied to charges for non-regulated services.
- 2.12.7 After notifying the subscriber, or attempting to notify the subscriber, through any reasonable means, Sage may refuse, suspend, limit, or cancel a customer's service immediately 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. Abuse or fraudulent use includes 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 and the use of profane or obscene language, and etc.

(CT)
(CT)

SECTION 2 - RULES AND REGULATIONS (cont'd)**2.13 Use of Company's Service by Others****2.13.1 Resale and Sharing**

SECTION 2.13 IS AVAILABLE ONLY TO CARRIERS WHICH ARE CERTIFIED BY THE PUBLIC UTILITIES COMMISSION OF OHIO TO PROVIDE INTRASTATE LOCAL EXCHANGE SERVICES.

There are no prohibitions or limitations on the resale of services. Any service provided under this tariff may be resold to or shared with other persons at the option of the company, subject to compliance with any applicable laws of the Public Utilities Commission of Ohio regulations governing such resale or sharing. The customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for determining who is authorized to use its services, and for notifying the company of any unauthorized use.

Rates for Resale and Sharing Service will be determined on an Individual Case Basis (ICB).

2.13.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the Customer. Without affecting the Customer's ultimate responsibility for payments of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

2.14 Notice and Communication

2.14.1 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.

2.14.2 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.

2.14.3 All notices or other communications required to be given pursuant to this Tariff shall be made in writing to Sage at 805 Central Expressway South, Suite 100, Allen, Texas 75013-2789 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.

2.14.4 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)**2.15. Taxes, Surcharges and Utility Fees**

The customer is responsible for the payment of all federal, state and local and E911 taxes, surcharges, utility fees, or other similar 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 may appear as separate line items on the Customer's bill and are not included in the rates contained in this Tariff. The Company shall not assess separately any taxes, fees or charges, other than government-approved sales taxes imposed directly on end-users, without seeking Commission approval under the local competition procedures required by the Commission. The Company will comply with Commission procedures by sending notice to all customers informing them of the new line item charges.

2.16. 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 805 Central Expressway South, Suite 100, Allen, Texas 75013-2789.

SECTION 3 - DESCRIPTION OF SERVICES

3.1. **Local Exchange Telecommunications Services**

3.1.1. **General** – Local Exchange Telecommunications Services consist of the services offered pursuant to this Tariff, either individually or in combination. Each service is offered independently of the other and 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 Exchange 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.

3.1.2. **Service Description** - 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.

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

Conversions

The following are types of customers and/or telephone lines Sage will convert:

1. Customers with active Southwestern Bell local telephone service on Southwestern Bell access lines (“local loops”).

(RT)

(RT)

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.2. Local Exchange Service (cont'd)

3.1.2.A. Business Services

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:
- 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.

(CT)

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)**3.1. Local Exchange 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. The company provides collect calling services to residential customers subject to a \$25.00 limit for all collect calls received. Collect calls received after the \$25.00 limit has been reached during a billing period will be blocked. The block will remain in place until the \$25.00 balance is paid or reduced. The customer may pay down the \$25.00 at any time during the month in order to restore the collect calling feature. The collect call limitation is a separate element of service and applies independently of any rate plan. New residential customers are notified of the \$25.00 collect call limit in Sage's Terms and Conditions of Service mailed to the customer at the time of service initiation. Once customers approach or exceed the \$25.00 limit, during a billing period, they are notified via an automated message to the telephone number of record.
3. Service offerings that include unlimited long distance usage are restricted to residential voice applications. No commercial use of any form is permitted for such unlimited service offerings. Long distance usage for dial-up Internet access, data and fax type applications and other non-voice uses are not permitted.

(AT)
|
|
|
(AT)

If the company determines¹ that the customer is using the service in violation of this Section 3.1.2.B the customer will be given seven (7) days written notice to contact the Company with regard to the usage data gathered. If no contact has been made to the Company within the specified period, the customer's account will be blocked for outgoing long distance calls. The block will remain until the customer elects to change to another Sage service plan, which does not include unlimited long distance calling. The customer would no longer be eligible to subscribe to a Sage unlimited calling plan and the application of the High Usage Charge as specified in Section 6.4, following.

The High Usage Charge is applicable to all Residential service plans whenever usage thresholds established in Section 6.4, 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 6.4, following. The High Usage Charge is a separate element and applies independently of any unlimited plan rate tier.

¹ High usage accounts associated with a Sage unlimited long distance usage plan will be subject to periodic review by the Company. Each account selected for further review will be analyzed as follows:

- o The Company will track frequently dialed numbers and duration of calls. If many different numbers are being dialed for periods of seconds, use of an auto-dialer is suspected and called numbers will be sampled for business or data usage.
- o The Company will test-call frequently dialed numbers to listen for data recipient. If data is heard, use of Internet and/or facsimile is positively identified.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.3. Service Areas and Local Calling Scopes

- 3.1.3.A. Sage provides residential and business telecommunications services, as described in this tariff, within the AT&T Ohio Telephone Company (AT&T OHIO) exchanges within the State of Ohio. The Company hereby mirrors the Map and Legal Description tariffs of AT&T Ohio, 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.

(CT)

(CT)

Exchange Name	Zone	Exchange Name	Zone
Aberdeen	1	Conesville	3
Akron	1,2,3	Corning	3
Alliance	3	Coshocton	3
Alton	3	Dalton	3
Arabia	3	Danville	3
Atwater	3	Dayton	1,2,3
Barnesville	3	Donnelsville	3
Beallsville	3	Dresden	3
Beavercreek	3	Dublin	2
Bedford	3	Duffy	3
Belfast	3	East Liverpool	3
Bellaire	3	East Palestine	3
Bellbrook	3	Enon	3
Belpre	3	Fairborn	3
Berea	2	Findlay	3
Bethesda	3	Fletcher-Lena	3
Bloomington	3	Fostoria	3
Bloomington	3	Franklin	3
Bowersville	3	Fremont	3
Brecksville	3	Fultonham	3
Burton	3	Gahanna	2
Canal Fulton	3	Gallipolis	3
Canal Winchester	3	Gates Mills	3
Canfield	3	Girard	3
Canton	3	Glenford	3
Carroll	3	Gnadenhutten	3
Castalia	3	Graysville	3
Cedarville	3	Greensburg	3
Centerville	3	Grove City	3
Chagrin Falls	3	Groveport	3
Cheshire	3	Guyan	3
Chesterland	3	Harrisburg	3
Christiansburg	3	Hartville	3
Clarington	3	Hillcrest	2
Cleveland	1,2,3	Hilliard	3
Columbiana	3	Hillsboro	3
Columbus	1,2	Holland	3

Issued: April 1, 2008

Effective: April 1, 2008

Issued By:
Robert W. McCausland
Vice President and Secretary
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

OHL0804

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.3. Service Areas and Local Calling Scopes

Exchange Name	Zone	Exchange Name	Zone
Hubbard	3	Nelsonville	3
Independence	2	New Albany	3
Ironton	3	New Carlisle	3
Jamestown	3	Newcomerstown	3
Jeffersonville	3	New Holland	3
Kent	3	New Lexington	3
Kirtland	3	New Matamoras	3
Lancaster	3	Newport	3
Leetonia	3	New Riegel	3
Leroy	3	New Waterford	3
Lewisville	3	Niles	3
Lindsey	3	North Canton	3
Lisbon	3	North Hampton	3
Lockbourne	3	North Jackson	3
London	3	North Lima	3
Louisville	3	North Royalton	3
Lowellville	3	Norwich	3
Magnolia-Waynesburg	3	Olmsted Falls	3
Manchester	3	Painesville	3
Mantua	3	Perrysburg	3
Marietta	3	Philo	3
Marlboro	3	Piqua	3
Marshall	3	Pitchin	3
Martins Ferry Bridgeport	3	Rainsboro	3
Massillon	3	Ravenna	3
Maumee	3	Reynoldsburg	2
Medway	3	Rio Grande	3
Mentor	3	Ripley	3
Miamisburg-Carrollton	3	Rogers	3
Middletown	3	Rootstown	3
Milledgeville	3	Roseville	3
Mingo Junction	3	Rushville	3
Mogadore	3	St. Clairsville	3
Monroe	3	Salem	3
Montrose	3	Salineville	3
Murray City	3	Sandusky	3
Navarre	3	Sebring	3

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.3. Service Areas and Local Calling Scopes

Exchange Name	Zone	Exchange Name	Zone
Sedalia	3	Willoughby	2
Sharon	3	Winchester	3
Shawnee	3	Woodsfield	3
Solon	3	Worthington	2
Somerset	3	Xenia	3
Somerton	3	Yellow Springs-Clifton	3
South Charleston	3	Youngstown	2,3
South Vienna	3	Zanesville	3
Springfield	3		
Spring Valley	3		
Steubenville	3		
Strongsville	3		
Sugar Grove	3		
Sugar Tree Ridge	3		
Terrace	2		
Thornville	3		
Tiffin	3		
Toledo	1,2,3		
Toronto	3		
Tremont City	3		
Trenton	3		
Trinity	2		
Uhrichsville	3		
Uniontown	3		
Upper Sandusky	3		
Vandalia	3		
Victory	2		
Vinton	3		
Walnut	3		
Washington Court House	3		
Wellsville	3		
Westerville	2		
West Jefferson	3		
West Lafayette	3		
Whitehouse	3		
Wickliffe	2		

3.1.3.B. Exchanges included in Local Calling Areas:

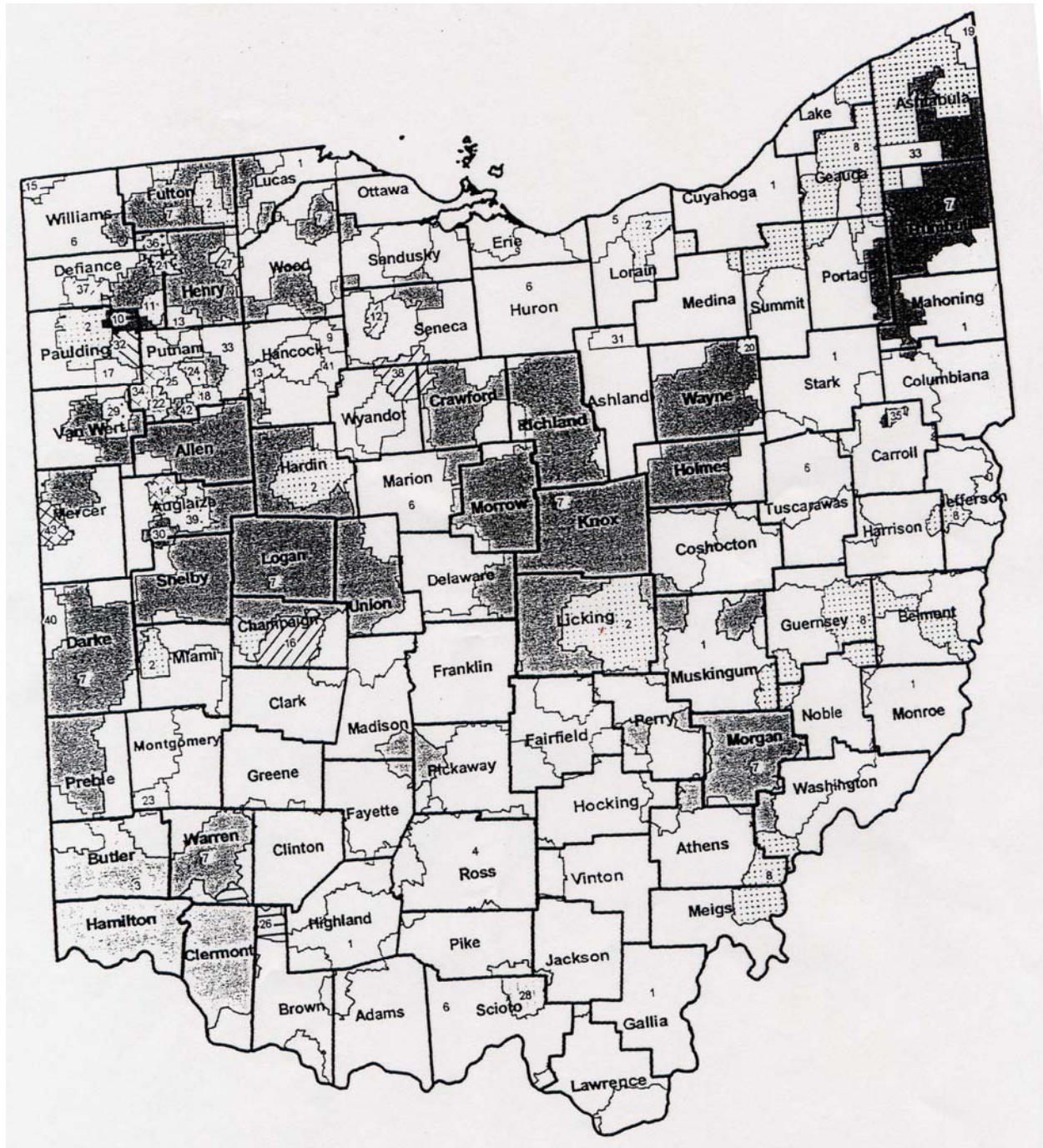
Sage concurs with the applicable ILEC's exchanges for all customers.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.3. Service Areas and Local Calling Scopes (Cont'd)

3.1.3.C. Service Territory Map



Issued: May 22, 2003

Effective: June 23, 2003

Issued By:
Robert W. McCausland
Vice President, Regulatory Affairs
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans

3.1.4.A. Residential

All service plans are subject to the application of the High Usage Charge pursuant to Section 6.5, following, and to other charges pursuant to this tariff.

1. Simply Savings^{1*}

The Simply Savings Plan includes the following bundle of services:

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

Repeat Dialing	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See

Eligibility: Residential customers in the originating AT&T Ohio exchanges listed in Section 3.1.3.A. Effective November 1, 2006 the residential Sage Simply Savings Plan has been discontinued for new Sage Customers. Residential customers with this service prior to November 1, 2006 may remain on this plan.

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.4 of this tariff.

¹Previously tariffed and sold as Home Choice Plan

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

2. Sage Unlimited Plan*

The Sage Unlimited Plan includes the following bundle of services:

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

Repeat Dialing	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See

Eligibility: Residential customers in Zone 1 and 2 exchanges listed in Section 3.1.3.A. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month. Sage Unlimited Plan is no longer offered to new residential customers after March 15, 2004.

The Sage Unlimited 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.

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.4 of this tariff.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

3. Simply Savings PLUS*

The Simply Savings PLUS includes the following bundle of services:

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

Repeat Dialing	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See

Eligibility: Residential customers in the originating AT&T Ohio exchanges listed in Section 3.1.3.A.

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.

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.4 of this tariff.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

4. Simply Savings COMPLETE*

The Simply Savings COMPLETE includes the following bundle of services:

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

Repeat Dialing	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See

Eligibility: Simply Savings COMPLETE is no longer offered to new residential customers after October 18, 2004.

The Simply Savings COMPLETE 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.

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.4 of this tariff.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

5. Simply Savings COMPLETE Plan B*

The Simply Savings COMPLETE Plan B includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling (CT)
- Caller ID Service
- The following Custom Calling Features are included:

Repeat Dialing	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See

Eligibility: Effective August 14, 2006 the residential Sage Simply Savings Complete Plan B has been discontinued for new Sage Customers. Residential customers with this service prior to August 14, 2006 may remain on this plan.

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.4 of this tariff.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

6. Simply Savings Choice*

Simply Savings Choice includes the following bundle of services:

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

Repeat Dialing	Call Waiting
Call Screening	Speed Calling
Call Forwarding	Three-Way Calling
Automatic Callback	Wait & See

- Any one of the following features packages

- o 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.

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.4 of this tariff.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)

7. Ohio Budget Service Plan*

The Ohio Budget Service Plan includes the following bundle of services:

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

Eligibility: Existing Residential customers in the originating AT&T Ohio exchanges listed in Section 3.1.3.A. Effective August 6, 2008 the residential Ohio Budget Service Plan has been discontinued for new Sage Customers. Residential customers with this service prior to August 6, 2008 may remain on this plan.

(AT)
|
|
(AT)

This service plan is subject to the application of the High Usage Charge pursuant to Section 6.5 of this tariff.

8. 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;
- Installation Fee waiver for additional lines and moves.

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

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)

9. 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% of the bundled service monthly rate. Credit amount does not include any additional charges for optional features, long distance, or other services and fees.

(CT)

(C) Monthly Recurring Discount for Each Additional Line

50% of the bundled service monthly rate. Credit amount does not include any additional charges for optional features, long distance, or other services and fees.

(CT)

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

10. 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 (CT)
- Caller ID Service – Free
- The following Custom Calling Features – Free:
 - Repeat Dialing
 - Call Screen
 - Call Forwarding
 - Automatic Callback
 - MultiRing
 - Call Waiting
 - Speed Calling 8
 - Three-Way Calling
 - Wait & See
- Discounted pricing for additional services:

Sage Simply Savings Unlimited long distance only applies to the telephone line on which this plan is assigned and is subject to terms and conditions specified in Section 3.1.2.B.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

11. 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 (CT)
- Caller ID Service – 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	

- Discounted pricing for additional services:

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

12. 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 (CT)
- 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

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

13. 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 (CT)
- 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:

- Sage Security Package including:
Toll Restriction, Anonymous Call Rejection, Wait & See, Three-Way Calling, Call Forwarding, and Call Screen

Eligibility: This plan is available to residential customers only.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

14. Sage Simply Savings Superior*

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

- Basic Local Exchange Service, including unlimited local voice calling (CT)
- Caller ID Service – 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	

- Discounted pricing for additional services:

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)

15. Winback Credits

Residential Winback customers who return to Sage and subscribe to any currently available Simply Savings, 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.

Customers who qualify 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.

16. Win/Winback Bundle Credit

Residential Win/Winback customers who subscribe to any currently available Simply Savings plan, international plan, or Sage Budget Service 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.

(CT)

Customers who qualify 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, or other services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.A. Residential (cont'd)17. Uniendo Familias Plan*

The Uniendo Familias Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling (CT)
- 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.

- Metropolitan or Regional calling where available at an additional charge

18. \$5 Off Simply Savings Preferred

New residential customers who subscribe to any currently available Simply Savings Preferred 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.

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.

*This service can only be purchased in conjunction with non-regulated and/or detariffed services.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.4. Local Service Plans (cont'd)

3.1.4.A. Residential (cont'd)

19. **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 or one of the Simply Savings plans.

(RT)
(RT)

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.

(RT)
(RT)

3.1.4.B. [Reserved for Future Use]

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)3.1.4. Local Service Plans (cont'd)3.1.4.C. Free 2 Month SAVE Offer

(MT, CT)

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 bundled service 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 with good payment history, and have either a grandfathered service plan, a business type of service, or a type of Simply Savings Plan. This credit may not be combined with any Sage promotional offer. Customer is limited to one SAVE offer per 12 month period.

Customers who qualify will receive two monthly credits each equal to the amount of their service plan bundle rate on their fourth and seventh invoice after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, 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 offer at any time.

3.1.4.D. 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 bundled service 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 with good payment history, and have either a grandfathered service plan, a business type of service, or a type of Simply Savings Plan. This credit may not be combined with any Sage promotional offer. Customer is limited to one SAVE offer per 12 month period.

Customers who qualify will receive a credit equal to the amount of their service plan bundle rate on their fourth invoice after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, 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 offer at any time.

(MT, CT)

Material appearing on this page was previously located on Page 55.9.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)

3.1.5 **Non-Recurring Service Charges** – Except as provided in Section 3.1.5.B below, 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.

(RT)
(CT)

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. 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; or Toll Restriction Service listed in Section 3.1.14.
3. A change of bill cycle dates made at the customer's request.
4. The splitting of single accounts into multiple bills at the customer's request.
5. A name change, at the customer's request, to the account name, Caller ID, or the directory listing.

(RT)
(CT)

3.1.5.D. 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. No installation charge will be applied in this instance.

3.1.5.E. 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 for incoming and outgoing of local, long distance, international, and operator service calls.

(CT)
|
|
|
(CT)

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

(AT)

3.1.5.G. 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.

(AT)

3.1.6. **Operator Assisted Services**

3.1.6.A. Operator Handled Calling - Operator Handled Calling Service is provided to Customers and Users of Sage's local exchange service. The Company will follow the standards set forth by the Commission, to include:

(T)

1. The Company will not bill for incomplete calls where answer supervision is available. The Company will remove any charges for incomplete calls upon customer notification or Company's knowledge.
2. The caller and billed party, if different from the caller, will be advised of the name of the operator service provider at the time of the initial contact.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)3.1. Local Exchange Telecommunications Services (cont'd)3.1.6. Operator Assisted Services (cont'd)3.1.6.A. Operator Handled Calling (cont'd)

3. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
4. Only tariffed rates approved by the Commission for the Company shall appear on any local exchange telephone company billings.
5. If local exchange company billing services are used, the name of the operator service provider will be listed on the bill if the local exchange company has multicarrier billing ability.
6. The Company will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
7. The Company will route al 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
8. Upon request, the Company will transfer calls to, or advise how to reach, other authorized interexchange carriers or the local exchange company, if billing can list the caller's actual origination point.
9. The Company will refuse operator services to traffic aggregators which block access to other companies.
10. The Company will assure that traffic aggregators will post and display information including: (1) that the Company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the local exchange carrier operator and other authorized interexchange carriers

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 third telephones that are coin telephones will not be accepted.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.6. Operator Assisted Services (cont'd)

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). (CT)

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. A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call;
5. To receive a credit, the Customer must notify the Sage operator or Business Office of the problem experienced.

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.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)**3.1.6. Operator Assisted Services** (cont'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
4. 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.
5. 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 with AT&T Ohio, will provide telephone directory services to its Customers. This includes listings in AT&T Ohio's White Pages directory and directory assistance database. The following telephone directory services are offered: (CT)
(CT)

3.1.7.A. **Primary Listing** – Primary directory listing, at no charge, in both AT&T Ohio 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: (CT)

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. Local Exchange 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 AT&T Ohio's White Pages directory, but NOT the directory assistance database. (CT)

3.1.7.D. Non-Published Service - For customers who desire their telephone number to be omitted from AT&T Ohio's White Pages directory, as well as the directory assistance database. (CT)

3.1.7.E. Extra Listings - In connection with local exchange service, additional listings are available. Special types of additional listings are as follows:

1. Duplicate Listing - Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way, and rearrangements of names are permitted when, in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.
2. 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. Special types of alternate listings include: Night Number Listing.
3. Foreign Listing - Used when a customer desires a listing in a directory published in an exchange other than the exchange serving the customer.
4. Cross-Reference Listings - Cross-reference listings cover (1) names which are commonly spelled in more than one way; (2) names of formerly existing businesses which have been superseded by that of the customer; and (3) rearrangement of names when such rearrangement is not for the purpose of securing a preferential position in the directory or for advertising purposes. Listings consist of a name, a reference to the primary listing, and, if desired, a telephone number. Such listings do not include an address.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

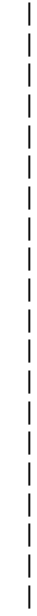
3.1. Local Exchange Telecommunications Services (cont'd)

3.1.7. Telephone Directory Service (cont'd)

3.1.7.F Residence Bold Listing – Distinctive directory listings available to residential customers.

(CT)
(CT)

(RT)



(RT)

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)**3.1.8. Custom Calling Features**

3.1.8.A. Service Offerings available to Customers 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. Repeat Dialing - Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, Auto Redial will keep trying to call the number for a maximum of thirty (30) minutes, beginning with the customer's activation of Repeat Dialing, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed. Repeat 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 Repeat Dialing taken off its lines.
2. Call Screening - 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. Local Exchange Telecommunications Services (cont'd)3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

4. Automatic Callback - Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, Call Return will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Automatic Callback 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. Automatic Callback 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 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.
6. Multi-Ring Service - Multi-Ring Service 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 Multi-Ring Service 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 Multi-Ring Service 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 nonpublished or nonlisted, Sage will provide without charge. However, if the master number and all dependent numbers are nonpublished and/or nonlisted, the appropriate monthly rate is applicable to the master number.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)3.1.8. Custom Calling Features (cont'd)

3.1.8.A. Service Offerings (cont'd)

7. 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. Customer may store up to eight (8) or thirty (30) telephone numbers.
8. Three-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.
9. Wait & See - Call Waiting ID - When a person is already speaking on the telephone and receives another phone call, Wait & See 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.

Wait & See 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.
- 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. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective 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.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)**3.1. Local Exchange Telecommunications Services (cont'd)**

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.

3.1.9.C. **Calling Name and Number Blocking** - Any Sage 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 Calling Party Number Blocking automatically prevents the display of the calling telephone number on all calls dialed from an exchange service equipped with this option. It is not necessary to dial an activation code prior to placing the call. After being informed of their blocking options by the Company, customers may subscribe to Per Line Blocking at no charge.

Caller ID subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the Calling Number and/or Calling Name transmission. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. Sage assumes no liability and will be held harmless for an incompatibility of this equipment to perform satisfactorily with the network features described herein.

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.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. **Local Exchange Telecommunications Services** (cont'd)3.1.9. **Caller ID Service** (cont'd)

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

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).

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. If there is no Network Interface Device (NID) at the customer's premises, the company will not charge for the service call.

3.1.11.A. **Trouble Ticket Trip Fee** – Applies for each dispatch when a technician is dispatched and no trouble is found on the Company's side of the demarcation point. This charge also applies when a technician does not have access to the customer's premises to repair the problem during the prescheduled window or when the technician isolates the problem to the Customer-Provided-Equipment (CPE). (CT)

3.1.11.B. **Emergency Service Call Charge** – Consistent with the maintenance of service requirements listed above in the introductory provision of 3.1.11, applies for each dispatch outside a normally scheduled workday where an off duty technician is called in to perform the work. (CT)

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)**3.1. Local Exchange Telecommunications Services** (cont'd)**3.1.11. Maintenance of Service** (Cont'd)

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.

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. Sage is obligated to supply the E-911 service provider in Sage's service area with accurate information necessary to update the E-911 database at the time Sage submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
2. At the time Sage provides basic local service to a customer by means of Sage's own cable pair, or over any other exclusively owned facility, Sage will be obligated to make the necessary equipment or facility additions in the E-911 service provider's equipment in order to accurately and properly update the database for E-911.
3. Sage will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. Sage recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by Sage.
4. Sage will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.

3.1.13.B. Regulations

1. This offering is limited to the provision and use of the digits 9-1-1 as the Universal Emergency Telephone Number (Code).
1. 9-1-1 Service is one-way service only.
2. 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. Local Exchange 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'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 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. Local Exchange Telecommunications Services (cont'd)

3.1.15. **Tell-A-Friend Program** - This plan provides a one-time credit 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. The credit is in addition to any other allowable toll/long distance credits. (CT)

Referring customers can earn a credit for each customer referred, provided they meet all terms and conditions of the program.

Referred customer must remain a Sage local exchange service customer in good standing for a minimum of ninety (90) days. 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. (CT)

The issuance of any allowable credit will occur once the referred customer has been a Sage local exchange service customer for at least ninety (90) days. (CT)

3.1.16. **Number Intercept Treatment**

Upon changing a customer's telephone number, Sage will make known to the customer that Sage will intercept all calls to a customer's former telephone number and give out the new number, at no charge to the customer, provided the customer desires this service. The service will be provided for a minimum of 90 days, or until a new directory is published.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)**3.1. Local Exchange Telecommunications Services** (cont'd)**3.1.17 Service Connection Assistance****3.1.17.A General**

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

1. Waiver of applicable deposit requirements under Section 2 of this tariff. **(CT)**
2. Full waiver up to \$60 of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 3 of this tariff.
 - a. Sage generally migrates customers that have already established local exchange service with the incumbent LEC. Therefore, Service Connection Assistance will not apply to these initial installations because the customer will not incur an installation charge for the initial installations.
 - b. Installation charges may apply for reconnection or change of address orders. Service Connection Assistance is available for those order types.

3.1.17.B Regulations

1. Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:
 - a. Home Energy Assistance Program (HEAP);
 - b. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
 - c. Food Stamps;
 - d. Federal public housing assistance or Section 8; or,
 - e. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).
2. The Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified above; identifying the specific program or programs from which the customer received benefits, and agreeing to notify the company if the customer ceases to participate in such program or programs. **(CT)**
3. Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
4. Service Connection Assistance is available for all grades of service.
5. Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.1. Local Exchange Telecommunications Services (cont'd)

3.1.17 Service Connection Assistance (cont'd)

3.1.17.B Regulations (cont'd)

6. Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the company any outstanding bills for regulated telephone services in the customer's name, and no other member of the household may owe money for such services previously provided at the customer's current address.
7. Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

(RT)
|
(RT)

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

(RT)

(RT)

Issued: April 1, 2008

Effective: April 1, 2008

Issued By:
Robert W. McCausland
Vice President and Secretary
Sage Telecom, Inc.
805 Central Expressway South, Suite 100
Allen, Texas 75013-2789

OHL0804

SECTION 3 - DESCRIPTION OF SERVICES (cont'd)

3.2 Directory Assistance

Directory Assistance (“DA”) is a Service that provides Customers with access to telephone number information. Access is obtained by direct dialing 1 + (Area Code) 555-1212 for InterLATA DA or 1-411 for Local/IntraLATA DA.

(CT)
(CT)

3.3 Operator Services

Operator Services involve assisting Customers with the placement of telephone calls, including collect calls, calling cards, credit card calls, person-to-person calls, third party calls, and other related operator services as well as the obtaining of related information. The Company provides this service for local and intraLATA calls. All other operator assisted calls will be routed to the Company’s underlying carrier.

SECTION 4 – MAXIMUM 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**

(CT)

4.1.1.A.

Service Charge Type	Residence	Business
	Max	Max
Installation Charge, per line	\$ 50.00	\$ 75.00
Order Processing Fee:	\$ 50.00	\$ 50.00
Telephone Number Change	\$ 25.00	\$ 25.00
All Others		
Copy of Call Records Fee*		
Up to three (3) months provided	\$50.00	\$50.00
Each additional month thereafter	\$20.00	\$20.00
Older than twenty-four (24) months	\$50.00	\$50.00

* This Copy of Call Records Fee applies to requests, from Customers, for copies of call records. Customers will be charged fifty dollars (\$50.00) for up to three (3) months of provided call records and twenty dollars (\$20.00) for each additional month thereafter. For call records older than twenty-four (24) months where available, the Customer will be charged fifty dollars (\$50.00) for each month of call records provided

4.1.1.B Reconnect Fee:

Service Charge Type	Residence	Business
	Max	Max
Reconnect Fee	\$ 75.00	\$ 75.00

4.1.2. **Reserved for Future Use**

SECTION 4 - MAXIMUM RATES AND CHARGES (cont'd)

- 4.1. Local Exchange Service (Cont'd)
 - 4.1.3. **Reserved for Future Use**
 - 4.1.4. **Reserved for Future Use**

(RT)

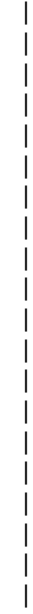
(RT)

SECTION 4 - MAXIMUM RATES AND CHARGES (cont'd)

4.1. Local Exchange Service (Cont'd)

4.1.5. [Reserved for Future Use]

(RT)



(RT)

4.1.6. Caller ID Service

	Max
Residential	\$ 10.00
Business	\$ 15.00

4.1.7. Multi-Line Hunting Service Rate

	Max
Residential	\$ 10.00

(RT)

SECTION 4 - MAXIMUM RATES AND CHARGES (cont'd)4.1. Local Exchange Service (Cont'd)4.1.8. **Maintenance Visit Charge**

	Max
Trouble Ticket Trip Fee	\$ 100.00
Emergency Service Call Charge	\$ 500.00
NID Move	\$ 200.00

(CT)

4.1.9. **Individual Case Basis (ICB) Arrangements**

No Individual Case Basis (ICB) Arrangements exist at this time.

4.1.10. **Toll Restriction Service**

	Max
Residential	\$ 20.00
Business	\$ 20.00

4.1.11. **Tell-A-Friend Program**

	Max
Amount of Credit per Customer	\$ 50.00

SECTION 4 - MAXIMUM RATES AND CHARGES (cont'd)

4.2 **Reserved for Future Use**

(CT)

(RT)

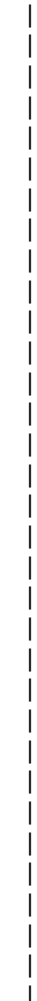
(RT)

SECTION 4 - MAXIMUM RATES AND CHARGES (cont'd)

(CT)

4.2 **Reserved for Future Use**

(RT)



(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.0. **General** – The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. The waiver of any monthly recurring charges shall be limited to 90 days on a per customer basis. Promotions filed with the PUCO will be effective on the day of filing.

5.1 **[Reserved for Future Use]**

5.2 **[Reserved for Future Use]**

(RT)

5.3 **[Reserved for Future Use]**

(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.4 **[Reserved for Future Use]**

(RT)

5.5 **[Reserved for Future Use]**

5.6 **[Reserved for Future Use]**

5.7 **[Reserved for Future Use]**

(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.8 **[Reserved for Future Use]**

(RT)

5.9 **[Reserved for Future Use]**

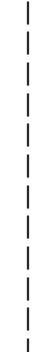
5.10 **[Reserved for Future Use]**

(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.11 **[Reserved for Future Use]**

(RT)

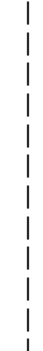


(RT)

5.12 **[Reserved for Future Use]**

5.13 **[Reserved for Future Use]**

(RT)



(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.14 [Reserved for Future Use]

(RT)

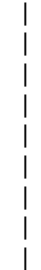
5.15 [Reserved for Future Use]

(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.16 **[Reserved for Future Use]**

(RT)



(RT)

5.17 **[Reserved for Future Use]**

5.18 **[Reserved for Future Use]**

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.19 [Reserved for Future Use]

5.20 [Reserved for Future Use]

(RT)

(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.21 [Reserved for Future Use]

(RT)

5.22 [Reserved for Future Use]

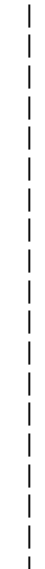
5.23 [Reserved for Future Use]

(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.24 [Reserved for Future Use]

(RT)



(RT)

SECTION 5 - PROMOTIONS AND DISCOUNTS

5.25 **[Reserved for Future Use]**

(RT)

5.26 **[Reserved for Future Use]**

5.27 **Discounted Move Offer**

(RT)

Current Sage customers who are moving their Sage phone service between February 1, 2008 and January 31, 2009 are eligible for the Discounted Move offer. Customer must have local service with Sage for at least four months, be in good standing with good payment history, and have either a grandfathered service plan or a type of Simply Savings Plan. This credit may not be combined with any Sage promotional offer.

Customers who qualify will receive a credit of 50% off their tariffed move installation charge. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, or other services. Customer must be in good standing at the time that the credit is issued to receive the credit. Sage reserves the right to cancel this promotion at any time.

Material previously located on this page now appears on Page 31.

SECTION 5 - PROMOTIONS AND DISCOUNTS**5.28 Win-back Credit - Two Months Free**

This promotion is available to Win-back residential customers who sign up between March 1, 2008 and December 31, 2008, and who subscribe to any current Simply Savings type plan. To be eligible in a Win-back situation, 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. This offer is limited to one line per account. Customers may not combine this offer with any other promotions or discounts. Sage reserves the right to cancel this promotion at any time.

Customers who qualify will receive up to two credits for their monthly service charge. One credit will appear on their first bill from Sage Telecom; the second will appear on their twelfth bill from Sage Telecom. Credit amount reflects the monthly bundle rate for their current service bundle and does not include any additional charges for optional features, long distance, or other services. Customer must be an active customer and be current with no past due balance at the time of the awards in order to receive both credits.

5.29 Tell-A-Friend Promotion

For referred customers who initiate service between June 1, 2008 and May 31, 2009, the Tell-A-Friend Promotion provides a one-time credit of \$50 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 a credit for each customer referred, provided they meet all terms and conditions of the program. This promotional credit will replace the current Tell-A-Friend Plan credit amount for all referrals. Sage reserves the right to cancel this promotion at any time. (CT)

To qualify, referred customer must initiate service with Sage Telecom between June 1, 2008 and May 31, 2009 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. (CT)
(CT)

For referred customers who initiate service between November 1, 2008 and January 31, 2009, the Tell-A-Friend Promotion 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. This promotional credit will replace the current Tell-A-Friend Plan credit amount for all referrals. Sage reserves the right to cancel this promotion at any time.

To qualify for the first \$50 credit, referred customer must initiate service with Sage Telecom between November 1, 2008 and January 31, 2009 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.

To qualify for the second \$50 credit, referred customer must initiate service with Sage Telecom between November 1, 2008 and January 31, 2009 and remain a Sage local exchange service customer in good standing for a minimum of 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 12 months from their service date or if either the referring or referred customer has not maintained good payment standing.

SECTION 5 - PROMOTIONS AND DISCOUNTS**5.30 Free Month Business SAVE Offer****(MT)**

Current Sage business customers who contact Sage Telecom about discontinuing their service between May 22, 2008 and May 1, 2009 may be eligible for the Free Month Business SAVE offer on their bundled service 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 with good payment history, and have a business type of service. This credit may not be combined with any Sage promotional offer. Customer is limited to one SAVE promotion per 12 month period.

Customers who qualify will receive a credit equal to the amount of their service plan bundle rate on their first invoice after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, or other services. This offer is available on up to 2 lines on a single business account. 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.

(MT)

Material appearing on this page was previously located on Page 55.10.

SECTION 5 - PROMOTIONS AND DISCOUNTS**5.31 \$10 Premium SAVE Offer**

Current Sage residential customers who contact Sage Telecom about discontinuing their service between May 22, 2008 and May 1, 2009 may be eligible for the \$10 Premium SAVE offer on their bundled service 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 with good payment history, and have a premium service plan, such as Simply Savings Preferred or Simply Savings Unlimited. This credit may not be combined with any Sage promotional offer. Customer is limited to one SAVE promotion per 12 month period.

Customers who qualify will receive a credit equal to \$10 off their service plan bundle rate on their first six invoices after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, 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.

5.32 \$5 SAVE Offer – 1 Year

Current Sage residential customers who contact Sage Telecom about discontinuing their service between May 22, 2008 and May 1, 2009 may be eligible for the \$5 SAVE offer – 1 Year on their bundled service 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 with good payment history, and have a grandfathered service plan or one of the Simply Savings plans. This credit may not be combined with any Sage promotional offer. Customer is limited to one SAVE promotion per 12 month period.

Customers who qualify will receive a credit equal to \$5 off their service plan bundle rate on their first twelve invoices after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, 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.

5.33 Sage Customer Anniversary Promotion

Current Sage customers who have been with Sage Telecom for at least 12 months can receive a \$20 credit off their Sage phone bill in the month of their sign up anniversary with Sage Telecom. To be eligible, the customer must be in good standing with good payment history for the 90 day period previous to the anniversary month, and have a grandfathered service plan, a business type of service, international plan, or a type of Simply Savings Plan. (CT)

Customers who qualify will receive a one-time credit equal to \$20 off their Sage phone bill. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, 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 5 - PROMOTIONS AND DISCOUNTS**5.34 \$5 Off First Bill**

New customers switching their service to Sage Telecom between May 22, 2008 and May 1, 2009 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 current Simply Savings plans, international plans or business service. This credit may be combined with any other Sage promotional offers for new customers.

Customers who qualify will receive a credit equal to \$5 off their first invoice. Sage reserves the right to cancel this promotion at any time.

5.35 Value Lifestyle Discount

New customers switching their service to Sage Telecom between May 22, 2008 and May 1, 2009 may be eligible for the Value Lifestyle Discount. To be eligible, the customer must establish new local service with Sage Telecom and purchase one of the Simply Savings plans or business service. This credit may not be combined with any Sage promotional offer.

Customers who qualify will receive a credit on their invoice for a 10% discount off their current bundled service. 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.

5.36 Sage AutoPay E-Check Promotion

Sage customers who begin using Sage AutoPay E-Check between June 1, 2008 and May 1, 2009 are eligible for the Sage AutoPay E-Check Promotional offer. This credit may be combined with other Sage promotional offers. Customer is limited to one Sage AutoPay E-Check offer per 12 month period.

Customers who qualify will receive a credit equal to \$10 off their service plan bundle rate on their first invoice after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, fees and surcharges, 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.

5.37 \$20 Off Simply Savings Preferred or Unlimited

This promotion is available to new residential customers who sign up between June 25, 2008, and June 1, 2009, who subscribe to one of the following plans: Simply Savings Preferred or Simply Savings Unlimited. Customers must choose Sage as their intraLATA and interLATA carrier to qualify. Customers may not combine this offer with any other promotions. Sage reserves the right to cancel this promotion at any time.

Customers who qualify will receive a \$20 credit off their monthly service charge on their third bill 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.

(AT)

(AT)

SECTION 5 - PROMOTIONS AND DISCOUNTS**5.38 Online \$10 Off 3 Months Offer**

This promotion is available to customers who switch their service to Sage Telecom between January 23, 2009 and January 31, 2010. To be eligible, the customer must establish local and long distance service with Sage Telecom through an eligible online partner website and purchase one of the premium service plans, such as Simply Savings Preferred or Unlimited plans. (CT)

Customers who qualify will receive a credit equal to \$10 off their service plan bundled rate on their first three invoices from Sage Telecom. Credit does not include any additional charges for optional features, long distance, fees and surcharges, or other services. Customer must be in good standing at the time each credit is issued to receive each credit. This offer is limited to one line per account. Sage reserves the right to cancel this promotion at any time. These credits may not be combined with any Sage promotional offer.

5.39 Winback \$50 Off 4th Month Offer

This promotion is available to Win-back residential customers who sign up between February 23, 2009 and January 31, 2010, and who subscribe to any current Simply Savings type plan. To be eligible in a Win-back situation, 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.

Customers who qualify will receive a one-time credit of \$50 off their invoice. The credit will appear on their fourth bill from Sage Telecom. Credit 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. This offer is limited to one line per account. Sage reserves the right to cancel this promotion at any time. Customers may not combine this offer with any other promotions or discounts.

5.40 [Reserved for Future Use]

SECTION 6 – PRICE LIST

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

6.1.1 **Non-Recurring Service Charges** - All rates are per service order, except as noted.

6.1.1.A.

Service Charge Type	Residence	Business
#Installation Charge, per line	\$ 37.00	\$ 63.00
Order Processing Fee:		
Telephone Number Change	\$ 25.00	\$ 25.00
All Others	\$ 9.50	\$ 9.50
Copy of Call Records Fee*		
Up to three (3) months provided	\$25.00	\$25.00
Each additional month thereafter	\$10.00	\$10.00
Older than twenty-four (24) months	\$25.00	\$25.00

(CT)

* This Copy of Call Records Fee applies to requests, from Customers, for copies of call records. Customers will be charged twenty-five dollars (\$25.00) for up to three (3) months of provided call records and ten dollars (\$10.00) for each additional month thereafter. For call records older than twenty-four (24) months where available, the Customer will be charged twenty-five dollars (\$25.00) for each month of call records provided.

Non-recurring installation charge applicable to new customers without existing dial tone, adding additional lines, or restoring a disconnected telephone number.

(AT)
(AT)

6.1.1.B. Reconnect Fee:

Residence	\$ 44.00 per line
Business	\$ 70.00 per line

6.1.2 **[Reserved for Future Use]**

SECTION 6 – PRICE LIST

6.1. **Local Exchange Service (Cont'd)**

(RT)

(RT)

SECTION 6 – PRICE LIST (cont'd)6.1. Local Exchange Service (Cont'd)6.1.3. Operator Assisted Service Rates6.1.3.A. Operator Handled Calling

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

Person-to-Person	\$ 3.00 per call
Station-to-Station	\$ 1.10 per call
Third Number Billed	\$ 1.50 per call
Collect	\$ 2.50 per call

6.1.3.B. Directory Assistance Service

Direct Dialed (1-411)	\$ 1.50 per call
Via Operator (0-411)	\$ 1.50 per call
InterLATA Directory Assistance Calls (1 + (Area Code) 555-1212)	\$ 1.99 per call

(CT)

6.1.3.C. Busy Line Verification and Line Interrupt Service

Busy Line Verification	\$ 1.20 per request
Line Interrupt	\$ 1.30 per request

6.1.4. Telephone Directory Service Rates

Service Type	Monthly Rate
Non-Listed Service	
Primary Line	\$2.20
Additional Line	\$2.20
Non-Published Service	\$2.20
Extra Listings/Alternate Listings/ Night Number Listings	
Residential	\$3.00
Business	\$3.00
Foreign Listings	\$3.00
Cross-Reference Listings	\$3.00
Residence Bold Listing	\$2.50

SECTION 6 – PRICE LIST (cont'd)6.1. Local Exchange Service (Cont'd)6.1.5. Custom Calling Features Rates (Monthly rates unless otherwise noted.)

Feature	Res	
Repeat Dialing	\$ 2.75	
Repeat Dialing (per occurrence)	\$ 0.75	
Call Screening	\$ 2.75	
Call Forwarding	\$ 2.75	
Automatic Callback	\$ 2.75	
Automatic Callback (per occurrence)	\$ 0.70	
Call Waiting	\$ 2.75	
Multi-Ring Service	\$ 2.75	
Speed Calling	\$ 2.75	
Three-Way Calling	\$ 2.75	
Three-Way Calling (per occurrence)	\$ 0.70	
Wait & See	\$ 0.00	

(RT)

(DR)

(DR)

6.1.6. Caller ID Service

	<u>Monthly Rate</u>
Residential	\$ 5.75
Business	\$ 8.75

6.1.7. Multi-Line Hunting Service Rate

	<u>Monthly Rate</u>
Residential, per line	\$ 3.75

(DR)

SECTION 6 – PRICE LIST (cont'd)

6.1. **Local Exchange Service** (Cont'd)6.1.8. **Maintenance Visit Charge**

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

6.1.9. **Individual Case Basis (ICB) Arrangements**

No Individual Case Basis (ICB) Arrangements exist at this time.

6.1.10. **Toll Restriction Service**

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

6.1.11. **Tell-A-Friend Program**

Amount of credit

Per customer \$ 10.00

Beginning February 1, 2005, customers will receive credits for referred customers who meet criteria in 3.1.15 based on the following schedule. Referrals made prior to February 1, 2005, will be based on the above rate of \$10.00.

<u>Referral</u>	<u>Allowable Credit per customer referred</u>
1st Referral*	\$10.00
2nd Referral*	\$15.00
3rd and all subsequent referrals*	\$25.00

*Sage will consider any referrals made since January 1, 2002, when determining the value of credit for referrals made after February 1, 2005.

The Trouble Ticket Trip Fee applies when no trouble is found on the Company's side of the demarcation point, when a technician does not have access to the customer's premises to repair the problem, or when the technician isolates the problem to the Customer's Provided Equipment (CPE).

SECTION 6 – PRICE LIST (cont'd)

6.2 **Directory Assistance**

6.2.1 InterLATA Directory Assistance calls (1 + (Area Code) 555-1212), other than calls placed to 8xx toll free DA: (CT)

Per call rate: \$ 1.99

6.2.2 [Reserved for Future Use] (RT)

|
|
|
|
(RT)
)

(CT)

SECTION 6 – PRICE LIST (cont'd)

- (RT)**
- 6.2 **Directory Assistance (cont'd)** **(CT)**
- 6.2.3 Calls placed to 800/888 toll free DA **(CT)**
- Calls placed to 800/888 toll free DA are provided at no charge to the Customer.
- 6.3 **Operator Services** **(CT)**
- 6.3.1 All usage associated with operator assisted calls will be charged the per minute rates as stated in Section 6.1. **(CT)**
- 6.3.2 In addition to applicable usage charges, the following operator-assisted charges will apply: **(CT)**
- | | |
|---------------------|------------------|
| Person-to-Person | \$ 3.00 per call |
| Station-to-Station | \$ 1.10 per call |
| Third Number Billed | \$ 1.50 per call |
| Collect | \$ 2.50 per call |
- 6.4 **Miscellaneous Services** **(CT)**
- 6.3.1 Returned Check Charge
- | | |
|---|---------|
| Per returned check/credit card chargeback | \$30.00 |
|---|---------|
- 6.5 **High Usage Charge** \$0.0025 per MOU **(CT)**
- Applicable to all Residential service rate plans; per MOU in excess of 9,000 MOUs during any consecutive thirty-day period.