

## **SAGE TELECOM, INC.**

### **LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

Regulations and rates applying to local exchange telecommunications services within the State of Wisconsin.

This tariff is on file with the Wisconsin Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business, 3300 E. Renner Road, Suite 350, Richardson, Texas 75082-2800. This tariff complies with Wisconsin Public Service Commission rules and Wisconsin statutes applicable to the Company. (CT)  
(CT)

**CHECK SHEET**

Pages 1 through 53, 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.

<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>		<b>PAGE</b>	<b>REVISION</b>	
1	Second		24.13	Second		45	Seventh	*
2	Eightieth	*	24.14	First		46	Fifth	
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5	Second		24.17	First		49	Sixth	
6	First		24.18	Third		50	Seventh	
7	Second		24.19	Original		50.1	First	
8	First		24.20	Second	*	51	Second	
9	First		24.21	Original	*	52	Third	
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11	Fifth		25.1	First				
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13	First		26	Seventh				
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16	Fourth		28	First				
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21	Third		32	First				
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22.1	Original		34	Second				
23	Second		35	Second				
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**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 Wisconsin Public Service Commission. 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. (CT)  
(RT)
3. Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
  - 1.
  - 1.1.
  - 1.1.1.
  - 1.1.1.A.
  - 1.1.1.A.1.
  - 1.1.A.1.(a)
  - 1.1.1.A.1.(a)(I)
  - 1.1.1.A.1.(a)(I)(i)
  - 1.1.1.A.1.(a)(I)(i)(1)
4. Check List of Effective Pages. When a tariff filing is made with the Commission, an updated Check List of Effective Pages (“Check List”) accompanies the tariff filing. The Check List lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check List is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the Check List if these are the only changes made to it (i.e., the format, *etc.*). Customers should refer to the latest Check List to find out if a particular page is the most current page on file with the 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.

**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange telecommunications services by Sage Telecom, Inc., hereinafter referred to as the "Company" or "Sage", to end-user customers within the State of Wisconsin.

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**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.

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

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

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

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

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

Business Hours - The phrase "business hours" means the time after 8:15 A.M. and before 5:00 P.M., Monday through Friday excluding holidays.

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

(CT)  
(CT)

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

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

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

Carrier - The term "Carrier" means Sage Telecom.

Central Office - A Local Exchange Carrier's office where a Customer's lines are terminated for the purpose of offering local telephone service and to connect with interexchange carriers.

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

Commission - Wisconsin Public Service Commission ("WPSC")

**SECTION 1 - DEFINITIONS**

Company - The term "Company" means Sage Telecom.

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

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

Day - The term "day" means 8:00 A.M. to, but not including, 5:00 P.M. local time at the originating city, Monday through Friday, excluding Company specific holidays.

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

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

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

Exchange Area - A geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified area where individual telephone exchange companies hold themselves out to provide communications services.

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

FCC - Federal Communications Commission.

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

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

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

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

Local Access Transport Area ("LATA") - The phrase "Local Access Transport Area" means a geographical area established by the U.S. District Court for the District of Columbia in United States v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), within which a local exchange company provides communication services.

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**SECTION 1 - DEFINITIONS**

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

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

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

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

Night/Weekend - The words "night/weekend" mean 11:00 P.M. to, but not including, 8:00 A.M. local time in the originating city, all day on Saturday, and all day Sunday, except from 5:00 P.M. to, but not including, 11:00 P.M.

Non-Business Hours - The phrase "non-business hours" means the time period after 5:00 P.M. and before 8:15 A.M., Monday through Friday, all day Saturday, Sunday, and on holidays.

NPA - An area code, otherwise called numbering plan area.

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

Premises - A building or buildings on contiguous property (except railroad rights-of-way, etc.).

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

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

Residential Service - The phrase "residential service" means telecommunication services used primarily as nonbusiness service.

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

Subscriber - The term "Customer" is synonymous with the term "subscriber".

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

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

Underlying Carrier - A provider of interstate and intraLATA telecommunications services from whom Sage acquires services that it resells to Customers

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**SECTION 2 - RULES AND REGULATIONS**

**2.1. Undertaking of Sage**

- 2.1.1. Sage undertakes to provide local exchange telecommunications services within the State of Wisconsin on the terms and conditions and at the rates and charges specified herein.
- 2.1.2. Sage installs, operates and maintains the communication Services provided hereunder in accordance with the terms and conditions set forth under this Tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer to allow connection of a Customer's location to the Sage network. The Customer shall be responsible for all charges due for such service arrangements.
- 2.1.3. Sage's Services and facilities are intended to be available twenty-four (24) hours per day, seven (7) days per week. (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.

**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)  
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|  
(AT)
- 2.3.2. Sage reserve the right to limit or to allocate the use of existing facilities, or to additional facilities offered by Sage, when necessary because of lack of facilities, relevant resources, or due to causes beyond Sage's control. In addition, Sage reserves the right to discontinue Service when the Customer is using the Service in violation of law or the provisions of this Tariff.
- 2.3.3. Sage does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission nor for failure to establish connections.
- 2.3.4. Sage reserves the right to refuse service to Customers due to insufficient or invalid charging information.
- 2.3.5. Sage may block calls that are made to certain cities or central office exchanges, or use certain Authorization Codes as Sage, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of Service.

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**SECTION 2 - RULES AND REGULATIONS**

2.3. **Limitations (cont'd)**

- 2.3.6. Sage will use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. Sage may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer. Sage shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, Sage will give the Customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at time that will cause the least inconvenience. When Sage is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.
- 2.3.7 Sage may refuse, suspend, limit, or cancel the customer's ability to receive inbound collect calls immediately and without prior notice in the event that usage or collect calling and/or third party number calls is suspected to be fraudulent or beyond the customer's ability to pay. The customer's ability to receive or complete such calls shall be reinstated upon receipt of payment for all current charges.
- 2.3.8 Sage may refuse, suspend, limit, or cancel a customer's service, without prior notice, in the event that the usage or acts of the customer are such to indicate intention to defraud the Company, to abuse or harass others, or to partake in similar activities. This includes fraudulently placing and receiving calls and/or providing false credit information, or misrepresentation of the customer's identity for the purpose of obtaining basic local exchange service. (CT)  
(CT)
- 2.3.9 Abuse, fraudulent use, harassment, and like terms include, but are not limited to situations described in preceding Sections 2.3.5, 2.3.7, 2.3.8 or following: (CT)  
(CT)
- 2.3.9.1 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;
- 2.3.9.2 the use of profane, obscene, or otherwise threatening language; (CT)
- 2.3.9.3 the impersonation of another with fraudulent intent;
- 2.3.9.4 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;
- 2.3.9.5 the use of the service for any purpose other than as a means of communication;
- 2.3.9.6 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
- 2.3.9.7 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.
- 2.3.9.8 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.
- 2.3.10 The Company may refuse to provide Service at an address where Service has been discontinued for non-payment of bills for any Service subject to this Tariff if it is determined that the nonpayment customer or real users of the Service still reside at the address.

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**SECTION 2 - RULES AND REGULATIONS**

2.3. **Limitations (cont'd)**

2.3.11 The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.

Pursuant to a wholesale supplier's contractual provision, Sage will limit up to ten lines per service location. (CT)

2.4. **Liabilities of Sage**

2.4.1. Sage's liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the installation, provision, termination, maintenance, repair, or restoration occurring in the course of furnishing service, channels, or other facilities, and not caused by the negligence of the subscribers, commences upon activation of service. In no event does Sage's liability exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects occur. For the purposes of computing such amount, a month is considered to have thirty (30) days. Credit will be calculated pursuant to Section 2.9 of this Tariff.

2.4.2. When the facilities of other carriers are used in establishing connections to points not reached by Sage's facilities, Sage is not liable for any act or omission of the other carrier(s). The Customer will indemnify and save harmless Sage from any third-party claims for such damages referred to in Section 2.4.1.

2.4.3. Sage will not be responsible for consequential damages or lost profits suffered by a Customer as a result of interrupted or unsatisfactory service. Sage will not be liable for claims or damages resulting from or caused by: (i) Customer's fault, negligence or failure to perform Customer's responsibilities; (ii) claims against Customer by another party; (iii) any act or omission of any other party; or (iv) equipment or service furnished by a third party.

2.4.4. Sage does not guarantee or make any warranty with respect to any equipment provided by it or leased on the Customer's behalf where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. The Customer shall indemnify and hold Sage harmless from any and all loss, claims, demands, suits or other actions, or any liabilities whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or persons, for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so used.

**SECTION 2 - RULES AND REGULATIONS**

2.4. Liabilities of Sage (cont'd)

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

**SECTION 2 - RULES AND REGULATIONS**

2.4. **Liabilities of Sage** (cont'd)

- 2.4.11. With respect to the services, materials and equipment provided hereunder, Sage makes no promises, agreements, understandings, representations or warranties, expressed or implied, and hereby expressly disclaims all warranties, expressed or implied, not stated in this Tariff, and in particular disclaims all warranties of merchantability and fitness for a particular purpose.
- 2.4.12. For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

Subject to the provision of Section 2.4 of this Tariff, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

1. For listings in alphabetical telephone directories furnished at additional charge, as set forth herein, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
2. For listings in the information records furnished at additional charge, as set forth herein, an amount not in excess of the charge for the listing during the period of omission or error.

2.5. **Responsibilities of the Customer**

- 2.5.1. The Customer must initiate a service order pursuant to Section 2.6 of this Tariff.
- 2.5.2. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by Sage, except upon the written consent of Sage. The equipment Sage provides or installs at the Customer premises for use in connection with the service Sage offers shall not be used for any purpose other than for which it was provided.
- 2.5.3. The Customer shall ensure that the equipment and/or system is properly interfaced with Sage's facilities or service. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Sage will permit such equipment to be connected with its channels without the use of protective interface devices.
- 2.5.4. The Customer shall be responsible for securing its telephone equipment against being used to place fraudulent calls using Sage's service. The Customer shall be responsible for payment of all applicable charges for services provided by Sage and charged to the Customer's accounts, even where those calls are originated by fraudulent means either from Customer's premises or from remote locations.
- 2.5.5. Sage shall be indemnified and held harmless by the Customer against claims of liable, slander, or the infringement of copyright, or for the unauthorized use of any trademark, trade name, or service mark, arising from the material transmitted over Sage's service, against claims for infringement of patents arising from, combining with, or using in connection with, service, Sage's apparatus and systems of the Customer; against all other claims arising out of any act or omission of the member in connection with Sage's service. The Customer shall be liable for:

**SECTION 2 - RULES AND REGULATIONS**

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.
- 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. An Application for Service may be changed by Customer upon written notice to Sage, subject to acceptance and confirmation by Sage, provided that a charge shall apply to any change when the request is received by Sage after notification by Sage of the acceptance and confirmation. Such charge shall be the sum of the charges and costs for access facilities and other services and features and the lesser of (i) the monthly recurring rate for each service component that has been canceled as a result of the change times the appropriate minimum service period, plus the applicable installation or non-recurring charges, and (ii) the costs incurred by Sage in accommodating each change, less net salvage. The costs incurred by Sage will include the direct and indirect cost of facilities specifically provided or used, the costs of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

**SECTION 2 - RULES AND REGULATIONS**

2.6. Application for Service (cont'd)

2.6.3. Where the Customer or applicant cancels an Application for Service prior to the start of installation of service, lease of network elements, or prior to the start of special construction, no charge applies. Where installation of service has been started prior to the cancellation, a cancellation charge equal to the costs incurred by Sage shall apply, but in no case shall such charge exceed the charge for the minimum period of the service ordered, including applicable installation charges, if any. The costs incurred by Sage will include the direct and indirect costs of facilities specifically leased, provided or used; the cost of installation, including design preparation, engineering, supply expense, labor and supervision, general and administrative, and any other costs resulting from the preparation, installation and removal effort.

2.7. **Establishing Credit, Deposits and Advance Payments**

2.7.1. Credit Requirement

A. New Residential Service – Sage shall not require a cash deposit or other guarantee as a condition of new service unless a customer:

1. Has an outstanding account balance with any Wisconsin telecommunications utility which accrued within the last 6 years, and at the time of the request for service remains outstanding and not in dispute, or
2. Is attempting to receive service with intent not to pay for the same. Such intent may be inferred from all the circumstances surrounding the application, or
3. Will clearly be unable to pay for service rendered at the time such payment is due.

B. Existing Residential Service – Sage shall not require a cash deposit or other guarantee as a condition of continued service unless either or both of the following circumstances apply:

1. The service of the customer has been disconnected by Sage once within the last 12-month period for nonpayment of a delinquent service account not currently in dispute.
2. Subsequent credit information indicates that the initial application for service was falsified or incomplete.

C. Business Service – If the credit of an applicant for service has not been established satisfactorily to the company, the applicant may be required to provide a deposit or guarantee. The deposit shall be refunded after 24 consecutive months if the customer's credit standing is satisfactory to the company.

2.7.2. Reestablishment of Credit

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

2.7.3. Deposits and Interest

Sage does not require deposits at this time, subject to Section 2.7.1 above.

2.7.4 Advance Payments

At the time an application for service is made, an applicant may be required to pay an advance payment amount equal to one month's service charges and/or the service connection and/or equipment charges plus applicable taxes, fees, and surcharges as well as nonrecurring charges for any required special construction. Advance payments received by Sage in funds other than credit card, Moneygram, or Western Union Quick Collect may delay service implementation for up to 5 business days after payment is honored. The amount of the first month's service is credited to the Customer's account on the first bill rendered. An advance payment may be required in addition to a deposit.

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**SECTION 2 - RULES AND REGULATIONS**

**2.8. Billing and Payment Procedures**

- 2.8.1. The Customer is responsible for the payment of all charges for facilities and services furnished by Sage to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.
- 2.8.2. For billing of monthly charges, service is considered to be established upon the day in which Sage notifies the Customer of installation and testing of the Customer's services.
- 2.8.3. Usage charges will be billed monthly in arrears. Customer will be billed for all usage accrued beginning immediately upon access to the service. Customers will be billed for usage occurring during their specific 30-day billing cycle, which for purposes of computing charges shall be considered a month. The rates charged to a Customer will be the rates in effect on the first day of the Customer's billing cycle.
- 2.8.4. Monthly charges for all access service components, provided hereunder, are billed in advance of service and reflect the rates in effect as of the date of the invoice. A Customer's first invoice may contain charges from previous periods for service provided from the date of installation through the current invoice period. Invoices are available electronically and in paper form at the Customer's discretion. The Paper Invoice Fee of \$0.99 per month shall be waived for any Customer who elects Sage's Green Electronic Billing Option and forgoes receipt of paper bills.
- 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 by the due date on the bill 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. If Sage becomes concerned at any time about the ability of a Customer to pay its bills, Sage may require that the Customer pay its bills and make such payments in cash or the equivalent of cash.
- 2.8.6. Any disputed charge may be brought to Sage's attention by verbal or written notification. In the case of a billing dispute between the Customer and Sage that cannot be settled to their mutual satisfaction, the undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection. The Customer may request an in-depth investigation into the disputed amount and a review by a Sage manager. During the period that the disputed amount is under investigation, Sage shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, Sage may discontinue service. In the event the dispute is not resolved, Sage shall inform the customer that the customer has the option to pursue the matter with the Public Utility Commission.
- 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 twenty-five dollar (\$25) 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.
- 2.8.9. If service is suspended/disconnected by Sage in accordance with the provisions of the Tariff and later restored, restoration of service will be subject to all applicable installation charges. In addition to the installation charges, the customer will be required to pay all charges due, including the charges for the period of denial.

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**SECTION 2 - RULES AND REGULATIONS**

2.8. **Billing and Payment Procedures** (Cont'd)

2.8.10. Pursuant to Section 165.0525 of the Wisconsin Statutes, 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 If any portion of the payment is not received by Sage by the due date, or if any portion of the payment is received by Sage in funds that are not immediately available, then a late payment penalty may be assessed. Charges greater than \$50.00 left unpaid after the due date are subject to a late payment charge of \$6.00. The late payment penalty shall apply to all customers.

2.8.12. Multi-Account, Multi-Brand and Multi-Affiliate Credit and Collections Practices

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

2.9. **Interruption of Service**

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

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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.

(RT)

**SECTION 2 - RULES AND REGULATIONS**

**2.11. Disconnection of Service by Customer**

- 2.11.1. By giving notice, Customer may disconnect service at any time following its minimum service requirement(s).
- 2.11.2. The Customer will be responsible for all charges until the disconnect is effected. For nonusage sensitive charges, Customer will be liable for the entire monthly recurring charge during the month Customer's service terminates. If the Customer disconnects service prior to the end of a term plan, the termination liabilities associated with the term plan will apply.
- 2.11.3. If a customer purchases Sage's bundled offering and subsequently disconnects Sage's local service and purchases (AT) local service from a different carrier, the customer can contact Sage to obtain the proper PIC code for the third-party provider of long-distance services.

**2.12. Cancellation for Cause**

- 2.12.1 The Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the following reasons:
- A. Failure to comply with the terms of a deferred payment agreement or failure to pay a delinquent account, provided the total amount owed for service used exceeds one month's local service charges;
  - B. Failure to comply with deposit or guarantee arrangements;
  - C. Violation of the company's rules pertaining to the use of service in a manner which interferes with the service of others or to the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation;
  - C. Where subsequent credit information indicates that the initial application for service was falsified to the extent that a deposit or guarantee would be required or service refused under the applicable sections of this tariff;
  - D. Failure to pay a delinquent toll account billed by the company providing local exchange service, provided the company is authorized by the toll carrier to resolve customer disputes;
  - E. Where a dangerous or emergency condition exists for as long as the condition exists.
- 2.12.2 Service may be discontinued during normal business hours on or 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 5 calendar days prior to any disconnection, the company shall give written notice by first class mail consistent with the rules set forth in Section 165.052 of the Wisconsin Statutes. Service must be disconnected within 15 days of the date the notice is mailed unless the customer and the company agree to extend this time period. If the 15-day period lapses due to the customer's pursuance of the dispute procedures herein described, the company shall provide further 5-day written notice prior to disconnection.
- 2.12.4 The company shall make reasonable effort to have a personal or telephone contact with the customer prior to disconnection.

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**SECTION 2 - RULES AND REGULATIONS**

2.13 **Notice and Communication**

2.13.1 The Customer shall designate on the Application for Service an address to which Sage shall mail or deliver all notices and other communications, except that Sage may also designate a separate address to which Sage's bills for service shall be mailed.

2.13.2 Sage shall designate on the Application for Service an address to which the Customer shall mail or deliver all notices and other communications, except that Sage may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

2.13.3 All notices or other communications required to be given pursuant to this Tariff shall be made in writing to Sage at 3300 E. Renner Road, Suite 350, Richardson, Texas 75082-2800 or by calling (214) 495-4700. Notices and other communications of either party, and all bills mailed by Sage, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U. S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first. (CT)

2.13.4 Sage or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2.14. **Taxes, Surcharges and Utility Fees**

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

2.15. **State USF Recovery Fee**

Effective March 1, 2006, the State Universal Service Fund Recovery Fee will appear on customer's invoices. This fee includes a designated percentage of the current PSC USF assessment and permissible assessments for certain Wisconsin programs such as TEACH, UW-System, and DPI BadgerLink-Library Aids.

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 3300 E. Renner Road, Suite 350, Richardson, Texas 75082-2800. (CT)

2.17 **Public Switched Network Recovery Charge**

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

**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

(RT)

(RT)

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.2. **Local Exchange Service** (cont'd)

New Installations

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

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

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(RT)

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

(CT)

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

(CT)

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

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

1. Business Services cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., N.A. 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by Sage at no charge to the customer, unless otherwise requested by customer to be unblocked.
2. Service is furnished only for use by the Business Customer, guests, employees and business associates.
3. Business service offerings that include unlimited usage are available to business customers with ten or fewer business lines. Unlimited long distance offers apply only to domestic direct-dialed live voice calls. Inbound calls using Sage Inbound Only Toll Free Service (8xx), operator-assisted calls, calling card calls, information service calls and other similar calls are not included and incur additional charges. Certain applications, e.g., auto-dialing, broadcast FAX, modem to modem, long distance Internet or Intranet access, call center and certain switching applications are not permitted above incidental levels under unlimited service plans. Customers not complying with the terms of the plan will be transitioned to a per-minute rated plan.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **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: **(CT)**
- a. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private or parochial schools, hospitals, nursing homes, libraries, institutions, churches and all other establishments of a strictly business nature.
  - b. Any location where a business designation is provided or when a title indicating a trade, occupation or profession is listed.
  - c. Service terminating solely on the answering service facilities of a telephone answering firm will carry business rates.
  - d. Residential locations where the Business customer has no regular business telephone service and the use of the service by the Business Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.2. **Local Exchange Service** (cont'd)

- 3.1.2.B. **Residential Services** - Residential Services provide the Customer with the general telecommunications services listed in Section 3.1.1 of this Tariff and is not available to those locations governed by Section 3.1.2.A. (MT)
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 at no charge to the customer, unless otherwise requested by the customer to be unblocked.
  2. Residential service offerings that include unlimited usage are limited to use for residential voice applications. This includes service offerings providing for unlimited local usage, unlimited intraLATA usage and/or unlimited interLATA usage. No commercial use of any form is permitted for such unlimited service offerings. Incidental calling for dial-up Internet access, for data and fax type applications and for other restricted uses reflected in this tariff is permitted up to a maximum of 1200 minutes within any consecutive thirty-day period; any such usage beyond this threshold shall be presumed to be non-residential in nature. If, at any time, the Company determines that the Customer's usage is non-residential or is not consistent with use for residential voice applications, the Company may immediately take actions to enforce adherence to this tariff and to the Company's Statement of Terms and Conditions of Service that are applicable to interLATA and international long distance. Such actions may include the transition to a higher tier within the customer's existing service plan and the application of the High Usage Charge as specified in Section 4.1.15, following. (MT, AT)  
(AT)
- The High Usage Charge is applicable to all Residential service plans whenever usage thresholds established in Section 4.1.15, following, are exceeded, including plans that offer unlimited usage and plans that do not offer unlimited usage. The existence of the High Usage Charge shall be communicated to the Customer in advance of its initial application, and shall thereafter apply automatically whenever the threshold is exceeded. Upon request, usage information will be provided pursuant to Section 4.1.15, following. (AT)
- For residential service offerings that include unlimited usage, the Company will notify the Customer in writing when the previous month's usage exceeds that normally associated with residential voice applications. Such written notice will inform the Customer that a higher tier rate will apply if, after two additional months, the usage remains above usage thresholds established in the existing service plan. Customers whose excessive usage levels resulted in a higher rate will, upon request, qualify for the lower-tier rate(s) after three consecutive months of usage below usage thresholds established in the existing service plan. The High Usage Charge is a separate element and applies independently of any unlimited plan rate tier. (MT, CT)  
(MT)  
(MT,AT)  
(AT)

*Material appearing on this page was previously located on Page 22.*

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **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 Wisconsin Bell exchanges within the State of Wisconsin. The Company hereby mirrors the Map and Legal Description tariffs of Wisconsin Bell, 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)

<b>Exchange Name</b>	<b>Zone</b>	<b>Exchange Name</b>	<b>Zone</b>
Algoma	3	Menomonee	3
Appleton	2	Menomonee Falls	2
Beaver Dam	3	Merton	3
Beloit	2	Milwaukee	1
Big Bend	3	Muskego	3
Burlington	3	Nennah-Menasha	2
Burnett	3	New London	3
Caledonia	3	Newburg	3
Cedarburg	3	North Lake	3
Chippewa Falls	3	Oconomowoc	3
Columbus	3	Omro	3
De Pere	3	Oshkosh	2
Delavan	3	Parkside	3
Eau Claire	2	Pewaukee	3
Ellsworth	3	Port Washington	3
Evansville	3	Racine	2
Fond Du Lac	2	Richmond	3
Fort Atkinson	3	River Falls	3
Genoa City	3	Roberts	3
Green Bay	2	Sheboygan	2
Hartford	3	Sheboygan Falls	3
Hartland	3	Somers	3
Horicon	3	Stevens Point	2
Hortonville	3	Stoughton	3
Houlton	3	Sturgeon Bay	3
Hubertus	3	Sussex	3
Hudson	3	Thiensville	3
Jackson	3	Union Grove	3
Janesville	2	Van Dyne	3
Jefferson	3	Watertown	3
Juneau	3	Waukesha	2
Kaukauna	3	Waupaca	3
Kenosha	2	Waupun	3
Kewaunee	3	West Bend	3
Lake Geneva	3	Whitewater	3
Little Chute	3	Williams Bay	3
Madison	1	Winneconne	3
Manitowoc	2	Wrightstown	3
Mayville	3		

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.3.B. **Local Calling Scopes**

The Company hereby mirrors the local calling scopes as described in Section 1 of Wisconsin Bell's Exchange Access Service Tariff. Any future modifications to these local calling scopes will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed local calling scopes on an individual exchange basis will be filed with the commission for approval.

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

All service plans are subject to the application of the High Usage Charge pursuant to Section 4.1.15, following, and to other charges pursuant to this tariff.

1. **EasyCall Plan**

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The EasyCall Plan includes the following bundle of services:

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

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

Eligibility: This plan is available to residential customers only.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans** (cont'd)

3.1.4.A. **Residential** (cont'd)

(MT)

2. Sage Unlimited Plan

The Sage Unlimited Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Basic Voicemail 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
- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands.

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 1, 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 and is subject to terms and conditions specified in Section 3.1.2.B and Section 4.1.2.A.

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*Material appearing on this page was previously located on Page 24.*

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

3. Simply Savings

The Simply Savings includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Call Waiting - Free
- 100 Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. Effective April 1, 2006, customers will receive one hundred and twenty (120) free Sage 1+ long distance minutes each month.

Eligibility: Residential customers in the originating Wisconsin Bell exchanges listed in Section 3.1.3.A. Effective October 1, 2006 the residential Sage Simply Savings Plan has been discontinued for new Sage Customers. Residential customers with this service prior to October 1, 2006 may remain on this plan. (CT)

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

4. Simply Savings PLUS

The Simply Savings PLUS includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service - Free
- Call Waiting – Free
- Choice of any one of the following features – Free
  - Call Forwarding
  - Wait & See
  - Three-Way Calling
- 250 Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. Effective April 1, 2006, customers will receive three hundred (300) free Sage 1+ long distance minutes each month.

Eligibility: Residential customers in the originating Wisconsin Bell 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. (CT)

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

5. Simply Savings COMPLETE Plan A

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

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Basic Voicemail 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

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

Eligibility: Residential customers listed in Section 3.1.3.A. Customers must choose Sage as their intraLATA toll and interLATA long distance carrier to receive the unlimited minutes of Sage 1+ long distance minutes each month. Effective October 18, 2004 Simply Savings Complete Plan A has been discontinued for New Sage Customers. Residential customers with the service prior to October 18, 2004 may remain on this plan.

The Simply Savings COMPLETE Plan A 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 and is subject to terms and conditions specified in Section 3.1.2.B and Section 4.1.2.A.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

6. Simply Savings COMPLETE Plan B

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

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service
- Basic Voicemail Service
- The following Custom Calling Features:
  - Repeat Dialing                      Call Waiting
  - Call Screening                      Speed Calling
  - Call Forwarding                      Three-Way Calling
  - Automatic Callback                      Wait & See
- Five Hundred (500) Minutes Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands. Effective June 1, 2005, customers will receive 750 1+ Sage long distance minutes each month.

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

7. Simply Savings Choice

Simply Savings Choice includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service
- Call Waiting Service
- Any one of the following features packages
  - Voice Mail – includes Sage Basic Voice Mail
  - Home Wire Maintenance – includes Sage inside wire maintenance coverage
  - Privacy Package – includes the following:
    - Non-Published service
    - Anonymous Call Rejection
    - Wait & See
    - Call Blocker

Eligibility: Residential customers in the originating Wisconsin Bell exchanges 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. (CT)

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

8. **Sage-to-Sage Long Distance Calling**

Effective October 1, 2005, residential Sage customers may place unlimited 1+, direct-dialed long distance calls to other residential Sage customers at no additional charge. The called party must have an active Sage telephone number at the time the call is placed. Sage-to-Sage Long Distance Calling minutes are not deducted from allotted long distance usage allowances in Sage bundled packages. Calls will be itemized on the customer's bill as Sage-to-Sage calls. No credits will be issued for unused long distance minutes.

Sage-to-Sage Long Distance Calling is limited to use for residential voice applications. Basic Local Service Customers and Sage Budget Service Plan customers are not eligible for this offer. Customers must be subscribed to Sage's local, intraLATA toll and interLATA long-distance services. No commercial use of any form is permitted for this unlimited service offering. If, at any time, the Company determines that the Customer's usage is non-residential or is not consistent with use for residential voice applications, the Company may immediately take actions to enforce adherence to this tariff and to the Company's Statement of Terms and Conditions of Service that are applicable to interLATA and international long distance. (CT)

9. **Sage Select**

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

Sage Select benefits include:

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

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

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

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3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

10. **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 & fees.

(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 & fees.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

11. **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.

12. **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.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

13. **Sage Simply Savings Unlimited**

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

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- The following Custom Calling Features – Free:
  - Repeat Dialing                      Call Waiting
  - Call Screen                          Speed Calling 8
  - Call Forwarding                    Three-Way Calling
  - Automatic Callback                Wait & See
  - MultiRing
- Unlimited Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands
- Discounts on additional services:
  - Basic Voice Mail - \$4.95
  - Enhanced Voice Mail - \$5.95
  - eSageLink Dial Up - \$9.95

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

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

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

14. **Sage Simply Savings Preferred**

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

- Basic Local Exchange Service, including unlimited local calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- A choice of any of the following Custom Calling Features – Free:
  - Repeat Dialing                      Call Waiting
  - Call Screen                              Speed Calling 8
  - Call Forwarding                      Three-Way Calling
  - Automatic Callback                      Wait & See
  - MultiRing
- 300 Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands. Rate for additional minutes is at a discounted \$0.04 rate.
- Discounts on additional services:
  - Basic Voice Mail - \$4.95
  - Enhanced Voice Mail - \$5.95
  - eSageLink Dial Up - \$12.95

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

15. **Sage Simply Savings Essentials**

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

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

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. **Residential**

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

Eligibility: This plan is available to residential customers only. Effective November 1, 2009 this plan is no longer available for new customers. Residential customers with this service prior to November 1, 2009 may remain on this plan. (AT)  
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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

17. **Recurring Credit Card Discount**

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

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

18. **Customer SAVE - \$5 Off For 3 Months**

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

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

19. **Customer SAVE - \$10 Off For 3 Months**

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

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

20. **Customer SAVE – Unlimited Long Distance for 3 Months**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

21. **Basic Local Service**

- Primary Basic Local Service includes unlimited local calling and basic dial tone services
- Access to receive calls from other stations on the public switched telephone network
- Access to intrastate, interstate and international calling services provided by Sage and other certified common carriers;
- Access to toll-free telecommunications services such as 800 NPA
- Access to 9-1-1 service for emergency calling
- Access to other operator and directory assistance services

Eligibility: Residential customers listed in Section 3.1.3.A.

22. **Unlimited Long Distance for 5 Months Offer**

New residential customers who subscribe to any currently available ValuePlus Plan or 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. **(CT)**

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

23. **\$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.

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

24. **Uniendo Familias Plan**

The Uniendo Familias Plan includes the following bundle of services:

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

Eligibility: This plan is available to residential customers only. Effective December 16, 2009 the residential Uniendo Familias Plan has been discontinued for new Sage Customers. Residential customers with this service prior to December 16, 2009 may remain on this plan. (AT)  
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- Metropolitan or Regional calling where available at an additional charge

25. **Customer SAVE - \$10 Off For 2 Months**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

26. **Sage Budget Service Plan**

The Sage Budget Service plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local calling
- Call Waiting – Free
- Caller ID – Free
- Toll Restriction
  
- Rate for domestic long distance minutes is at \$0.25 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 new, residential customers only. Effective December 16, 2009, the residential Sage Budget Service Plan has been discontinued for new Sage Customers. Residential customers with this service prior to December 16, 2009 may remain on this plan. (AT)  
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- This plan is not eligible for additional custom calling features or Metro or Regional service.
- The Sage Budget Service Plan is subject to terms and conditions specified in Section 3.1.2.B.

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

27. **Free 2 Month SAVE Offer**

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

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

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28. **Free Month SAVE Offer**

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

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

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

29. **\$5 Off First Bill**

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

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

30. **\$10 Premium SAVE Offer**

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

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

31. **\$5 SAVE Offer – 1 Year**

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

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

32. **Discounted Move Offer**

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

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

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

33. **Win-back Credit - Two Months Free**

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

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

34. **Customer SAVE Move Offer**

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

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

(CT)  
(CT)



**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

36. **PremierCall Plan**

The **PremierCall Plan** includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling
- Caller ID Service – Free
- Sage Home Wire Maintenance - Free
- The following Custom Calling Features – Free:
  - Call Waiting                      Call Screen
  - Speed Calling 8                      Call Forwarding
  - Three-Way Calling                      Automatic Callback
  - Wait & See
- Twelve hundred (1200) Sage 1+ long distance minutes each month. Applies to direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.
- Discounts on additional services:
  - Basic Voice Mail - \$1.99
  - eSageLink Dial Up - \$9.95

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

37. **Online \$10 Discounted Installation SAVE Offer**

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

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

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans**

3.1.4.A. Residential

38. Sage Nationwide Calling

(AT)

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

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

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

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

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

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

(AT)

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans** (cont'd)

3.1.4.B. **Business**

All service plans are subject to the application of the High Usage Charge pursuant to Section 4.1.15, following, and to other charges pursuant to this tariff.

1. **Business Choice Plan**

The Business Choice Plan includes the following bundle of services:

- Basic Local Exchange Service, including unlimited local voice calling (CT)
- Multi-Line Hunting Service - Free (CT)
- Sixty (60) Free Sage 1+ long distance minutes each month. See Section 3.1.4.C for rules and regulations. Effective April 1, 2006, customers will receive one hundred and twenty (120) free Sage 1+ long distance minutes each month. (CT)

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

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

2. **Business Multi-line Discount**

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

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



**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans** (cont'd)

3.1.4.B. **Business**

5. **Business Win-back Free Month Credit**

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

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

6. **Business Free Month Offer**

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

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

(AT)

(AT)

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans** (cont'd)

3.1.4.B. **Business**

7. **Free Month Business SAVE Offer**

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

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

(RT)

8. **Sage Business Value**

(AT)

The Sage Business Value plan includes the following bundled services:

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

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

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

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

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

(AT)

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.4. **Local Service Plans** (cont'd)

3.1.4.C. **Free Sage 1+ Long Distance**

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

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

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

(CT)

(CT)

(RT)

(RT)

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.5 **Non-Recurring Service Charges**

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

3.1.5.A. The Installation Charge is a per order, nonrecurring charge that applies as follows:

1. Installation of local exchange service to a customer's premises for the first time.
2. Installation of additional local exchange access lines to a customer's premises.
3. A change in location of customer's equipment or service from one premise to another.
4. A restoration of service due to suspension/disconnection from nonpayment of bill for telecommunications services.

3.1.5.B. No installation charges will apply to customers converting their existing local phone service, as is, from the incumbent LEC to Sage. This also applies to existing Sage customers who change their local calling plans.

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

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

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.

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

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



**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **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 all 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.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **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.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **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 WISCONSIN BELL, will provide telephone directory services to its Customers. This includes listings in WISCONSIN BELL's White Pages directory and directory assistance database. The following telephone directory services are offered: (CT)

3.1.7.A. **Primary Listing** – Primary directory listing in both WISCONSIN BELL 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.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.7. **Telephone Directory Service** (cont'd)

- 3.1.7.B. White Pages Directory(s) - This service provides for the annual delivery of the White Pages directory. One (1) directory per residential household and one (1) directory per business line will be provided at no charge. Additional directories can be purchased at the request of the customer.
- 3.1.7.C. Non-Listed Service - For customers who desire their telephone numbers to be omitted from WISCONSIN BELL'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 WISCONSIN BELL'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.
  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.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.7. **Telephone Directory Service** (cont'd)

[Reserved for Future Use]

(RT)

(RT)

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.8. **Custom Calling Features**

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

1. 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**

3.1. **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 Telecom 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**

3.1. **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. Repeat Dialing, Call Screening, Automatic Callback, 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**

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

Per-line blocking will be offered at no charge to a requesting customer if 1) lines serving domestic violence victims, shelters serving domestic violence victims, and lines serving public safety investigators (police investigators, probation and parole officers, etc.) or 2) Sage Telecom receives from the customer written certification that the customer has a compelling need for per-line blocking. (AT)

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.

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.

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

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.

- 3.1.11.A **Trouble Ticket Trip Fee** - Applies for each dispatch during a normally scheduled work day where a technician is on duty. A normally scheduled work day is defined as 8AM to 5PM, Monday through Friday. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each technician. This charge also applies to dispatches during a normally scheduled work day where the technician(s) could not access the premises. **(CT)**
- 3.1.11.B **Emergency Service Call Charge** - Applies for each dispatch outside a normally scheduled work day where an off duty technician is called in to perform the work. If more than one technician is dispatched in conjunction with the same trouble report, the charge applies to each technician.
- 3.1.11.C **NID Move Charge** - Applies for each dispatch related to relocating the customer's Network Interface Device (NID). This charge is in addition to either the Standard or Emergency Repair Charge, which will be determined based on the time of the dispatch.

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

For special situations, rates for specialized services will be determined on an Individual Case Basis and specified by agreement between Sage and the Customer.

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.13. **9-1-1 Telecommunication Service**

All terms and conditions set forth in this Section are applicable to the services as defined in this Tariff.

3.1.13.A. **Service Overview**

1. 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**

3.1. **Telecommunications Services** (cont'd)

3.1.14. **Toll Restriction Service**

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

Toll Restriction Service will be provided as follows:

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

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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.15. **Reserved for Future Use**

3.1.16. **Tell-A-Friend Program**

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

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

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

3.1.17. **Lifeline Service**

3.1.17.A Applicability

1. Lifeline Service is a telecommunications service assistance program designed to provide eligible residential customers with a credit to be applied to the price of basic local exchange service.
2. Eligible customers will receive a credit of \$1.17 per month from the Wisconsin Universal Service Fund, to be applied to their basic local exchange service.
3. In addition to the discount indicated in paragraph 3.1.17.A.2, eligible customers will receive \$1.75 (Tier 2) credit, \$0.58 (Tier 3) credit and up to a maximum of \$6.50 (Tier 1) credit on the Interstate Subscriber Line Charge per month for service from the Federal USF.
4. The Lifeline monthly rate shall not be more than \$15.00 and shall not receive credits in excess of the normal applicable tariffed rate for their basic local exchange service.
5. Customers may have multiple lines per location, however; only one primary line is eligible for any Lifeline discount in the state of Wisconsin.
6. All charges, either recurring or nonrecurring, for any service or feature other than Lifeline Service shall be billed at the tariffed rate.
7. Lifeline discounts shall be available on a retroactive basis, not to exceed 60 days and Lifeline discounts are available on residential services.
8. Customers can have calling features but will only receive the lifeline credit to their basic local service plan.

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.17. **Lifeline Service** (cont'd)

3.1.17.B Designated Services Available to Lifeline Customers

The following services shall be offered to eligible Lifeline customers:

1. Single Party Service
2. Local Usage
3. Touch Tone Services
4. Voice Grade Access to the Public Switched Network
5. Access to Emergency Services
6. Access to Operator Services
7. Access to Inter-exchange Services
8. Access to Directory Assistance
9. Availability of Toll Restriction at No Charge

Lifeline Service may not be disconnected for non-payment of toll charges. Eligible customers accepting toll restriction services shall not be required to pay a deposit.

3.1.17.C Eligibility Requirements

1. Customers are eligible if they participate in one or more of the following programs:
  - Food Stamps
  - Medical Assistance
  - Wisconsin Works or W2
  - Supplemental Security Income (SSI)
  - Low Income Household Energy Assistance Program (LIHEAP)
  - Wisconsin Homestead Tax Credit
  - Badger Care

2. Verification:

Participation in the specified income assistance programs must be verified by the State of Wisconsin through the Department of Workforce Development (DWD) for other than the Homestead Tax Credit. The Homestead Tax Credit will be verified by the Wisconsin Department of Revenue.

(CT)

Verification of eligibility will be based on identifying the Social Security Number (SSN) and corresponding name and address of the listed customer in the active records of the DWD for at least one of the specified income assistance programs.

(CT)

Upon confirming participation in any of the low-income programs listed in 3.1.17 C, Sage will begin providing the credit on a retroactive basis not to exceed 60 days.

Eligibility shall be reconfirmed on at least an annual basis for all customers receiving Lifeline assistance.

The Lifeline service credit will be discontinued for customers no longer meeting eligibility requirements.

**SECTION 3 - DESCRIPTION OF SERVICES**

3.1. **Telecommunications Services** (cont'd)

3.1.18 **Link Up Service**

(MT, CT)

3.1.18.A Applicability

1. Link Up Service is a federally sponsored telephone assistance program designed to make telephone service accessible to low-income households.
2. Assistance is provided by waiving all applicable non-recurring charges for local service installations and for moves from one residence to another.
3. Customers whose claim of eligibility cannot be verified at the time the service order is issued will be billed the installation charges.
4. Customers who have paid the installation charges will receive the Linkup waiver as a credit on their bills, providing that claim is made within 60 days following completion of the service order and that all other eligibility requirements are met.
5. Customers eligible for Lifeline or Linkup assistance may not be charged a deposit for service if they voluntarily accept toll-limitation.
6. Customers eligible for Lifeline or Linkup assistance may not be requested to pay in advance for more than one month's local service bill.

3.1.18.B Eligibility Requirements

1. Customers are eligible if they participate in one or more of the programs in paragraph 3.1.17 C.
2. Verification:

Sage will perform eligibility verification during the 60-day period from the date service is connected. If the customer's eligibility cannot be confirmed within 45 days, the customer will be notified in writing.

(MT, CT)

*Material appearing on this page was previously located on Page 39.*

**SECTION 4 - RATES AND CHARGES**

4.1. **Local Exchange Service**

The following rates and charges are applicable to Residential and Business Customers.

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

4.1.1.A.

Service Charge Type	Residence	Business
Installation Charge, per line	\$ 59.00	\$ 59.00
Copy of Call Records*: Per customer request	\$25.00	\$25.00
Order Processing Fee:		
Telephone Number Change	\$ 25.00	\$ 25.00
All Others	\$ 9.50	\$ 9.50
Referral Message Fee	\$ 10.00	\$ 10.00
Duplicate Invoice Charge, per invoice	\$ 5.00	\$ 5.00

4.1.1.B. Reconnect Fee:

Residence	\$ 66.00
Business	\$ 66.00

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

4.1.2.A. Residential

	<u>Monthly Rate</u>
Sage Unlimited Plan	
Tier 1 (0 – 1200 mou/month threshold)	\$ 45.99 (CR)
Tier 2 (1201 - 2400 mou/month threshold)	\$ 59.99
Tier 3 (2401 + mou/month threshold)	\$ 99.99
Simply Savings	
Zone 1	\$ 29.49 (CR)
Zone 2	\$ 29.49 (CR)
Zone 3	\$ 31.99 (CR)
Simply Savings Choice	
Zone 1	\$ 28.99
Zone 2	\$ 28.99
Zone 3	\$ 28.99
Simply Savings PLUS	
Zone 1	\$ 33.99
Zone 2	\$ 33.99
Zone 3	\$ 35.99 (CR)

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

**SECTION 4 - RATES AND CHARGES**

4.1. **Local Exchange Service** (cont'd)

4.1.2 **Monthly Local Service Plan Charges** (cont'd)

4.1.2.A. **Residential** (cont'd)

	<u>Monthly Rate</u>
Simply Savings COMPLETE Plan A	
Tier 1 (0 – 1200 mou/month threshold)	
Zone 1 and 2	\$ 44.99
Zone 3	\$ 44.99
Tier 2 (1201 - 2400 mou/month threshold)	\$ 59.99
Tier 3 (2401 + mou/month threshold)	\$ 99.99
Simply Savings COMPLETE Plan B	
Zone 1	\$ 43.99
Zone 2	\$ 43.99
Zone 3	\$ 43.99
Sage Simply Savings Unlimited – All Zones	
Tier 1 (0 – 1200 mou/month threshold)	\$ 40.99
Tier 2 (1201 - 2400 mou/month threshold)	\$ 60.99
Tier 3 (2401 + mou/month threshold)	\$ 99.99
Sage Simply Savings Preferred	\$ 31.99
All Zones	
Sage Simply Savings Essentials	\$ 26.99
All Zones	
Sage Simply Savings Essentials – Features	\$ 26.99
All Zones	
Sage Basic Local Service	\$ 18.50
All zones	
Uniendo Familias Plan	
All zones	\$ 27.99
Sage Budget Service Plan <sup>1</sup>	
All zones	\$ 18.99
PremierCall Plan	\$ 39.99
ValueCall Plan	\$ 29.99
EasyCall Plan	\$ 21.99
Sage Nationwide Calling All Zones	
Tier 1 (0 - 1200 mou/month threshold)	\$ 39.99
Tier 2 (1201 - 2400 mou/month threshold)	\$ 59.99
Tier 3 (2401 + mou/month threshold)	\$ 99.99

(NR)  
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4.1.2.B. **Business**

	<u>Monthly Rate</u>
Business Choice Plan	
Zone 1	\$ 44.99
Zone 2	\$ 44.99
Zone 3	\$ 44.99
Sage Business Advantage Pro *	\$ 34.99
Business Nationwide 120	\$ 4.99
Business Nationwide 600	\$ 17.99
Business Nationwide 1400	\$ 29.99
Business Nationwide 2400	\$ 34.99
Business Value	\$ 36.00
Business Value with Metropolitan Calling	\$ 60.00

<sup>1</sup>This plan is available for one (1) line only per premises; additional lines are available for other tariffed service plans.

\*Additional Charges for Business expanded calling with Sage Business Advantage Pro are as follows: \$24.00

**SECTION 4 - RATES AND CHARGES**

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

4.1.3. **Operator Assisted Service Rates**

4.1.3.A. **Operator Handled Calling**

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

Person-to-Person	\$ 8.95 per call	
Station-to-Station	\$ 3.00 per call	(CR)
Collect	\$ 3.95 per call	
Third Number Billing	\$ 4.95 per call	

4.1.3.B. **Directory Assistance Service (1-411)**

Direct Dialed	\$ 1.84 per call	(CR)
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Operator assisted calls are also subject to charges specified in Section 4.1.3.A.

4.1.3.C. **Busy Line Verification and Line Interrupt Service**

Busy Line Verification	\$ 6.00 per request	(CR)
Line Interrupt	\$ 7.00 per request	

4.1.4. **Telephone Directory Service Rates**

Service Type	Set-up Charge	Monthly Rate
Non-Listed Service		
Primary Line	*	\$ 3.50
Additional Line	*	\$ 3.50
Non-Published Service	*	\$ 5.50
Extra Listings/Alternate Listings		
Residential	*	\$ 6.00
Business	*	\$ 6.00
Foreign Listings	*	\$ 6.00
Cross-Reference Listings	*	\$ 6.00

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

	<u>Rate</u>
Residential	\$ 5.00
Business	\$ 5.00

**SECTION 4 - RATES AND CHARGES**

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

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

4.1.5.A Rates below are for all EasyCall, ValuePlus and PremierCall plans

(AT)

Feature	Res
Repeat Dialing	\$ 3.75
Repeat Dialing (per occurrence)	\$ 0.95
Call Screening	\$ 3.75
Call Forwarding	\$ 3.75
Automatic Callback	\$ 3.75
Automatic Callback (per occurrence)	\$ 0.95
Call Waiting	\$ 3.75
Multi-Ring Service	\$ 3.75
Speed Calling	\$ 3.75
Three-Way Calling	\$ 3.75
Three-Way Calling (per occurrence)	\$ 0.85
Wait&See - Call Waiting ID	\$ 3.75

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

(AT)

Feature	Res	Bus
Repeat Dialing	\$ 2.75	\$ 3.75
Repeat Dialing (per occurrence)	\$ 0.95	\$ 0.95
Call Screening	\$ 2.75	\$ 3.75
Call Forwarding	\$ 2.75	\$ 3.75
Automatic Callback	\$ 2.75	\$ 3.75
Automatic Callback (per occurrence)	\$ 0.95	\$ 0.95
Call Waiting	\$ 2.75	\$ 3.75
Multi-Ring Service	\$ 2.75	\$ 3.75
Speed Calling	\$ 2.75	\$ 3.75
Three-Way Calling	\$ 2.75	\$ 3.75
Three-Way Calling (per occurrence)	\$ 0.85	\$ 0.85
Wait&See - Call Waiting ID	\$ 2.75	\$ 3.75

4.1.6. **Caller ID Service**

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





**SECTION 5 - PROMOTIONS AND DISCOUNTS**

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

Sage Telecom will provide written notice to the Commission prior to the beginning of each promotion period identifying the promotion, identifying the areas offered, the beginning and ending dates of the promotion, and the specific type of waiver or credit. If facilities permit, all residential and/or business Customers will be offered the same opportunity to take advantage of the same terms and conditions under the promotions in which to subscribe to residential or business services.

5.1 **[Reserved for Future Use]**

5.2 **\$5 SAVE Offer – 6 Months**

(RT, AT)

Current Sage residential Customers who contact Sage Telecom about discontinuing their service between January 1<sup>st</sup>, 2010 and December 31, 2010 may be eligible for the \$5 SAVE Offer – 6 Months on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least two (2) months, be in good payment standing and have a grandfathered service plan, one of the Simply Savings plans, or one of the EasyCall, ValuePlus, or PremierCall plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$5 SAVE Offer – 6 Months is available for one (1) residential line.

Customers who qualify will receive a credit equal to \$5 off their monthly service plan bundled rate on their first six (6) invoices after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day (30) period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

5.3 **\$0.99 SAVE Offer – 1 Year**

Current Sage residential or business customers who contact Sage Telecom about discontinuing their service between January 1<sup>st</sup>, 2010 and December 31, 2010 may be eligible for the \$0.99 SAVE Offer – 1 Year on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage, be in good payment standing and have a grandfathered service plan, one of the Simply Savings plans, one of the EasyCall, ValuePlus, or PremierCall plans, or a business plan. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$0.99 SAVE Offer – 1 Year is available for one (1) line.

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

(RT, AT)



**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.8 **100 Minutes of Long Distance for 3 Months**

(AT)

New residential customers who subscribe to any currently available EasyCall Plan between October 1, 2009 and September 30, 2010 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 credit for up to 100 minutes of long distance for the first three (3) months of service on all direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands and outside the customer's local (free) calling area.

5.9 **\$10 Off 3 Months Offer**

This promotion is available to Customers who switch their service to Sage Telecom between October 1, 2009 and September 30, 2010. To be eligible, the Customer must establish local and long distance service with Sage Telecom and purchase the ValuePlus Plan or PremierCall Plan.

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, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time each credit is issued to receive each credit. This offer is limited to one (1) line per account. Sage reserves the right to cancel this promotion at any time. These credits may not be combined with any other Sage promotions or offers

(AT)

5.10 **[Reserved for Future Use]**

5.11 **[Reserved for Future Use]**

5.12 **[Reserved for Future Use]**

**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.13 **\$20 Premium SAVE Offer**

(AT)

Current Sage residential and/or business Customers who contact Sage Telecom between February 8, 2010 and December 31, 2010 about discontinuing their service may be eligible for the \$20 Premium SAVE offer on their monthly local service bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at least one (1) year and have business type service, a grandfathered plan, one of the Simply Savings plans, or one of the EasyCall, ValuePlus, or PremierCall Plans. This credit is only available for one (1) line per Customer and may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period.

Customers who qualify will receive a credit equal to \$20 off their service plan bundled rate on their first three invoices after the offer is applied. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good standing with good payment history at the time the credit is issued to receive the credit. Sage reserves the right to cancel this promotion at any time.

5.14 **\$10 Premium SAVE Offer – 12 Months**

Current Sage residential and/or business Customers who contact Sage Telecom between February 8, 2010 and December 31, 2010 about discontinuing their service may be eligible for the \$10 Premium SAVE Offer – 12 months on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at one (1) year, be in good payment standing and have business type service, a grandfathered plan, one of the Simply Savings plans, or one of the EasyCall, ValuePlus, or PremierCall Plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$10 Premium SAVE Offer is available for one (1) line per account.

Customers who qualify will receive a credit equal to \$10 off their monthly service plan bundled rate on their first twelve (12) invoices after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

5.15 **\$50 Premium SAVE Offer**

Current Sage residential and/or business Customers who contact Sage Telecom between February 8, 2010 and December 31, 2010 about discontinuing their service may be eligible for the \$50 Premium SAVE Offer on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at one (1) year, be in good payment standing and have business type service, a grandfathered plan, one of the Simply Savings plans, or one of the EasyCall, ValuePlus, or PremierCall Plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$50 Premium SAVE Offer is available for one (1) line per account.

Customers who qualify will receive a credit equal to \$50 off their monthly service plan bundled rate on their next invoice after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

(AT)

**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.16 **\$40 Premium SAVE Offer**

Current Sage residential and/or business Customers who contact Sage Telecom between February 8, 2010 and December 31, 2010 about discontinuing their service may be eligible for the \$40 Premium SAVE Offer on their monthly service plan bundled rate if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at one (1) year, be in good payment standing and have business type service, a grandfathered plan, one of the Simply Savings plans, or one of the EasyCall, ValuePlus, or PremierCall Plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$40 Premium SAVE Offer is available for one (1) line per account.

Customers who qualify will receive a credit equal to \$40 off their monthly service plan bundled rate on their next invoice after the offer is applied. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day period. Credit amount does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

(AT)

(AT)

**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.17 **SAVE - Unlimited Long Distance for 1 Year**

Current Sage residential and/or business Customers who contact Sage Telecom between February 8, 2010 and December 31, 2010 about discontinuing their service may be eligible for the Save-Unlimited Long Distance for 1 Year offer if they agree to keep their phone services with Sage Telecom. To be eligible, the Customer must have local service with Sage for at one (1) year, be in good payment standing and have business type service, a grandfathered plan, one of the Simply Savings plans, or one of the EasyCall, ValuePlus, or PremierCall Plans. This credit may not be combined with any other Sage promotions or offers. Customer is limited to one (1) SAVE discount per twelve (12) month period. This \$40 Premium SAVE Offer is available for one (1) line per account.

Customers who qualify will receive unlimited minutes of long distance for the first twelve (12) months of service on all direct dialed, 1+ long distance or 1+ intraLATA toll calls made to points within the continental U.S., Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands and outside the customer's local (free) calling area. The then-effective tariffed rate will apply in full each month thereafter. Additional charges may apply if Customer exceeds 9000 minutes during any consecutive thirty-day period. Credit amount does not include any additional charges for optional features, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time the credit is issued to receive each credit. Sage reserves the right to cancel this offer at any time.

5.18 **Phone \$20 Discounted Installation SAVE Promotion**

(AT)

New residential Customers switching their service to Sage Telecom or existing Sage customers who contact Sage Telecom about discontinuing their Sage service at the time of a physical location move between February 19, 2010 and September 30, 2010 may be eligible for the Discounted Installation SAVE Promotion. To be eligible, the Customer must establish new local service with Sage Telecom or keep their service with Sage in the case of a move, purchase an EasyCall, ValuePlus, or PremierCall plan, and place their order with Sage by phone. This credit may not be combined with any other Sage promotions or offers.

Customers who qualify will have their installation fee discounted to \$20 on their first invoice after the offer is applied. This discount is available for up to two (2) lines per Customer. Existing Sage customers 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.

5.19 **\$10 Off 2 Months Offer**

This promotion is available to new residential customers who switch their service to Sage Telecom between April 1, 2010 and March 31, 2010. To be eligible, the Customer must establish local and long distance service with Sage Telecom and purchase one of the premium service plans, such as the ValuePlus or PremierCall plan.

Customers who qualify will receive a credit equal to \$10 off their service plan bundled rate on their first two invoices from Sage Telecom. Credit does not include any additional charges for optional features, long distance, taxes, fees, surcharges, or other services. Customer must be in good payment standing at the time each credit is issued to receive the credit. This offer is limited to one (1) line per account. Sage reserves the right to cancel this promotion at any time. These credits may not be combined with any other Sage promotions or offers.

(AT)

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**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.20 **Tell-A-Friend Plan Promotion**

(AT)

For referred customers who initiate service between April 1, 2010 and March 31, 2011, the Tell-A-Friend Plan provides two credits of \$75 each to local exchange service customers of Sage for referring a local exchange service customer to Sage and who choose Sage as their long distance carrier. Referring customers can earn two credits for each customer referred, provided they meet all terms and conditions of the program.

To qualify for the first \$75 credit, referred customer must initiate service with Sage Telecom between April 1, 2010 and March 31, 2011 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 \$75 credit, referred customer must initiate service with Sage Telecom between April 1, 2010 and March 31, 2011 and remain a Sage local exchange service customer in good standing for a minimum of twelve (12) months with a standard class of service. Credit to the referring customer will not be given if the referred customer disconnects their local exchange service prior to twelve (12) months from their service date or if either the referring or referred customer has not maintained good payment standing.

(AT)

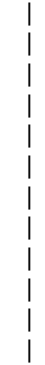
5.21 **[Reserved for Future Use]**

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**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.22 **[Reserved for Future Use]**

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**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.23 **[Reserved for Future Use]**

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5.24 **[Reserved for Future Use]**

5.25 **[Reserved for Future Use]**

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**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.26 **[Reserved for Future Use]**

5.27 **[Reserved for Future Use]**

5.28 **[Reserved for Future Use]**

5.29 **[Reserved for Future Use]**

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**SECTION 5 - PROMOTIONS AND DISCOUNTS**

5.30 **Online \$10 Off 3 Months Offer**

(CT)

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 (such as www.whitefence.com) and purchase one of the premium service plans, such as Simply Savings Preferred or Unlimited plans.

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, taxes, surcharges, fees, or other services. Customer must be in good payment standing at the time each credit is issued to receive each credit. This offer is limited to one (1) line per account. Sage reserves the right to cancel this promotion at any time. These credits may not be combined with any other Sage promotions or offers.

5.31 **Winback \$50 Off 4<sup>th</sup> 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 currently available Simply Savings plans. To be eligible for a Win-back offer, the Customer must have previously had local service with Sage, then switched their service to another local service provider and is now returning to Sage as a Customer with local service.

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, taxes, surcharges, fees or other services. Customer must be in good payment standing at the time the credit is issued to receive the credit. This offer is limited to one (1) line per account. Sage reserves the right to cancel this promotion at any time. Customers may not combine this offer with any other Sage promotions or offers.

5.32 **[Reserved for Future Use]**