WIDE AREA TELEPHONE SERVICE

CUSTOM 800 SERVICE

A. General

1. Custom 800 Service is the furnishing of dial type telecommunications from stations within a Market Service Area (MSA) to a station associated with an 800 termination point within the same MSA within the State of Illinois.

2. Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.

3. An 800 termination is a path between the network interface at the customer's premises and the point in a Company Central Office where access to the switched network is obtained for the purpose of completing 800 calls. Custom 800 Service access will be arranged for common line termination. Custom 800 Service provides termination of calls over nondedicated business and residence lines. One 800 number may be assigned to each existing or newly provided exchange telephone number, which allows for the completion of 800 calls in addition to all other usage normally handled on this termination.

   Variable call destination allows the Business Custom 800 Service customer to have 800 calls to their single 800 number terminate at different locations within the same MSA based on criteria they select. This feature allows the customer to have calls routed to a specific location based on a variety of conditions i.e., time of day, day of week, etc.

4. Custom 800 Service is not available in conjunction with Pay Coin Telephone Service, Public Coin Telephone Service, Customer Owned Coin Telephone Service or Foreign Exchange Service.

5. Custom 800 Service provides for the termination of 800 calls only.
CUSTOM 800 SERVICE (Cont'd)

A. General (Cont'd)

6. Customers may retain the same Custom 800 Service telephone number when moving to another location within the State of Illinois. Custom 800 Service allows the customer to use one 800 number in multiple MSAs for IntraMSA calling. All calls originating within the designated Market Service Area will be terminated within the same MSA.

7. Custom 800 Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this Catalog. Custom 800 Service rates set forth herein are in payment for the service furnished between the calling and called stations.

8. Custom 800 Service is furnished subject to the availability of the appropriate equipment and facilities.

9. Custom 800 Service is concurred in by other Local Exchange Carriers, any and all costs and charges to provide such service will be borne by the concurring carrier on an individual case basis.

10. The term "Service Terminating Arrangement" denotes company-provided equipment which terminates Custom 800 Service at a customer's premises. The service terminating arrangement provides a clearly delineated interface, which facilitates the design, isolation and testing of Custom 800 Service. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.

11. All rates and charges quoted in this Catalog provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.
WIDE AREA TELEPHONE SERVICE (Cont'd)

CUSTOM 800 SERVICE (Cont'd)

A. General (Cont'd)

12. Directory Listings for Custom 800 Service will be provided at applicable additional listing rates as shown elsewhere in this Catalog.

B. Limitations of Service

1. Dial type telecommunications associated with a Custom 800 Service access line are calls dialed and completed without the assistance of a Company operator, except that a Company operator will:

   - Re-establish a call which has been interrupted after the called number has been reached, or
   - Reach the called telephone number where facilities are not available for customer dial completion.

2. The Company does not undertake to transmit messages, but offers the use of its facilities for communications between customers. Custom 800 Service does not include calling to or from stations not within the same MSA, person-to-person, collect, conference or other calls requiring operator handling except as provided in the preceding.

3. Connection to Other Services

   .1 Custom 800 Service is not represented as adapted for connection to other services of the Company, facilities of Other Common Carriers (OCCs), or to customer-provided facilities. Connections of communications systems provided by the customer may be made; however, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station.

   .2 Regulations, rates and charges for the facilities used to connect customer-provided terminal equipment or customer-provided communications systems are set forth elsewhere in this Catalog.
WIDE AREA TELEPHONE SERVICE (Cont'd)

CUSTOM 800 SERVICE (Cont'd)

B. Limitations of Service (Cont'd)

4. Obligation of the Customer

.1 The agents and employees of the Company shall have the right to enter
the premises of a customer at any reasonable hour for the purpose of
installing, inspecting or repairing the services of the Company or upon
termination of the service, for the purpose of removing such services.

.2 The Company undertakes to maintain and repair the facilities, which it
furnishes to customers. The customer shall be responsible for damages
to facilities of the Company caused by negligence or willful act of the
customer or authorized users. The customer or authorized user may not
rearrange, disconnect, remove or attempt to repair, or permit others to
rearrange, disconnect, remove or attempt to repair any equipment
installed by the Company except upon written consent of the Company.

.3 The customer is responsible for providing a suitable supply of
commercial power, including outlets, when and where required by the
Company for the operation of any equipment on the customer's
premises.

.4 The customer is required to reimburse the Company for any loss
through theft of the equipment or apparatus on the customer's premises.

5. Custom 800 Service is furnished upon the condition that the customer
obtains adequate service to permit its use without creating excessive
overflows and incompletions or otherwise interfering with this or any other
service rendered by the Company. The Company, without incurring any
liability, may terminate or refuse to furnish Custom 800 Service to any
customer failing to comply with said conditions, subject only to provisions
as indicated elsewhere in this Catalog for Termination of Service.

6. Use of the Service

.1 Custom 800 Service is provided for use by the customer and may be
used by others, when so authorized by the customer, providing that all
such usage shall be subject to the provisions of this Catalog.
B. Limitations of Service (Cont'd)

6. Use of the Service

.2 Orders, including those installing, rearranging, or discontinuing service, will be accepted by the Company only from the customer.

.3 The customer subscribing to Custom 800 Service is responsible for its use and for the payment of all charges in connection therewith, and shall exercise such control as may be necessary to ensure that it is not improperly used.

7. Cancellation for Cause

The regulations set forth elsewhere in this Catalog for Termination of Service apply when appropriate.

C. Liability of the Telephone Company

1. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Custom 800 Service. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:

.1 The negligence or willful act of the customer,

.2 Customer provided facilities, or

.3 Electric power failure where the customer furnishes such electric power.

2. The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Custom 800 Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
CUSTOM 800 SERVICE (Cont'd)

D. Application of Monthly Rates and Charges

1. Timing of Calls

.1 Chargeable time begins when a connection is established between a station associated with the Custom 800 Service line and the calling station.

.2 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

.3 When Custom 800 Service is directly connected at customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the Custom 800 Service so that the chargeable time may begin.

.4 All messages completed in one billing period through Custom 800 Service will be billed a minimum of 30 seconds per message.

2. The minimum service period for Custom 800 Service is one month.

3. Usage is subject to a Minimum Average Time Requirement (MATR) of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

4. The monthly charges for Custom 800 Service are determined as follows:

.1 Determine the total number of calls for each Custom 800 Service number.

.2 Determine the equivalent hours rounded to the nearest tenth used by applying the MATR as described in D.4.3.

.3 Determine total actual hours used, rounded to the nearest tenth of one hour.
WIDE AREA TELEPHONE SERVICE

CUSTOM 800 SERVICE (Cont'd)

D. Application of Monthly Rates and Charges (Cont’d)

4. The monthly charges for Custom 800 Service are determined as follows: (Cont’d)

.4 Determine the chargeable hours, which is the greater of b. or c.

.5 Multiply the chargeable hours by the usage charge shown rounded to the next highest cent.

.6 Determine the charge for each Custom 800 Service number by multiplying the monthly rate per Custom 800 Service number shown by the quantity of Custom 800 Service numbers in service for that given month.

.7 Determine the total charges by adding the amounts developed in 5 and 6 preceding.

5. Optional Contract Periods

Customers may choose to subscribe on a month-by-month (no contract) basis or take advantage of lower intraLATA rates offered to customers who contract to subscribe to the service for longer periods of time. Options include: one year, two years or three years.

.1 Expiration of Contract - If a customer's contract period expires and the customer has not canceled or established a new contract with the Telephone Company, the customer's service will be continued under the month-by-month rates.

.2 Termination Liability - If a customer terminates prior to the expiration date of the contract, the customer's contract period to date usage will be re-rated at the month-by-month (no contract) rate, up to a maximum of twelve months, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.

.3 Unique Ringing Feature - A distinctive ringing signal is available as an option to Custom 800 Service customers. A distinctive ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange number.

A distinctive ringing signal is available only where facilities permit. This feature is not available for use on Citizens Digital Centrex, PBX trunks, or on local exchange facilities arranged for multi-line hunting.
WIDE AREA TELEPHONE SERVICE (Cont'd)

CUSTOM 800 SERVICE (Cont'd)

D. Application of Monthly Rates and Charges (Cont'd)

5. Optional Contract Periods (Cont'd)

If the customer has the Custom 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination, when applying Ring, must be in the Telephone Company's service area.

There is no additional monthly charge for this feature for customers who contract to subscribe to the service for one, two or three years. There is no additional nonrecurring charge if the feature is ordered on the initial installation of service for a one, two or three year contract period.
CUSTOM 800 SERVICE (Cont'd)

1. Custom 800 Service

<table>
<thead>
<tr>
<th>BILLING CODE</th>
<th>NONRECURRING** CHARGE</th>
<th>BILLING CODE</th>
<th>MONTHLY RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Business 800 Number</td>
<td>$10.00</td>
<td>B800</td>
<td>$10.00</td>
</tr>
<tr>
<td>Per Residence 800 Number</td>
<td>10.00</td>
<td>--</td>
<td>10.00</td>
</tr>
</tbody>
</table>

Subscription Fee - With Contracts

<table>
<thead>
<tr>
<th>Duration</th>
<th>BILLING CODE</th>
<th>CHARGE</th>
<th>BILLING CODE</th>
<th>MONTHLY RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Yr. Per Bus/Res.</td>
<td>10.00</td>
<td>--</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>2 Yr. Per Bus/Res.</td>
<td>10.00</td>
<td>--</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>3 Yr. Per Bus/Res.</td>
<td>10.00</td>
<td>--</td>
<td>10.00</td>
<td></td>
</tr>
</tbody>
</table>

2. Variable Call Destination

per additional termination -- 10.00 -- 2.00
CUSTOM 800 SERVICE (Cont'd)

F. Usage Rates

Custom 800 Service usage is billed at the following rates per hour.

<table>
<thead>
<tr>
<th>NO Contract Per Hour</th>
<th>1 YR Contract Per Hour</th>
<th>2 YR Contract Per Hour</th>
<th>3 YR Contract Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 15 Hours</td>
<td>$ 9.50</td>
<td>$9.22</td>
<td>$8.57</td>
</tr>
<tr>
<td>Greater than 15 Hours</td>
<td>9.00</td>
<td>8.55</td>
<td>7.95</td>
</tr>
</tbody>
</table>

G. Unique Ringing Feature

When ordered with 1, 2 or 3 Year Contracts -- $0.00

* When this service is added to an existing business or residence exchange access line, service ordering, connection, and nonrecurring charges associated with business or residence exchange access lines as shown in Section 3 of this Catalog do not apply. When this service is ordered in conjunction with the new installation of business or residence exchange access lines, the appropriate service ordering, connection, and nonrecurring charges associated with business or residence exchange lines as shown in Section 3 also apply.