

7. MISCELLANEOUS SERVICES

7.1. GENERAL

The services set forth in this Section are optional in nature and are available on an individual basis or as part of multiple feature packages. Miscellaneous Services are provided upon subscription request or, in some cases, are prearranged and activated by the customer's election to use the service. Services are provided subject to system and facility availability and may not be available with all classes of service.

7.2. CUSTOM CALLING FEATURES

Optional Custom Calling Features are available with Insight Phone Service. Customers may order features individually or as part of a feature package, as shown below. Monthly recurring charges associated with features are applied per access line, and are in addition to any other applicable charges.

7.2.1. OPTIONAL FEATURES

Customers may order any one or more of the following optional features for an additional monthly charge as specified in Section 5.2.3.

Anonymous Call Rejection

This feature allows the Customer to reject calls from callers who have blocked identification of their telephone number to Caller ID display devices. Anonymous Call Rejection may be activated and deactivated by dialing a specified code.

Call Forwarding Busy

Allows a Customer to forward calls to a designated telephone number when the customer is on the line. This feature will not forward calls when the customer does not answer the phone.

Call Forwarding No Answer

Allows a Customer to forward calls to a designated telephone number when the customer does not answer the phone. This feature will not forward calls when the line is busy.

Call Forwarding Remote Access

Allows a Customer to activate or deactivate Call Forwarding Variable from a line other than their base station line. The Customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES

7.2.1. OPTIONAL FEATURES (CONT'D)

Call Forwarding Selective

This feature enables a Customer to program their telephone to forward calls from a selected list of telephone numbers to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

Call Forwarding Variable

This feature enables a Customer to program their telephone to forward all incoming calls to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

Call Return

This feature allows a Customer to recall the last incoming call by dialing a preset code. If the called number is busy, automatic processing of the call continues for up to 30 minutes until both lines are idle unless the Customer dials the deactivation code. Calls returned outside the local calling area are subject to toll charges. This feature is available on a monthly subscription or a pay-per-use basis. Customers who choose the pay-per-use option are billed per activation, regardless of whether or not the attempted call is completed.

Call Return Blocking

This feature blocks the Customer's capability to use the Call Return pay-per-use feature.

Call Screening

This feature permits Customers to designate up to 12 telephone numbers from which incoming calls will be automatically completed to a prerecorded announcement circuit which will indicate that calls are not being taken at that time.

Call Trace

Call Trace allows the Customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the Customer dials a code and the traced number is automatically sent to the Company. The Customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel.

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES

7.2.1. OPTIONAL FEATURES (CONT'D)

Call Waiting

The Call Waiting feature enables a Customer already on a call to be notified of another call by the sound of a Call Waiting tone. The Customer may place the existing call on hold and answer the new call. The Call Waiting feature may be canceled by dialing a preset code.

Caller ID with Call Waiting

This feature enables a Customer already on a call to be notified of another call by the sound of a Call Waiting tone and to identify the telephone number from which the incoming call is being made and the main listed name associated with the calling telephone number. The Customer may place the existing call on hold and answer the new call.

(N)

(N)

Caller ID with Name and Number

Caller ID allows the Customer to identify the telephone number from which a call is being made and the main listed name associated with the calling telephone number. The calling telephone name and number is displayed on a Customer-provided display device.

Caller ID Blocking Per Line

This feature blocks the display of the Customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the Customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the Customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency Service providers.

Caller ID Blocking Per Call

This feature allows Customers to block the display of their name and telephone number to the station they are calling on a per-call basis. This feature may be utilized at any time through the activation of a special code prior to dialing an outgoing call. This feature is provided at no monthly charge to the Customer. Per Call Blocking will not prevent the display of originating telephone numbers to 911 emergency Service providers.

Material previously on this sheet now appears on sheet 3.1 of this section.

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES

7.2.1. OPTIONAL FEATURES (CONT'D)

Custom Ring Service

(M)

This Service enables the Customer to have two telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the Customer to determine which number is being called.

(M)

Do Not Disturb

(N)

This feature allows the customer to place the phone line in a busy state to all incoming calls. When this feature is enabled, the calling party receives a busy tone or announcement.

(N)

Distinctive Ring Service

(M)

Provides the Customer with the ability to build and maintain a list of up to 12 telephone numbers from which incoming calls will have a distinctive ringing pattern.

(M)

Material on this sheet previously appeared on Sheet 3 of this section.

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES

7.2.1. OPTIONAL FEATURES (CONT'D)

Hunting

Available to Business customers only. For multi-line Customers, this feature provides the ability to have calls route to another line instead of reaching a busy signal. The Customer must have a least two Business lines and determine the order of call routing. Changes to the hunt sequence after initial installation will require a change in service request and will incur a Hunting Configuration Change Charge, set forth in Section 4, preceding.

Integrated Hunting

This feature provides the ability to have calls route to a recording device if all available lines are busy.

LD Alert

This feature allows the current call waiting and ringing operations to provide a distinctive ring or call waiting tone to incoming Long Distance calls. LD Alert is available at no additional charge to customers who also subscribe to Call Waiting.

Prohibit Billed to Third Number Calls

Allows a Customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

Prohibit Collect Calls

Allows a Customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

Prohibit Billed to Third and Collect Calls

This feature combines the Prohibit Billed to Third Number and the Prohibit Collect Calls features.

Repeat Dialing

Allows the Customer to have local calls automatically redialed when the first attempt reaches a busy number. The busy line will be monitored for 30 minutes. When the line is free a distinctive ringing will notify the Customer that the call is being connected. This feature is available on a monthly subscription or pay-per-use basis.

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES

7.2.1. OPTIONAL FEATURES (CONT'D)

Speed Dialing 8

This feature allows the Customer to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits. Up to eight numbers may be stored in memory.

Speed Dialing 30 / Speed Dialing

(C)

This feature allows the Customer establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

Three-Way Calling

This feature allows the Customer to connect a third party call to an existing call, thereby establishing a three-way conference call. The Customer assumes financial responsibility for all calling charges generated by the use of this feature. This feature is available on a monthly subscription or a pay-per-use basis.

7.2.2. FEATURE PACKAGES – EVANSVILLE & JEFFERSONVILLE

(C)

The Customer may choose to subscribe to one of the following feature packages. These packages are only available to customers in Evansville and Jeffersonville exchanges.

(C)

(C)

A. Two Feature Pak

(T)

Available to Residential Customers only. Includes Call Waiting and Caller ID.

B. Multi-Feature Pak

(T)

Available to Residential Customers only. Includes Anonymous Call Rejection, Call Forwarding Variable, Call Forwarding Remote Access, Call Forwarding Selective, Call Return, Call Screening, Call Waiting, Caller ID, Distinctive Ring Service, Repeat Dial, Speed Dial 30, and Three-Way Calling.

C. Business Feature Pak

(T)

Available to Business Customers only. This Pack includes Caller ID with Name, Call Forwarding, Call Waiting, Three-Way Calling and Call Return.

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.3. RATES AND CHARGES

(Reserved for Future Use)

(D)

(D)

7. MISCELLANEOUS SERVICES

7.2. CUSTOM CALLING FEATURES (CONT'D)

7.2.3. RATES AND CHARGES

In addition to the following rates, a nonrecurring Service Change Charge, as set forth in Section 4.3, preceding, will apply when a customer requests a change in their selection of features.

A. Residential Feature Rates

EVANSVILLE and PRINCETON EXCHANGES

	<u>PER USE CHARGES</u>		<u>MONTHLY CHARGE</u>
	<u>CHARGE PER CALL</u>	<u>MONTHLY CAP</u>	
Anonymous Call Rejection	-	-	\$ 0.00
Call Forwarding Busy	-	-	1.00
Call Forwarding No Answer	-	-	1.00
Call Forwarding Remote Access	-	-	3.00
Call Forwarding Selective	-	-	2.00
Call Forwarding Variable	-	-	2.00
Call Return	\$.50	\$ 4.00	4.00
Call Return Blocking	-	-	0.00
Call Screening	-	-	3.00
Call Trace	3.00	-	-
Call Waiting	-	-	3.00 (I)
Caller ID with Name and Number)R	-	-	7.00(R)
Caller ID Blocking Per Line	-	-	0.00
Caller ID Blocking Per Call	0.00	-	-
Custom Ring Service	-	-	4.00
Distinctive Ring Service	-	-	2.00
LD Alert [1]	-	-	1.50
Prohibit Billed to Third Number Calls	-	-	0.00
Prohibit Collect Calls	-	-	0.00
Prohibit Billed to Third Number & Collect	-	-	0.00
Repeat Dialing	.50	4.00	4.00
Repeat Dialing Restrict	-	-	0.00
Speed Dialing 8	-	-	2.00
Speed Dialing 30	-	-	3.00
Three-Way Calling	-	-	2.50
Two Feature Package	-	-	10.00
Multi-Feature Package	-	-	16.00

[1] Monthly rate does not apply if Call Waiting is provisioned on the same line.

7. MISCELLANEOUS SERVICES**7.2.3. RATES AND CHARGES (CONT'D)**

A. Residential Feature Rates (continued)

JEFFERSONVILLE EXCHANGES

	<u>PER USE CHARGES</u>		
	<u>CHARGE</u>	<u>MONTHLY</u>	<u>MONTHLY</u>
	<u>PER CALL</u>	<u>CAP</u>	<u>CHARGE</u>
Anonymous Call Rejection	-	-	\$ 0.00
Call Forwarding Busy	-	-	1.00
Call Forwarding No Answer	-	-	1.00
Call Forwarding Remote Access	-	-	4.00
Call Forwarding Selective	-	-	3.00
Call Forwarding Variable	-	-	2.00
Call Return	\$.50	\$ 4.00	3.50
Call Return Blocking	-	-	0.00
Call Screening	-	-	4.00
Call Trace	3.00	-	-
Call Waiting	-	-	3.00 (I)
Caller ID with Name and Number	-	-	7.00 (R)
Caller ID Blocking Per Line	-	-	0.00
Caller ID Blocking Per Call	0.00	-	-
Custom Ring Service	-	-	4.00
Distinctive Ring Service	-	-	4.00
LD Alert [1]	-	-	1.50
Prohibit Billed to Third Number Calls	-	-	0.00
Prohibit Collect Calls	-	-	0.00
Prohibit Billed to Third Number & Collect	-	-	0.00
Repeat Dialing	.50	4.00	4.00
Repeat Dialing Restrict	-	-	0.00
Speed Dialing 8	-	-	2.00
Speed Dialing 30	-	-	2.50
Three-Way Calling	-	-	2.50
Two Feature Package	-	-	10.00
Multi-Feature Package	-	-	16.00

[1] Monthly rate does not apply if Call Waiting is provisioned on the same line.

7. MISCELLANEOUS SERVICES**7.2.3. RATES AND CHARGES (CON'T)**

B. Business Feature Rates

EVANSVILLE and PRINCETON EXCHANGES

(C)

	<u>PER USE CHARGES</u>		<u>MONTHLY CHARGE</u>
	<u>CHARGE PER CALL</u>	<u>MONTHLY CAP</u>	
Anonymous Call Rejection	-	-	\$ 4.00
Call Forwarding Busy	-	-	1.00
Call Forwarding No Answer	-	-	1.00
Call Forwarding Remote Access	-	-	3.20
Call Forwarding Selective	-	-	2.00
Call Forwarding Variable	-	-	3.20
Call Return	\$.75	\$3.20	3.20
Call Return Blocking	-	-	0.00
Call Screening	-	-	4.00
Call Trace	3.00	-	-
Call Waiting	-	-	3.20
Caller ID with Name and Number	-	-	8.00
Caller ID Blocking Per Line	-	-	0.00
Caller ID Blocking Per Call	0.00	-	-
Custom Ring Service	-	-	3.20
Distinctive Ring Service	-	-	2.00
Hunting	-	-	0.00
Integrated Hunting	-	-	2.00
LD Alert [1]	-	-	1.50
Prohibit Billed to Third Number Calls	-	-	0.00
Prohibit Collect Calls	-	-	0.00
Prohibit Billed to Third Number & Collect	-	-	0.00
Repeat Dialing	.60	3.20	3.20
Repeat Dialing Restrict	-	-	0.00
Speed Dialing 8	-	-	3.00
Speed Dialing 30	-	-	3.20
Three-Way Calling	-	-	3.20
Business Feature Package	-	-	16.50

[1] Monthly rate does not apply if Call Waiting is provisioned on the same line.

7. MISCELLANEOUS SERVICES

7.3. INFORMATION SERVICE BLOCKING

7.3.1. GENERAL

Information Service Blocking to all 900 and/or 976 Service numbers is provided by the Company on all accounts. Unblocking is not available.

7.3.2. REGULATIONS

Direct dialed calls to all 900 and/or 976 Service numbers from the Customer's exchange access line will be blocked. These blocked calls will be directed to an announcement.

7. MISCELLANEOUS SERVICES**7.4. TOLL RESTRICTION****7.4.1. GENERAL**

This Service provides Customers with the ability to block outbound long distance calling from their Local access line.

7.4.2. REGULATIONS

- A. When the Toll Restriction option is activated, direct dialed long distance calls from the Customer's access line will be blocked. These blocked calls will be directed to a network message.
- B. The activation of the Toll Restriction option does not prevent Customers from placing long distance calls from the access line utilizing an Operator Service Provider that can be reached through the use of a local call. In addition, this option does not prevent Customers from placing operator assisted or calling card calls to a long distance number from a line that is not blocked.
- C. Toll Restriction will block the following types of calls:

- 1+ 7 Digit Long Distance
- 1+ 10 Digit Long Distance
- 00+
- 00-
- 01+
- 011+
- 1010XXX
- 0+ 7 Digit Long Distance
- 0+ 10 Digit Long Distance
- 7 Digit Long Distance

7.4.3. RATES AND CHARGES

A nonrecurring charge will apply for each line restricted, except that Toll Restriction will be provided at no charge to Lifeline Service subscribers.

**NONRECURRING
CHARGE**

Toll Restriction, per line

\$0.00

7. MISCELLANEOUS SERVICES**7.5. OPERATOR ASSISTED SERVICES****7.5.1. GENERAL**

A Service charge will apply to calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted, including Operator Station (Collect, Billed to Third Party, other Operator Assisted) and Person-to-Person.

Rates and charges for the Services described in this section will be credited to the Customer for calls completed to a wrong number, for incomplete connections, or for calls with unsatisfactory transmission.

7.5.2. OPERATOR STATION

An Operator Station Service charge applies when calls are completed with the assistance of a Company Operator, except as specified for Person-to-Person calls.

Customers who cannot physically dial a call can qualify for the Operator Assisted exemption which provides the Customer with operator assistance at a direct dialed rate without a Service charge. No application or certification is required for this program; however, the Customer must request this exemption. This exemption is available only where billing capability for application of the exemption exists.

7.5.3. PERSON-TO-PERSON

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

7.5.4. OPERATOR ASSISTED RATES AND CHARGES

	<u>RATE PER MINUTE</u>	<u>SERVICE CHARGE PER CALL</u>
A. Operator Station		
1. Automated Calls	\$0.00	\$3.95
2. Operator Assisted Calls	0.00	3.95
3. Billed to Third Party Calls	0.00	4.95
B. Person to Person	0.00	8.95

7. MISCELLANEOUS SERVICES

7.6. DIRECTORY ASSISTANCE SERVICE

7.6.1. GENERAL

Directory Assistance Service (411) is furnished upon Customer request for assistance in determining telephone numbers. Customers will be charged for all requests including requests for listings that are not found.

7.6.2. REGULATIONS

Directory Assistance charges apply on a per call basis, with a maximum of two requested telephone numbers allowed per call. A Directory Assistance call charged to a calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance as specified below.

Calls placed with the assistance of an Operator or billed to a Calling Card will also be billed the appropriate Operator Assisted Service Charge.

A. Exemptions

(D)
(D)

1. Charges will not be levied for calls to Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory, and who has registered as such with the Company.

(T)

7.6.3. RATES AND CHARGES

	CHARGE
Directory Assistance, per call	\$1.25 (I)

7. MISCELLANEOUS SERVICES

7.7. RESERVED FOR FUTURE USE

(C)

(D)

(D)

7. MISCELLANEOUS SERVICES

7.8. BUSY LINE VERIFICATION AND INTERRUPT SERVICE

7.8.1. GENERAL

Upon request of a calling party, the Operator will verify a busy condition on a called line. The Operator will determine whether the line is clear or in use and report its status to the calling party. The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

7.8.2. REGULATIONS

- A. Busy Line Verification and Interrupt Service is furnished where and to the extent that facilities permit. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- B. A charge will apply when: 1) the operator verifies that the line is busy with a call in progress; 2) the operator verifies that the line is available for incoming calls; or 3) 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 of the name of the calling party.
- C. No charge will apply when: 1) the calling party advises that the call is to or from an official public emergency agency; or 2) under conditions other than those stated in A. above.
- D. A Busy Line Verification charge also applies for each Busy Line Interruption.

7.8.3. RATES AND CHARGES

	CHARGE
Busy Line Verification, each request	\$2.00
Busy Line Interrupt, each request	5.00

7. MISCELLANEOUS SERVICES**7.9. DIRECTORY LISTINGS****7.9.1. GENERAL**

The Company will arrange for the Customer's main billing number to be placed in the directory or directories of the dominant Local carrier. The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Applicable monthly charges may be found in Section 5.9.5. Listings are intended solely for the purpose of identifying the Customer's telephone number and as an aid to the use of telephone Service.

7.9.2. REGULATIONS

- A. The listings of Customers, either without charge or at the rate specified within this Tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by Customers or prospective Customers, the Company will not be a party to controversies between Customers as a result of the publication of such listings in the directories.
- B. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the Customer is not impaired.
- C. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the Customer.
- D. The Customer will receive a standard listing in the alphabetical section of the directory which serves the Customer's location.
- E. A Service charge will apply for any Customer-requested change in listing, as specified in Section 4.5.
- F. Upon disconnection of a line the Customer may request an extended announcement referring the caller to the Customer's new number, for an additional charge per month, up to three months from the date of disconnect.

7. MISCELLANEOUS SERVICES

7.9. DIRECTORY LISTINGS (CONT'D)

7.9.3. NON-PUBLISHED NUMBERS

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the Customer to seek any legal remedies available for the same, is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have made for that non-published number for the affected period.

Except as provided above, the Customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

7. MISCELLANEOUS SERVICES**7.9. DIRECTORY LISTINGS (CONT'D)****7.9.4. NON-LISTED NUMBERS****A. General**

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have made for that non-listed number for the affected period.

Except as provided above, the Customer shall hold the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

C. Lines Dedicated to Data Usage

The Customer may request that lines ordered solely for data usage (i.e., computers, fax machines, etc.) be non-published without charge where:

- such service is provided for the same Customer at the same address as the Customer's Company-provided primary service,
- the Customer's primary listing is either published or the Customer is paying a monthly recurring charge to have the primary listing non-published or non-listed, and
- the non-published directory assistance listing is in the Customer's name.

7. MISCELLANEOUS SERVICES**7.9. DIRECTORY LISTINGS (CONT'D)****7.9.5. RATES AND CHARGES**

	RESIDENTIAL	
	<u>NONRECURRING</u>	<u>MONTHLY</u>
	<u>CHARGE</u>	<u>CHARGE</u>
A. Standard Listing	-	\$0.00
B. Additional Alphabetical Listing	-	1.00
C. Non-Published Numbers, each	-	2.50
D. Non-Listed Numbers, each	-	1.50
E. Extended Referral	\$0.00	-

	BUSINESS	
	<u>NONRECURRING</u>	<u>MONTHLY</u>
	<u>CHARGE</u>	<u>CHARGE</u>
A. Standard Listing	-	\$0.00
B. Additional Alphabetical Listing	-	1.50
C. Non-Published Numbers, each	-	3.50
D. Non-Listed Numbers, each	-	1.50
E. Extended Referral	\$2.00	-

7. MISCELLANEOUS SERVICES

7.10. UNIVERSAL EMERGENCY TELEPHONE SERVICE (911, E911)

7.10.1. GENERAL

The Company will provide a universal central office number 911 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications Services for a Public Agency engaged in protecting the safety and property of the general public. Use of the 911 number will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

In providing this Service, the Company will arrange to route 911 telephone calls from its local serving areas to the Public Safety Answering Point specified by an appropriate Public Agency.

7.10.2. REGULATIONS

- A. The PSAP operator is responsible for the dispatch of police, fire, ambulance or any other emergency Services personnel summoned by the party seeking assistance.
- B. 911 information consisting of the names, addresses and telephone numbers of all telephone Customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
- C. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published Service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- D. After the establishment of Service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

7. MISCELLANEOUS SERVICES

7.10. UNIVERSAL EMERGENCY TELEPHONE SERVICE (911, E911)

7.10.2. REGULATIONS (CONT'D)

- E. The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this Tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others.

- F. Under the terms of this Tariff the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any Services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

7.10.3. RATES AND CHARGES

No local usage charge applies to the calling party for calls to the 911 emergency number.

7. MISCELLANEOUS SERVICES

7.11. LIFELINE SERVICE

7.11.1. GENERAL

Lifeline Service provides a discount in the recurring monthly rate for the provision of local residential Service for certain low-income Customers.

7.11.2. REGULATIONS

- A. Lifeline Service will be made available only to qualified low income Customers who participate in any one of the following programs:
 - 1. Supplemental Security Income (SSI)
 - 2. Food Stamps
 - 3. Medicaid
 - 4. Aid to Families with Dependent Children (AFDC)
 - 5. Low Income Home Energy Assistance Program (LIHEAP)
 - 6. Occupants of a Government Subsidized Housing Program
- B. All applications for Service are subject to verification with the state agency responsible for administration of the qualifying program.
- C. The Company will provide Lifeline Service with the Local Only Offer, as specified in Section 5.1. Lifeline Service is limited to only one Service per qualified Customer or household.
- D. A Lifeline Customer may subscribe to additional lines, standard features and Services at the applicable rates, charges and regulations for each line, feature and Service provided. Premium Services offered by the Company will not be available.
- E. Charges for the installation of new Insight Phone Service as a Lifeline Service are set forth in 7.12, following.

(T)

7. MISCELLANEOUS SERVICES

7.11. LIFELINE SERVICE

7.11.2 REGULATIONS (CONT'D)

- F. Lifeline Service will be provided to a Customer only so long as such Customer continues to meet the Company's participation and certification guidelines.
- G. Lifeline Customers are subject to all residential Service regulations in this and other Tariffs of the Company.
- H. The Company will not disconnect or interrupt Service to a Lifeline Customer for failure to pay toll or long distance charges.

7.11.3. RATES AND CHARGES

- A. The Company will provide our Lifeline customers with a discount of \$7.27 off of the monthly basic local service charge. (C)
- B. Lifeline Service is subject to all applicable state, local and federal taxes and surcharges, and to all applicable Tariff regulations, rates, charges, and surcharges. (C)

7. MISCELLANEOUS SERVICES

7.12. LINK UP AMERICA

7.12.1. GENERAL

Link Up America is a program designed to promote universal Service by providing a discount on Service connection charges for qualified low-income Customers. Link Up discounts are established by Federal Regulation.

7.12.2. REGULATIONS

- A. Link Up America is available to residence Customers who meet the eligibility criteria as specified in Section 7.11.2.A, preceding.
- B. The Link Up America discount will be applied in accordance with F.C.C. guidelines.
- C. Link Up America applicants are exempt from Company deposit requirements if they opt for toll blocking.

7. MISCELLANEOUS SERVICES

7.13. TELECOMMUNICATIONS RELAY SERVICE (TRS)

7.13.1. GENERAL

Telecommunications Relay Service (TRS) is a relay telecommunications Service for persons who are deaf or hearing and/or speech disabled. The Service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech. Persons utilizing this Service will be charged as if the call were directly dialed.

7.13.2. TRS SURCHARGE

As ordered by the Commission, a surcharge will apply to all residence access lines served by the Company, except Lifeline Service lines. This surcharge applies regardless of whether or not the access line uses Telecommunications Relay Service.

	MONTHLY RATE
TRS Surcharge, Per Line	\$0.07

7. MISCELLANEOUS SERVICES

7.14. INDIANA UNIVERSAL SERVICE SURCHARGE (IUSF)

(N)

7.14.1. GENERAL

Pursuant to the requirements of Indiana Utility Regulatory Commission Final Order in Cause No. 42144, all customer billings shall reflect an additional charge to fund the Indiana Universal Service Fund (IUSF). The purpose of the IUSF is to implement a competitively neutral funding mechanism that promotes universal telecommunication service to all Indiana residents by ensuring availability of basic telecommunications services at just, reasonable, and affordable rates that are reasonably comparable between urban and rural areas of Indiana.

7.14.2. CONDITIONS

The surcharge will apply to net intrastate retail telecommunications services. The surcharge is subject to change pursuant to the procedure set forth in the Final Order in I.U.R.C. Cause No. 42144. Insight shall concur with the Indiana Universal Service Surcharge set forth in the Indiana Utility Regulatory Commission Tariff, I.U.R.C. No. T-7.

7.14.3. RATE

	MONTHLY RATE
IUSF Surcharge	.538%

(N)