

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.1. INSIGHT LOCAL SERVICE**

Insight Local Service provides the customer with an access line and usage within a local calling area for the transmission of two-way interactive switched voice or data communications. Local Calling Areas are described in Section 3.1.

The Company's services are furnished subject to the availability of facilities and equipment, and are subject to the terms and conditions of this Tariff.

Insight Local Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company.

Insight Local Services are subject to monthly recurring charges and for certain call types, per minute usage rates and/or service charges on a per access line basis, as specified following.

Customers subscribing to plans requiring Company subscription for Intrastate and Interstate long distance who subsequently select an alternate Intrastate or Interstate Carrier become Local Only customers and are subject to applicable monthly charges for custom calling features as set forth in Section 5.2.3, following, and toll usage rates as set forth in Section 8.2.3.C, following.

**5.1.1. INTEGRATED OFFERING**

The Integrated Offering is provided in conjunction with an associated long distance service provided by the Company. Customers who order the Integrated Offering associated with long distance service must be presubscribed to the Company for both Intrastate and Interstate long distance.

The Integrated Offering is subject to monthly recurring charges and/or per minute usage, on a per access line basis. The monthly charges for Integrated Offerings consist of a Line Component and a Usage Component. Each of the following offers provides customers with the option of one to four access lines. The customer may add one additional line per offer, up to a total of four lines per single-family residence.

5. INSIGHT RESIDENTIAL LOCAL SERVICE

5.1. INSIGHT LOCAL SERVICE (CONT'D)

5.1.1. INTEGRATED OFFERING (CONT'D)

A. Block-of-Time Offers – GRANDFATHERED

(C)

**The following offers are Grandfathered and are only available to customers who subscribed to the offers prior to July 14, 2007 and who have not initiated any change to their account.**

(N)

(N)

The following Block-of-Time plans provide the customer with unlimited calls within their Local Calling Area and a specified amount of calling for a flat monthly fee. The following types of calls do not apply towards minutes included in any of the Block-of-Time plans listed below: Operator Assisted calls, Calling Card calls, Information Service Provider calls (i.e., 976, 900), international calls, or calls to toll free dialing numbers. Block-of-Time usage is measured per month, based on all applicable usage on all lines associated with the account. Unused portions of the monthly allowance will not be credited to a subscriber's account, carried over to another month, or transferred to another account.

1. 180 Minute Block-of-Time Offer– GRANDFATHERED

(C)

The 180 Minute Block-of-Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 180 minutes of domestic direct dialed long distance and/or direct-dialed 1+ calling to Canada per monthly billing period. Additional usage will be rated on a per minute basis as specified in the appropriate Company Tariff or Service Guide.

2. 300 Minute Block-of-Time Offer– GRANDFATHERED

(C)

The 300 Minute Block-of-Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 300 minutes of domestic direct dialed long distance and/or direct-dialed 1+ calling to Canada per monthly billing period. Additional usage will be rated on a per minute basis as specified in the appropriate Company Tariff or Service Guide.

B. "By the Minute" Offer

(M)

The "By the Minute" offer provides the customer with a local access line, touch-tone service, unlimited calls within the customers local calling area, and long distance calling rated on a per minute basis as specified in the appropriate Company Tariff or Service Guide.

(M)

Material previously on this page now appears on page 2.1 of this section  
Material on this page previously appeared on page 2.1 of this section.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.1.1. INTEGRATED OFFERING**

C. Unlimited Usage Offer \*

(C)

The Unlimited Usage Offer provides the customer with unlimited domestic direct-dialed 1+ interstate and intrastate long distance usage, and unlimited direct-dialed 1+ calling to Canada.

(M) (C)  
(M) (C)

Due to the bulk nature of the usage, call detail may not be provided on the monthly billing. Unused minutes in any month revert to the Company.

Service is limited to residential voice applications and the use of this service is limited to the customer, members of the customer's household and occasional guests. The use of the service for commercial applications, resale, internet access, telemarketing or other non-residential usage is prohibited. In addition, the use of auto dialers, polling devices, call forwarding, three-way calling (other than incidental usage) and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited. Participation may be terminated for customers who utilize the service in a manner or for a purpose other than those described herein.

This offer does not include calls to 900 numbers, directory assistance calls, calling card calls, operator services, international calling, taxes, fees, subscriber line and installation charges. Customers checking email, limited surfing the Internet or sending faxes should not incur an additional monthly fee for such limited usage due to the brevity of these applications.

The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this offer. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, call usage in excess of 5,000 minutes per month, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not consistent with typical residential customer usage, the customer will be contacted and offered a service plan more appropriate to their needs at the Company's sole discretion. Subsequent to that notification, if a customer continues to use the service in an inappropriate manner, the Company will temporarily restrict the customer's ability to place offending calls until a mutually agreeable resolution can be reached.

\* Note: The Unlimited Usage Offer, previously offered as an add on to the 180 Minute Block of Time, is available to Grandfathered customers subscribing to the 180 Minute Block of Time for a monthly charge, which is in addition to the Monthly Recurring Charge for the 180 Minute Block of Time.

(N)  
|  
(N)

Certain material on this page previously appeared on page 2 of this section.

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.1. INSIGHT LOCAL SERVICE (CONT'D)**

**5.1.1. INTEGRATED OFFERING (CONT'D)**

C. Rates and Charges

**MONTHLY CHARGE**

1. Primary Access Line	
a. Lexington Exchanges	\$29.00 (I)
b. Louisville Exchanges	25.00 (I)
c. Shepherdsville Exchanges (Note 1)	25.00 (I)
d. Henderson Exchanges	23.00 (I)
e. Shepherdsville Exchanges (Grandfathered)(Note 2)	17.75 (I)
2. Usage Component	
a. 300 Minute Block of Time Offer(Grandfathered)	17.00
b. 180 Minute Block of Time Offer(Grandfathered)	12.00
c. Unlimited Usage Offer (Note 3)	22.00
d. "By the Minute" Offer	3.00

**5.1.2. LOCAL ONLY OFFER**

The Local Only Offer is provided as a stand-alone local offer not associated with a long distance service. The Local Only Offer is subject to monthly recurring charges on a per access line basis.

The Local Only Offer provides customers with a local access line, touch-tone service, and unlimited calling within the customer's local calling area.

**MONTHLY CHARGE**

1. Access Line	
a. Lexington Exchanges	\$29.00 (I)
b. Louisville Exchanges	25.00 (I)
c. Shepherdsville Exchanges (Note 1)	25.00 (I)
d. Henderson Exchanges	23.00 (I)
e. Shepherdsville Exchanges (Grandfathered)(Note 2)	17.75 (I)

Note 1: Rate applies to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

Note 2: Rate applies to customers who have subscribed prior to April 1, 2006 and who have not initiated any change to their account.

Note 3: The following rate applies to Grandfathered 180 Minute Block of Time Customers who continue to subscribe to the Unlimited Usage Offer as an add on to their service. This rate is in addition to the Block of Time Monthly Recurring Charge:

Unlimited Usage Add-On Offer	10.00
------------------------------	-------

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.1. INSIGHT LOCAL SERVICE (CONT'D)**

**5.1.3. ADDITIONAL LINES**

The customer may add additional access lines, up to a total of four lines per account. A monthly charge for each additional line will be assessed as specified below.

A. Rates and Charges

**MONTHLY CHARGE**

1. Each Additional Line	
a. Lexington Exchanges	\$12.00
b. Louisville Exchanges	12.00 (I)
c. Shepherdsville Exchanges (Note 1)	12.00 (I)
d. Henderson Exchanges	10.00
e. Shepherdsville Exchanges (Note 2)	7.50

Note 1: Rate applies to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

Note 2: Rate applies to customers who have subscribed prior to April 1, 2006 and who have not initiated any change to their account.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES**

Optional Custom Calling features are available with Insight Local 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.

**5.2.1. 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, following.

**A. 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.

**B. 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.

**C. 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.

**D. 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.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.1. OPTIONAL FEATURES (CONT'D)**

**E. 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.

**F. Call Return Blocking**

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

**G. 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.

**H. 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.

**I. 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.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.1. OPTIONAL FEATURES (CONT'D)**

J. 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.

K. 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.

L. 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.

M. Custom Ring Service

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.

N. Distinctive Ring Service

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.

---

## 5. INSIGHT RESIDENTIAL LOCAL SERVICE

### 5.2. CUSTOM CALLING FEATURES (CONT'D)

#### 5.2.1. OPTIONAL FEATURES (CONT'D)

O. 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.

P. 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.

Q. 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.

R. Prohibit Billed to Third Number and Collect Calls

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

S. 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.

T. Speed Dialing 8 - Grandfathered

Speed Dialing 8 is grandfathered to customers who have ordered the feature prior to April 16, 2007. 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.

(C)

(C)

(C)

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.1. OPTIONAL FEATURES (CONT'D)**

U. Speed Dialing 30

This feature allows the customer to 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.

V. 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. (C)

W. Repeat Dialing Restrict

Allows the customer to deactivate the Repeat Dialing feature to avoid misuse of the feature and unwanted charges.

X. Call Forward Busy

This feature will forward incoming calls to a customer-designated telephone number when the customer is on the line.

Y. Call Forward No Answer

This feature will forward incoming calls to a customer-designated telephone number when the customer does not answer the call.

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.2. FEATURE PACKAGES**

The customer may choose to subscribe to one of the following feature packages

A. Two Feature Pack

Includes Call Waiting and Caller ID.

B. Multi Feature Pack

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 Dialing, Speed Dialing 30, and Three-Way Calling.

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.3. RATES AND CHARGES**

In addition to the following rates, a nonrecurring Feature Change Charge, as set forth in Section 4, will apply when a customer requests a change in their selection of features.

**LOUISVILLE, LEXINGTON, AND HENDERSON EXCHANGES**

	<b><u>PER USE CHARGES</u></b>		
	<b><u>CHARGE</u></b>	<b><u>MONTHLY</u></b>	<b><u>MONTHLY</u></b>
	<b><u>PER CALL</u></b>	<b><u>CAP</u></b>	<b><u>CHARGE</u></b>
<b>A. Optional Features</b>			
1. Anonymous Call Rejection	-	-	\$0.00
2. Call Forwarding Remote Access	-	-	4.00
3. Call Forwarding Selective	-	-	4.00
4. Call Forwarding Variable	-	-	4.00
5. Call Return	\$0.50	\$4.00	3.50
6. Call Return Blocking	-	-	0.00
7. Call Screening	-	-	2.00
8. Call Trace	3.00	-	-
9. Call Waiting	-	-	3.00 (I)
10. Caller ID with Name and Number	-	-	7.00 (I)
11. Caller ID Blocking Per Line	-	-	0.00
12. Caller ID Blocking Per Call	0.00	-	-
13. Custom Ring Service	-	-	4.00
14. Distinctive Ring Service	-	-	4.00
15. LD Alert [1]	-	-	2.25
16. Prohibit Billed to Third Number Calls	-	-	0.00
17. Prohibit Collect Calls	-	-	0.00
18. Prohibit Billed to Third Number & Collect	-	-	0.00
19. Repeat Dialing	0.50	4.00	3.50
20. Repeat Dialing Restrict	-	-	0.00
21. Speed Dialing 8	-	-	2.00
22. Speed Dialing 30	-	-	3.00
23. Three-Way Calling	-	-	2.50
24. Call Forward Busy	-	-	1.00
25. Call Forward No Answer	-	-	1.00
<b>B. Feature Packages</b>			
1. Two Feature Pack			9.00
2. Multi Feature Pack			14.00

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

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.3. RATES AND CHARGES**

**SHEPHERDSVILLE EXCHANGES**

The following rates apply to customers who have subscribed to local service on or after April 1, 2006, or who subscribed prior to that date, and initiated a change their account.

	<u>PER USE CHARGES</u>		
	<u>CHARGE</u>	<u>MONTHLY</u>	<u>MONTHLY</u>
	<u>PER CALL</u>	<u>CAP</u>	<u>CHARGE</u>
A. Optional Features			
1. Anonymous Call Rejection	-	-	\$0.00
2. Call Forwarding Remote Access	-	-	4.00
3. Call Forwarding Selective	-	-	4.00
4. Call Forwarding Variable	-	-	4.00
5. Call Return	\$0.50	\$4.00	3.50
6. Call Return Blocking	-	-	0.00
7. Call Screening	-	-	2.00
8. Call Trace	3.00	-	-
9. Call Waiting	-	-	3.00 (I)
10. Caller ID with Name and Number	-	-	7.00 (I)
11. Caller ID Blocking Per Line	-	-	0.00
12. Caller ID Blocking Per Call	0.00	-	-
13. Custom Ring Service	-	-	4.00
14. Distinctive Ring Service	-	-	4.00
15. LD Alert [1]	-	-	2.25
16. Prohibit Billed to Third Number Calls	-	-	0.00
17. Prohibit Collect Calls	-	-	0.00
18. Prohibit Billed to Third Number & Collect	-	-	0.00
19. Repeat Dialing	0.50	4.00	3.50
20. Repeat Dialing Restrict	-	-	0.00
21. Speed Dialing 8	-	-	2.00
22. Speed Dialing 30	-	-	3.00
23. Three-Way Calling	-	-	2.50
24. Call Forward Busy	-	-	1.00
25. Call Forward No Answer	-	-	1.00
B. Feature Packages			
1. Two Feature Pack			9.00
2. Multi Feature Pack			14.00

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

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.2. CUSTOM CALLING FEATURES (CONT'D)**

**5.2.3. RATES AND CHARGES**

**SHEPHERDSVILLE EXCHANGES (GRANDFATHERED)**

The following rates apply to customers who have subscribed prior to April 1, 2006 and who have not initiated any change to their account, rates are as follows:

	<u>PER USE CHARGES</u>		
	<u>CHARGE</u>	<u>MONTHLY</u>	<u>MONTHLY</u>
	<u>PER CALL</u>	<u>CAP</u>	<u>CHARGE</u>
A. Optional Features			
1. Anonymous Call Rejection	-	-	\$0.00
2. Call Forwarding Remote Access	-	-	4.00
3. Call Forwarding Selective	-	-	2.40
4. Call Forwarding Variable	-	-	1.40
5. Call Return	\$0.50	\$4.00	2.40
6. Call Return Blocking	-	-	0.00
7. Call Screening	-	-	2.00
8. Call Trace	2.40	-	-
9. Call Waiting	-	-	3.00 (I)
10. Caller ID with Name and Number	-	-	7.00 (I)
11. Caller ID Blocking Per Line	-	-	0.00
12. Caller ID Blocking Per Call	0.00	-	-
13. Custom Ring Service	-	-	3.20
14. Distinctive Ring Service	-	-	1.60
15. LD Alert [1]	-	-	2.25
16. Prohibit Billed to Third Number Calls	-	-	0.00
17. Prohibit Collect Calls	-	-	0.00
18. Prohibit Billed to Third Number & Collect	-	-	0.00
19. Repeat Dialing	0.60	4.80	2.40
20. Repeat Dialing Restrict	-	-	0.00
21. Speed Dialing 8	-	-	2.00
22. Speed Dialing 30	-	-	2.40
23. Three-Way Calling	-	-	2.00
24. Call Forward Busy	-	-	1.00
25. Call Forward No Answer	-	-	1.00
B. Feature Packages			
1. Two Feature Pack			7.00
2. Multi Feature Pack			11.95

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

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.3. 900/976 INFORMATION SERVICE BLOCKING**

**5.3.1. GENERAL**

Information Service Blocking is provided by the Company as the default service option to restrict calls from the customer's exchange access line to all 900 and/or 976 service access codes.

**5.3.2. REGULATIONS**

- A. When the blocking is activated, 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.
- B. This option does not prevent customers from placing 900 and/or 976 calls from their exchange access line using other Operator Service Providers. In addition, this option does not prevent customers from placing operator assisted or credit card calls to 900 and/or 976 services from a line that is not blocked.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.4. TOLL RESTRICTION**

**5.4.1. GENERAL**

This service provides customers with the ability to block outbound long distance calling from their local access line.

**5.4.2. 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

**5.4.3. 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.

	<b>NONRECURRING CHARGE</b>
A. Toll Restriction, Per Line	\$0.00

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.5. OPERATOR ASSISTED SERVICES**

**5.5.1. GENERAL**

A service charge will apply to local calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted Service including Operator Station (Collect, Billed to Third Number, 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.

**5.5.2. OPERATOR SERVICES**

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 an 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 will apply where billing capability for application of the exemption exists.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.5. OPERATOR ASSISTED SERVICES (CONT'D)**

**5.5.3. 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.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.5. OPERATOR ASSISTED SERVICES (CONT'D)**

**5.5.4. RATES AND CHARGES**

	<b><u>RATE PER MINUTE</u></b>	<b><u>SERVICE CHARGE PER CALL</u></b>
A. Operator Station		
1. Automated Calls	\$0.00	\$2.00
2. Operator Assisted Calls	\$0.00	\$2.00
B. Person-to-Person	\$0.00	\$4.00

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.6. DIRECTORY ASSISTANCE SERVICE**

**5.6.1. 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.

**5.6.2. 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.

A. Exemptions

1. Charges will not be levied for 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.

(C)  
(C)

(T)

**5.6.3. RATES AND CHARGES**

	<b><u>CHARGE PER CALL</u></b>
A. Directory Assistance Service	\$1.25 (I)

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.7. RESERVED FOR FUTURE USE**

(T)

(D)

(D)

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.8. BUSY LINE VERIFICATION AND INTERRUPT SERVICE**

**5.8.1. 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.

**5.8.2. 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.

**5.8.3. RATES AND CHARGES**

	<b><u>CHARGE PER USE</u></b>
A. Busy Line Verification, each	\$1.00
B. Busy Line Interrupt, each	\$1.25

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS**

**5.9.1. 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.

**5.9.2 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. *(Deleted)*
- F. A service charge will apply for any customer-requested change in listing, as specified in Section 4.5.
- G. 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, up to three months from the date of disconnect.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.3. 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.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.3. NON-PUBLISHED NUMBERS (CONT'D)**

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:

1. such service is provided for the same customer at the same address as the customer's Company-provided primary service,
2. 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
3. the non-published directory assistance listing is in the customer's name.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.9. DIRECTORY LISTINGS (CONT'D)**

**5.9.4. 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.

**5.9.5. RATES AND CHARGES**

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

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)**

**5.10.1. 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.

**5.10.2. 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.

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.10. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911) (CONT'D)**

**5.10.2. 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.

**5.10.3. RATES AND CHARGES**

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

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.11. LIFELINE SERVICE**

**5.11.1. GENERAL**

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

**5.11.2. 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. Federal Public Housing Assistance
  - 5. Low Income Home Energy Assistance Program (LIHEAP)
- 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 standard features and services at the applicable rates, charges and regulations for each feature and service provided. Premium services offered by the Company will not be available.
- E. Charges for the installation of new Insight Local Service as a Lifeline service are set forth in Section 5.12, following.
- 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. Lifeline customers may not subscribe to any other type of residence Local Service at the same or other premises.
- I. The Company will not disconnect or interrupt service to a Lifeline customer for failure to pay toll or long distance charges.

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.11. LIFELINE SERVICE (CONT'D)**

**5.11.3. RATES AND CHARGES**

- A. The Company will provide our Lifeline customers with a discount of \$13.50 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)
- C. As ordered by the Commission, a surcharge per line will apply to access lines served by the Company, to which the Subscriber Line Charge is applied. This surcharge will appear on the customer's monthly bill as "Kentucky Lifeline Surcharge."

**MONTHLY  
CHARGE**

- |  |        |
|--|--------|
| 1. Lifeline Surcharge, per access line | \$0.08 |
|--|--------|

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.12. LINK UP AMERICA**

**5.12.1. 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.

**5.12.2. REGULATIONS**

- A. Link Up America is available to residence customers who meet the following eligibility criteria:
1. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.
  2. Link Up America is available to low-income customers who meet eligibility requirements under certain state-designated programs.
- B. The Link Up America discount is applicable to one access line (dial tone line) when it applies to the installation or relocation of main service at a customer's principal residence.
- C. Link Up America applicants are not exempt from Company deposit requirements.
- D. The Link Up America discount does not apply to the installation of inside wire.
- E. The Link Up America discount does not apply to applicants who are full time students living in university or college controlled housing.

**5.12.3. RATES AND CHARGES**

The Link Up America program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence local access line. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer. Custom installation or construction charges will be charged at the applicable Tariff rates.

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.13. TELECOMMUNICATIONS RELAY SERVICE AND TELECOMMUNICATIONS ACCESS PROGRAM SURCHARGES**

(C)  
(C)

**5.13.1. 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.

The Telecommunications Access Program (TAP) is the program for the distribution of telecommunications devices for the deaf.

(N)  
(N)

**5.13.2. SURCHARGES**

(C)

As ordered by the Commission, the Telecommunications Relay Service (TRS) Surcharge and the Telecommunications Access Program (TAP) Surcharge will apply to all residence access lines served by the Company, except Lifeline Service lines. The surcharges apply regardless of whether or not the access line uses Telecommunications Relay Service.

(C)  
|  
(C)

	<b><u>MONTHLY CHARGE</u></b>	
A. TRS Surcharge per line	\$0.07	(C)
B. TAP Surcharge per line	\$0.02	
Total TRS/TAP Surcharge per line	\$0.09 (R)	(C)

---

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.14. MULTI-SERVICE BILL CREDIT**

Customers who are subscribed to the following Insight services will receive an Insight Local Service bill credit equal to \$5.00 per monthly billing cycle for customers in Louisville and Lexington exchanges, \$4.00 in Henderson exchanges, and \$3.50 for customers in Shepherdsville exchanges:

1. Insight Local Service with two or more lines, as specified in Section 5.1 of this Tariff; and
2. Either the Two Feature Pack or the All Feature Pack as specified in Section 5.2; and
3. One or more Company-designated non-telephony service(s).

This offer is limited to one bill credit per customer per month, and the customer must be actively subscribed to the Company-designated non-telephony service(s) on a non-promotional basis in order to receive this credit. Additionally, the customer may not participate in other promotional offers pertaining to the Insight Local Service monthly recurring charge while participating in this offer. This credit will appear on Insight Local Service bills beginning the month following the installation of such services and will continue for the duration of the multiple subscriptions under the availability of this offer.

**5. INSIGHT RESIDENTIAL LOCAL SERVICE**

**5.15. ON-TIME GUARANTEE**

The Company will issue a one-time credit for all nonrecurring charges associated with a customer's installation or \$20.00, whichever is greater, when the customer reports and/or the Company verifies that the customer's installation appointment did not occur during the timeframe it was scheduled. In addition, the Company will issue a one-time credit of \$20.00 when a missed repair appointment is reported by the customer and/or verified by the Company. The aforementioned credits will apply once per missed appointment, and are not applicable if the customer is not home or does not permit the Company employee to enter the premises. This guarantee will not apply in instances as specified in Section 2.2.1.G of this Tariff.